



# *COVID-19*

## **ACTION PLAN**

We sincerely hope that this message finds you well, safe, and *like us*, meeting the challenge!

The safety & well-being of our employees and customers is of the utmost importance to us. As a trusted service provider, the following is our COVID preventative action plan, introduced to demonstrate our commitment to act in our community's safe best interest.

### 1. Symptom-free personnel.

(A) Only ROY'S personnel that are symptom-free will be working. Every ROY'S employee is required to have their temperature checked or must self administer a temperature check with an infrared, non-contact thermometer each day upon their arrival at our office. Those with a temperature greater than **100.4 degrees Fahrenheit (38 degrees Celsius)**, are not permitted to work on-site.

(B) Additionally, employees are required to perform a COVID-19 self assessment each day using the BC COVID-19 App's Self-Assessment Tool or QR Code below. If an employee experiences any of the following, they will not be permitted on-site both at ROY'S or any customer premises.

- (1) Recent, new, or unexplained symptom of sickness (COVID-19 related or other such as but not limited to: **fever, cough, shortness of breath, fatigue, sore throat, muscle pain, chills, diarrhea, new loss of taste or smell**).
- (2) Close contact (e.g. less than 6-feet or 2-meters for more than 15 minutes) with someone confirmed to have COVID-19 in the last 14 days.
- (3) Traveled outside of country in the past 14 days or to a location which requires a mandatory quarantine.

### 2. Personal Protective Equipment (PPE).

Mask wearing is recommended but not required for non-exempt ROY'S employees so long as a safe distance of at least 6-feet is maintained at all times. Masks are strongly encouraged when 6-feet can be maintained and when in another's personal workspace. ROY's employees are mandated to wear any PPE that is required by our customers and in alignment with their policies while on their premises.

3. Distance.

We will make every reasonable effort to keep a safe distance of at least 6-feet from other on-site personnel at all times. Technical workspaces have been amended to provide at least 10-feet from co-workers (exceeding minimum requirements). Occupancy limits have been posted and must be adhered to in areas where space is limited or more prone to congregation.

4. Over the phone support.

We will make every effort to troubleshoot your issues over the phone first to eliminate in-person visits or qualify them as essential. Phone support will also help to isolate the issue and be more effective resolving the issue, thus reducing our time on your premises (as required).

5. Ventilation.

To improve ventilation and discourage stale air, fresh air will be made available throughout our building and warehouse (as appropriate). Doors, windows, and bay doors are to be open (when appropriate) and monitored during business hours.

6. Limited contact.

We will only touch what we are there to service, deliver, or pick-up. Additionally, we will deliver/pick-up to and from established drop-off/pick-up areas, locations, or drop-zones as requested. Upon completing a service on equipment, we will disinfect the machine and inform you that our work is complete.

7. Assigned technicians.

We will make every effort to assign/dispatch the same service people to your premises if/when multiple visits are required.

8. Cleaning & Disinfecting.

ROY'S frequently touched surfaces are to be routinely cleaned and disinfected daily or between employee use with EPA approved disinfectants. Such surfaces include, but are not limited to, door handles & knobs, light switches, sinks, countertops, desks, vehicles, dollies, and shared electronics.

9. Our Commitment.

ROY'S remain committed to diligently monitoring the developments of COVID-19. As more information comes to light and best practices evolve, we will make every reasonable accommodation to help keep both our customers and our ROY'S team safe.