

**MARCON**

**COVID-19 FULL COMPANY PROCEDURES**

**September 2020**

Contents

**SITE COVID-19 SAFETY PROCEDURES**..... 4

    Enforcement: ..... 4

    Trade Safety Plans:..... 5

    Signage:..... 5

    Staggered Start Times:..... 5

    Entering Marcon Sites:..... 6

    Orientations & Meetings:..... 6

    Project Offices/Trailers: ..... 7

    Marcon Decks & Floors:..... 7

    Hoist & Elevator Operations: ..... 8

    Equipment Operations:..... 8

    Refreshments & Lunchrooms: ..... 8

    Personal Protective Equipment (PPE) ..... 8

    Wash Stations & General Hygiene: ..... 9

    First Aid: ..... 9

    Readiness Plan – Presumptive/Confirmed COVID-19 Case on Site ..... 10

    Readiness Plan - Non-Close Contact Checklist..... 11

**MARCON OFFICE COVID-19 PROTOCOL** ..... 12

    AT THE OFFICE:..... 12

    HIGHER HAZARD AREAS AND PROTOCOLS: RECEPTION AREA:..... 13

    BATHROOMS (Langley): ..... 13

    KITCHEN USE:..... 13

    WINDOWS, DOORS & SECURITY AWARENESS:..... 14

    STAIRS: ..... 14

    PHYSICAL DISTANCE:..... 14

    GENERAL WIPE DOWN PROTOCOLS:..... 14

    DESK HYGIENE:..... 15

    MEETINGS: ..... 15

    PERSONAL PROTECTIVE EQUIPMENT ..... 15

    BUILDING ACCESS & ELEVATORS: ..... 15

    GENERAL PROTOCOLS & EFFECTIVE WASTE MANAGEMENT:..... 16

**HOMEOWNER CARE:**..... 16

Walk Throughs & Key Handovers.....	16
<b>CUSTOMER SERVICE .....</b>	<b>17</b>
<b>COVID-19 SAFETY PLAN.....</b>	<b>17</b>
The role of prime contractors, employers, and sub-contractors.....	17
How is Marcon Controlling the risk of COVID-19 exposure? .....	17
The Six Step Plan .....	18
Step 1 Assess the risk:.....	18
Step 2 Implement protocols to reduce the risks: .....	18
Step 3 Develop Policies:.....	19
Step 4 Develop communication plans and training: .....	20
Step 5 Monitor the workplace and update plans as necessary:.....	20
Step 6 Assess and address risks from resuming operations in head office: .....	20
<b>WHERE TO FIND UP TO DATE INFORMATION .....</b>	<b>20</b>

## SITE COVID-19 SAFETY PROCEDURES

Marcon has an existing COVID-19 safety procedure (also referred to as a 'policy') across all sites. It is important that every team member of Marcon, any team member of a trade and any visitor to the site follow the policy. COVID-19 safety procedures are for the protection of everyone and goes a long way to ensure our sites are contributing effectively to stop COVID-19 at our sites and in our community.

### Enforcement:

1. Marcon will provide a COVID-19 Safety Compliance Officer (this will normally be the designated Construction Safety Officer(s) that are already on site). Each Trade Partner that is on site must also designate one of their existing workers as a Trade Compliance Officer (as indicated in the table below). The duties of this role are to enforce the COVID-19 safety procedures as outlined in this policy. The name and contact information of the Trade Compliance Officer must be added to the top of the sign in sheet.

	WORKER #'s & LENGTH OF TIME SCHEDULED ON SITE	REQUIREMENT
<b>LEVEL 1</b>	1-5 Workers under two weeks	Each responsible for their own individual compliance and sign-in. Training at orientation vital, no requirement for compliance meetings
<b>LEVEL 2</b>	1-5 more than two weeks	Must delegate a Trade Compliance Officer to manage all own workers including subs and attend the COVID Weekly meetings
<b>LEVEL 3</b>	6+ workers under two weeks	Must delegate a Trade Compliance Officer to manage all own workers including subs. Not required to attend the COVID Weekly meetings
<b>LEVEL 4</b>	6+ workers over two weeks	Dedicated full time Trade Compliance Officer to manage own workers including subs. Must attend all COVID Weekly meetings

