



Friday, November 20, 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 inside or when unable to maintain physical distance.**

ALL PERSONNEL ARE REQUIRED TO FOLLOW ALL SIGNS ON SITE.

PRODUCT ORDERING AND PICK-UPS **[UPDATED PROTOCOLS INTRODUCED]:**

- **Entry to our main office is NOW PERMITTED.** Signage is in place to assist in the communication of these changes. Protocols are mandatory to protect our staff and public including:
 - **One-way traffic:** Entry through our front office double-doors, exit through our shipping door.
 - **Maximum capacities:** 1 person in the vestibule and 2 people (distanced) in our lobby (1 per customer service rep)
 - **Face masks** (worn properly) are required at all times.
 - **Hand sanitization** is required upon entry and exit.
 - Use of debit terminal permitted, sanitization will occur before and after all transactions. Alternative payment options are in place (including E-transfer; please see customer service representative for information).
 - **Plexiglass** dividers between customers and staff.
 - Waiting area removed. Waiting will occur outside with physical distancing markings. Please follow protocols.

DELIVERIES **[CURRENT PROTOCOLS REMAIN IN EFFECT]:**

- *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.

2150 Richardson Side Road, Ottawa, Ontario, Canada K0A 1L0

t. +1 (613) 831-1736

tf. + 1 (800) 267-5515

e. safety@mconproducts.com

www.mconproducts.com