

Re: Preventive Measures against COVID-19

To whom it may concern,

While we are still in the midst of this pandemic and must continue to be vigilant with our safety measures, the Ontario Government is slowly beginning to ease up on certain restrictions. Our business is using the following steps to help ensure we continue to help manage the curve and minimize potential exposure. The safety and health of our employees and customers' will remain our top priority as we continue to move forward through COVID-19.

- Full store cleaning/disinfecting done 3 times per week, after hours
- Daily/hourly store disinfecting, high traffic areas, high contact points, by staff and store log sheet filled out
- Hand sanitizer stations placed at store entry and around the store with signage
- Bathrooms are reconfigured to a staff washroom and guest washroom at each store, leaving the accessible washroom as the guest washroom.
- Acrylic barriers for reception desk area.
- Sales personnel working at separated desks to maximize social distancing
- No customers allowed in sales dens
- Chairs at desks or front counters are moved to ensure social distancing is maintained
- Lines taped on floors to showcase the 2m-6ft social distancing. At front door as example, at front counters to create standing points, at desks to ensure customers stay distant
- Signage being provided to stores to highlight social distancing, focus on 2m-6ft. to be placed around the store so a sign is visible at all times regardless of where a customer may be standing, more is better.
- All staff being temperature tested with an infrared thermometer before shift and midway through shift, if a concern they will be sent home.
- Self-isolation implemented for anyone showing symptoms as per government protocols prior to being allowed back to work.
- Designated disposal bins placed at front door for disposal of any PPE material prior to customer leaving the store to prevent discarding inappropriately.
- Front doors – entry is covered by a staff member at all times to control flow of customers into the store
 - Table/barrier set up at entry to store so that each customer can be screened for symptoms, recent travel, or signs of illness and explained the process while in store to ensure everybody's safety
 - Tracking of customer information (requested and customer has option to refuse to provide) upon entry into store, data is entered into log, name and contact number as well as date and time of visit, also need number of people in party and their names. so we have it should we need to make them aware of any health concerns
 - Signage on front doors showing COVID-19 procedures in effect, controlled entry, social distancing, reduced hours, cleaning initiatives, specific requests for customers who come into store

- Request for face masks to be worn by customers, we will have disposable masks available, hand sanitizer used by all customers before entering the store
- Face shields being provided for each staff member to be used at their discretion
- Nitrile gloves will be made available for employees to use at their discretion
- Request for customer to allow us to test their temperature before entry using an infrared thermometer
- Post it tabs carried by sales people, all product touched by customers is tagged for cleaning. Once sanitized, tag is removed and disposed of in appropriate designated bins.
- Paperwork in store:
 - Multiple ways of handling paperwork, from full digital to duplicate copies. Staff will ensure they proceed with caution, keeping social distancing and follow proper hand cleaning/sanitizing practices when dealing with any paperwork between individuals.
- Payment Terminal:
 - Sourcing plastic number pad covers that allows for spraying and wipe down after each use, once available we will switch process to reflect a disinfection of the terminal before and after each customer use.
 - See in-store for usage procedure for Payment Terminal
- Store picks up will become contact-less/curb side pick-up. Process will start at desk or by call, invoice is identified, confirmed with customer. Once product is picked, we drop it off at the designated area outside the store, small items can be at front of store, larger items may be at loading dock, however, no store entry is allowed via a secondary entrance, staff only at loading dock.
 - At all times it is understood that proper social distancing practices are followed with regards to pick-ups. Therefore customers will be expected to load and secure their own product at time of pick up from the store.
- All Staff are aware of these protocols, and trained on safety precautions.

As we continue to monitor the situation these precautions are reviewed by management daily. We hope that these steps make our staff and customers as comfortable as possible amid this crisis. Should you have any questions or concerns, please feel free to reach me directly.

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