2. The Trade Compliance Officers must remain on site for the whole duration that they have workers on site and must be monitoring and enforcing COVID-19 safety procedures on a continuous basis. If the Compliance Officer leaves the site, they must, prior to departing, nominate another Company Representative to enforce these procedures.
3. Failure to follow these procedures will result in clear disciplinary action. Given the importance of these directives, Marcon Compliance Officers (or a member from Marcon's Management Team) will give a worker one verbal warning (in addition to covering the procedures at orientation). Failure to change behavior will result in instant removal from the site for the rest of the day. Trade Compliance Officers can only remove their own workers from the site. A Marcon Compliance Officer, including Marcon Management has authority to remove any person or Trade worker from site.
4. CSO's must file all sign-in sheets daily in a COVID binder, along with the contact details of

the Trade Compliance Officer and the Trade COVID Safety Plan. Disciplinary events will remain logged in S2 as part of the regular disciplinary process.

5. Education and training on these procedures is mandatory to ensure success. The Marcon COVID-19 Safety Compliance Officer will hold a weekly outdoor 20-minute stand-up with the Trade Compliance Officers to ensure that they can then provide a clear understanding to all site workers of the COVID-19 safety procedures. This is also an opportunity for the group to collaborate and share solutions to any items that prove to be a challenge for workers. A short summary of each COVID meeting topic will be reported in the COVID binder. Meetings will be run more often as and when there are changes to protocols or updates that need to be shared.

### Trade Safety Plans:

6. All Trades (with over 20 employees head count for their whole company) must submit a COVID-19 Safety Plan, inclusive of clearly outlined procedures as to how they are managing subcontractors. The Trade COVID-19 Safety Plan must be submitted to Marcon's Safety department (safety@marcon.ca), prior to the first day on the site, and at any other time upon request. Trades with less than 20 employees will fall under Marcon's COVID-19 Safety Plan if they do not have their own approved plan in place.
7. All Trades must ensure their workers have been informed-trained in their company COVID-19 Safety Plan procedures. During site orientation Marcon's CSO will review the Marcon Site COVID-19 safety procedures with the new workers. All Marcon CSO's should also be doing a verbal check that new or young trade workers have been informed of their own company specific COVID-19 Safety Plan procedures.

### Signage:

8. Marcon will ensure there is signage throughout the site with messaging related to:
  - a. COVID-19 Symptoms & Information
  - b. Social Distancing and Mask Requirement Reminders
  - c. Hygiene Reminders & location of wash stations
  - d. Specific procedures-protocols linked to certain activities i.e. hoist, elevator

### Staggered Start Times:

9. All trades will be required to arrive on site at a set time, as directed by the specific site requirements and schedules. Staggered start times allow for effective gate protocols, ensuring a 6ft/2m minimum distance between each person. The table below is a suggested option only and trades should check with each site to get their specific timeslots.

Trade	Gate Arrival Time
Mechanical	6:30am
Electrical	6:45am
Formwork & Framers (separate gates)	7:00am
Rebar	7:15am

Steel Stud/drywall	7:30am
Misc. trades (interior)	7:45am
Exterior trades	8:00am

### Entering Marcon Sites:

10. All Trades will be required to enter from one gate (unless specified by the Superintendent on specific sites where a two-gate option has been implemented), at a set time each morning. This will allow for a “Health Check-Sign-In” procedure to be carried out by the Trade Foreman or Representative prior to arriving at the gate. Suggestion: where a Trade has a large workforce on site, split the workforce by multiple Foreman or Compliance Officers to ensure efficient sign-in and more manageable enforcement.
11. The Trade can only enter the site once the Sign-In Sheet is complete and ready to be submitted by the Foreman to the Marcon CSO. This procedure will ensure effective management and control of COVID-19 safety procedures and documentation:
  - a. If a Marcon site had a positive COVID-19 exposure, the Health Authority will receive accurate information on who may have been exposed for contact screening.
  - b. If a worker is showing flu-like symptoms on their arrival to the site, they will be sent away from site before entering, which will reduce potential exposure to other workers.
  - c. This Sign-In Sheet must be maintained securely in the site office. Trades can obtain new sign-in sheets from the Marcon CSO if needed and should ensure they have a stockpile of hard copies for each week.
12. If a worker is not on the sign-in sheet, they will be removed from the site immediately. Please ensure any late workers get added to the sheet as soon as they arrive at the gate. Any workers arriving after the sign-in process has completed must phone or contact another on-site representative so that they can be signed-in. No exceptions.
13. If any worker experiences flu-like symptoms before arriving to or during work on a Marcon site, they will be asked to leave. As per the directive from the Provincial Health Minister, the individual should be completing the Provincial on-line self-assessment tool, which will provide next step guidance. Trade workers will not be allowed to re-enter a Marcon site until their employer has confirmed in writing that they are clear for duty.
14. If any workers have traveled internationally or are in close contact with a person or people from out of the country (less than 14 days in Canada) they will be asked to leave. The worker(s) should be self-isolating for 14 days per the directive from the Provincial Health Minister.

