

# COVID-19 Safety Plan

## Signage

- Posted signs at all entrances for screening purposes.
- Posted signage reminding people that masks are now mandatory indoors.
- Provided hand washing instructions in all washrooms.
- Provided physical distancing floor markers to guide customer behaviour.
- Provided one-way arrows in designated areas to help employees maintain distance.

## Physical Distancing Measures

- Provided transparent plastic barriers at all desks and cashiering counters.
- Provided physical barriers in areas where transparent plastic or signage was ineffective.
- Limited pathways for employees and customers to reduce physical interaction.
- Staggered lunch breaks to reduce employee overlap in break room.
- Provided procedures including disposable masks to technicians who occasionally are required to come within 2 meters of each other for specific tasks.
- Provided occupancy limits on all areas where congregation is common including lunchroom, meeting room, washrooms and customer lounges.
- Removed or separate chairs in lounges to reduce occupancy and maintain distance between occupants.

## Sanitation Protocols

- Provided hand sanitizer throughout facility, including all cashiering areas.
- Hourly routine for sanitizing common touch points throughout facility.
- Nightly, our janitorial company cleans and disinfects all areas of our buildings.
- Regular sanitizing routine for the break room before and after break times.
- Provided sanitized/not-sanitized cards for commonly used tables to ensure sanitization between use.
- Instructed employees to wash their hands when arriving for work and before leaving.
- Provided a cleaning protocol for customer vehicles, courtesy vehicles, test drive vehicles, vehicles being prepared for delivery and courtesy shuttle vehicles.
- Provided plastic barriers in shuttle vehicles to separate our driver and other occupants.
- Provided plastic shields for debit machines that are sanitized between each transaction.
- Provided a sanitized/not-sanitized system for pens that are used by customers.
- We have removed newspapers and kids toys from the customer lounges.
- Provided sanitized/not-sanitized pens and pen holders at each cashiering station for customer use.

## Policies & Procedures

- Provided guidance on what to do if an employee feels ill.
- Implemented daily screening routine for employees that includes an internal temperature check, declarations for COVID-19 symptoms, contact with others and any direction provided by HealthLink BC (8-1-1).
- Instructed employees to provide any suggestions to their supervisor, General Manager or President directly.
- Provided instruction on how to use masks appropriately.
- Provided revised OFAA protocols to First Aid Attendants.

*For more information, see the Detailed COVID-19 Safety Plan distributed to all staff.*