



Thursday, September 17, 2020

UPDATE TO PROTOCOLS AND PROCEDURES

Please read the full details of our updated procedures, as we will continue to control capacity and traffic flow, as well as materials handling, in our facilities at this time.

We continue ask that any individual exhibiting any symptoms of COVID-19 or illness refrain from visiting our site. **For everyone's safety, it is expected that all individuals are following all mandatory protocols from Health Canada and Ottawa Public Health, including proper handwashing, physical distancing and wearing a face mask while in public areas.**

ALL PERSONNEL ARE REQUIRED TO FOLLOW ALL SIGNS ON SITE.

PRODUCT ORDERING AND PICK-UPS **[CURRENT PROTOCOLS REMAIN IN EFFECT]:**

- **Entry to our main office is NOT PERMITTED. Please call ahead to place and pay for orders. Loading bills and receipts will be brought out to drop box.**
 - Preferred payment methods include credit card or e-Transfer.
 - Use of debit terminal permitted, sanitization will occur before and after all transactions.
 - **Face masks** (worn properly) are required at all times.
 - **Hand sanitization** is required upon entry and exit.
 - **Plexiglass** dividers between customers and staff.
 - Waiting will occur outside with physical distancing markings in place. Please follow protocols.

DELIVERIES **[UPDATED PROTOCOLS INTRODUCED]:**

- *Small deliveries* should be dropped at main office, by shipping door. Loose paperwork should be put in drop box attached to garbage can next to door.
- *Large deliveries* requiring a forklift: Please call office upon arrival and await a Receiving Ticket from the office. Trucks will be redirected to office for receiving tickets if they do not have one.
- M CON staff will not be signing paperwork at this time. Please write name of recipient on paperwork.

SERVICE TECHNICIANS AND CONTRACTED WORK **[CURRENT PROTOCOLS REMAIN IN EFFECT]:**

- All appointments are to be scheduled and visitor protocols followed, including completing daily COVID-19 Fit for Duty questionnaire, daily temperature check and wearing of face mask while in facilities.

ALL OTHER SITE VISITORS / SALES REPS **[CURRENT PROTOCOLS REMAIN IN EFFECT]:**

- We will not be meeting with unscheduled visitors at this time. Our offices and facilities will remain closed to tour groups and unsolicited visits. Virtual meetings or telephone calls will continue to be preferred.

Thank you for your co-operation during this time.