### Orientations & Meetings:

15. All Orientations will be twice a day depending on site needs, normally 7:30am and 9am, unless special arrangements have been made. Any new workers that require orientation must not

access the site until 5 minutes before the allotted orientation time and must keep the mandated 6ft/2m away from other new workers. Orientation will follow a strict process:

- a. New workers will be required to wear a mask and to wash or sanitize hands at the beginning of the orientation
  - b. CSO, wearing gloves and mask, will distribute orientation documents (Clipboard, sanitized pens and orientation checklist)
  - c. New workers will complete the orientation and documentation
  - d. At completion of orientation, including sign off, New workers will hand in orientation documents (Clipboard, pen, orientation checklist)
  - e. CSO to review documentation and provide appropriate hard hat sticker to the worker
  - f. New worker must re-sanitize or wash hands and report to their supervisor to ensure they are signed onto the daily health check/sign in sheet
  - g. CSO, wearing gloves, wipes down clipboard and pens and collates documents and then dispose of gloves.
16. All orientations will include verbal discussion on hygiene, location of hand washing and sanitization stations, social distancing, COVID-19 symptoms reminder and what to do if symptoms should appear while on site (leave site and report to supervisor).
  17. Any Orientations or other meetings will be done in a stand-up, open air environment to allow for spacing and air circulation.
  18. Any external meetings are to be done remotely via telephone, conference or through email communication.

#### Project Offices/Trailers:

19. Access to offices and trailers will be restricted. Contact details and phone numbers for Site Management will be posted on the outside of the door for ease of reference.
20. Only a limited number of workers will be given access at any time, to ensure the 6ft/2m distance requirements are being met. Masks are mandatory if 6ft/2m distance cannot be maintained.
21. Do not touch items that you do not need to touch. Limit what you are doing in the office spaces.
22. Where possible, do not share keyboard or mouse, pens, clipboards. If you need to share, make sure you are wiping down surfaces before another person uses the same item.

#### Marcon Decks & Floors:

23. Masks are mandatory on all active decks. You must keep 6ft/2m away from another person. If distancing is not possible for certain tasks, the masks will act as a protective barrier.
24. Gloves are a good preventative measure. People who wear gloves are much less likely

to touch their face, eyes, and nose. Unless your task prevents it, please wear work gloves.

25. Masks or other equivalent face coverings are mandatory on all floors and in all suites.
26. Avoid passing each other on the stairs, wait until the other person has passed. Masks are mandatory in stairwells and corridors.

### Hoist & Elevator Operations:

27. Masks are mandatory in the hoist and on the hoist deck. Nine people plus the operator will ride in the hoist at any one time. Numbers of workers will be adjusted to accommodate materials or equipment. After every lift, the hoist will be wiped down by the hoist operator before descending with new people. Any person in the hoist will be asked to face outward towards open air. Protocol posters must be displayed at the hoist.
28. Masks are mandatory inside Elevators. Inside Elevator protocols dictate that only 4 people will be allowed to use the elevator at any one time. Protocol posters must be displayed inside and outside of the Elevator. If sites have smaller elevators, they will be required to assess and reduce the number of workers, likewise if materials or equipment are in the elevator, people-occupant numbers must be adjusted.

### Equipment Operations:

29. Wipe down all controls and surfaces that come into contact with hands using a disinfectant wipe or other suitable alternative at the beginning and end of each shift and before any other user. Equipment will contain appropriate cleaning supplies including disposable gloves.

