



Friday, January 15, 2021

UPDATE TO PROTOCOLS AND PROCEDURES FOR PERIODS INVOLVING HEIGHTENED LEVELS OF HEALTH AND SAFETY DUE TO COVID-19

Please read the full details of our updated procedures, as we are re-introducing stricter admittance limitations, as well as materials handling, in our facilities at this time.

For everyone's safety, it is expected that everyone follows all mandatory protocols from Health Canada and Ottawa Public Health.

We continue ask that any individual exhibiting any symptoms of COVID-19 or illness refrain from visiting our site. Proper handwashing, physical distancing and wearing a face mask while inside or when unable to maintain physical distance is mandatory.

ALL PERSONNEL ARE REQUIRED TO FOLLOW ALL SIGNS ON SITE.

ALL CUSTOMERS [UPDATED PROTOCOLS RE-INTRODUCED]:

- **Entry to our main office is NOT PERMITTED.** Signage is in place to assist in the communication of these changes.
- **Please call our customer service desk ahead of or upon arrival to our site. We will prepare your loading bill and direct you in the procedures for pick-up.**
 - **Vestibule Entry:** Due to winter temperatures, customers are permitted to pick up loading paperwork in the vestibule. 1 person maximum capacity. If the vestibule is occupied, please wait, physically distanced outside until the vestibule is empty.

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. **Receiving Tickets will be placed in the dropbox in the vestibule.**
- 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.