### Refreshments & Lunchrooms:

30. All break and lunch times should be staggered to ensure that a 6ft/2m distance can be maintained in lunchrooms. Do not overload your lunchrooms.
31. Disposable coffee cups and water bottles will not be allowed on site. Please ensure you bring refreshments in items that can be packed up and taken off site in your own personal belongings.
32. Do not share cups, glasses, dishes and cutlery.
33. Post signage to remind workers to wash or disinfect their hands before and after eating and to follow the mandated social distancing in all lunchrooms.
34. Routinely disinfect the tables, chair backs and other commonly handled items and remove garbage often.
35. Ensure enough fresh air supply to reduce "recirculating" the air inside the lunchroom.

### Personal Protective Equipment (PPE)

36. Masks or alternative face covering (e.g., homemade cloth masks, dust mask, bandanas, buffs)



are mandatory on all Marcon sites. Certain situations, where work can be performed in isolation, in a well-ventilated area, will allow for masks to be removed temporarily but must remain on the worker. The Site Superintendent or the Construction Safety Officer can confirm suitable non-mask tasks and areas.

37. Separate PPE and clothing that is hung in the lunchroom/storage area to avoid touching.

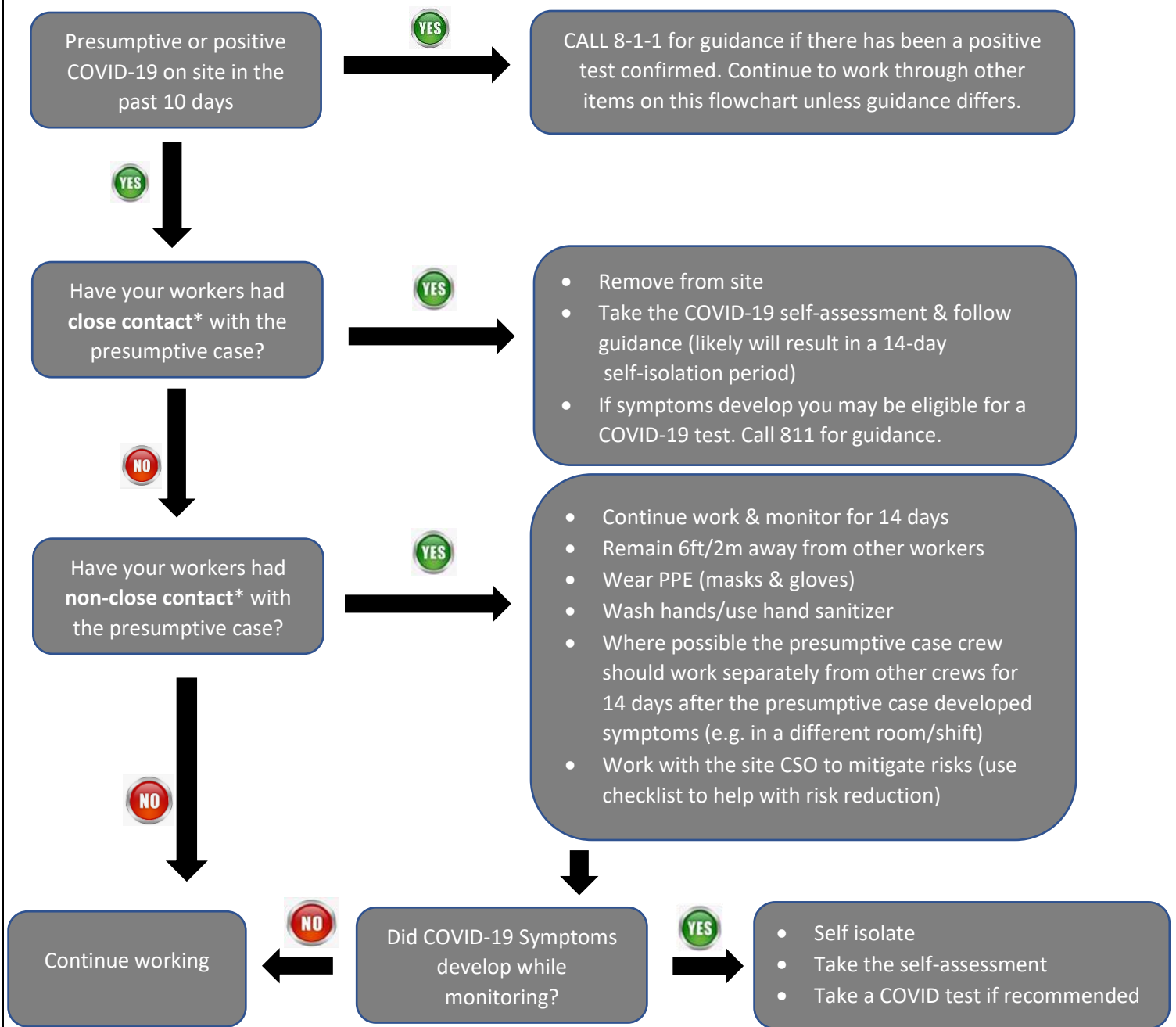
### Wash Stations & General Hygiene:

38. Wash stations are on all sites (at least 1 wash station per 3 toilets). You are mandated to wash on arrival, before breaks, after breaks and at departure. Use soap and water for 20 seconds.
39. Monitor yourself, if any flu-like symptoms appear, remove yourself from site and contact your supervisor. If you see others with flu-like symptoms, tell them to do the same.
40. Spitting on site is totally forbidden. Do not do it.
41. Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze.
42. Do not shake hands; avoid all physical contact, including sharing personal hand and power tools. If you need to share tools, wipe them down with sanitizer after you finish and before you begin using them.
43. Avoid touching eyes, nose and mouth with unwashed hands (i.e. smoking, drinking, eating etc.)
44. Always maintain the 6ft/2m distance from other people.
45. Ensure radios are being disinfected at start, regularly through-out and at end of shifts.
46. All common areas and surfaces will be cleaned at the end of each day, including washrooms, shared offices/trailers, common tables, chair handles and backs, desks, light switches, door handles and rails.
47. Workers must when possible use designated stairs to go up and down. If not possible then workers must give right of way to workers carrying tools/equipment and face towards the wall when physical distance cannot be maintained

### First Aid:

48. First Aid Attendants are to wear N95 mask (or equivalent), face shield and medical gloves when treating workers. If workers attend First Aid for minor cut or abrasion the OFA can provide a band aid, cleaning solution, walk them through the treatment and then record the injury.
49. Injured worker must use mask when being treated by the first aid attendant.



## Readiness Plan – Presumptive/Confirmed COVID-19 Case on Site



*Definition	
Close Contact	Non-Close Contact
<ol style="list-style-type: none"> <li>1. Had direct contact with infectious body fluids of the presumptive case (e.g. was coughed or sneezed on).</li> <li>2. Had close contact (within 6ft/2m) with the presumptive case while the presumptive case had symptoms of COVID-19 without consistent and appropriate use of PPE.</li> </ol>	<ol style="list-style-type: none"> <li>1. Has had contact with the presumptive case but has not been within 2 meters of the presumptive case while the presumptive case had symptoms of COVID-19.</li> </ol>

## Readiness Plan - Non-Close Contact Checklist

If a Marcon site has followed the Presumptive COVID-19 Case flow and it results in some Non-Close Contact workers remaining on site, there are additional protocols Marcon can put in place to further reduce risk of potential exposure to other workers. The checklist below has been developed to help aid in planning. Not all items will be possible or realistic. The protocols Marcon puts in place will depend on various factors including the type of trade that has been in non-close contact; the number of workers potentially exposed; the size and logistics of the site. Please use this checklist to help support your risk mitigation planning.

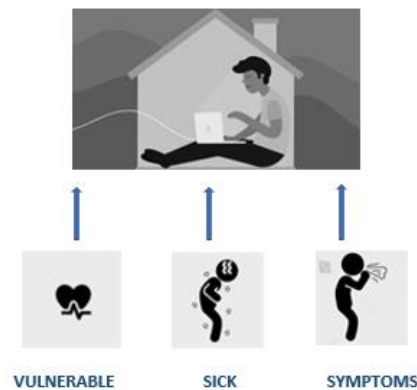
Risk Mitigation Action		 	Comments
1	Can a control zone be set up around the non-close contact workers during the 14-day monitoring?		
2	Can a separate entrance/exit be set up for the non-close contact workers during the 14-day monitoring that allows the workers to access their work areas quickly and reduce the need to access other areas of site unnecessarily?		
3	Can separate washroom and wash stations be provided for the non-close contact workers during the 14-day monitoring period?		
4	Can separate stairwells be provided in some circumstances?		
5	Can active decks/units/floors be kept to only the specific crew for a set period?		
6	Ensure PPE is always worn (masks, gloves)		
7	Additional and frequent wipe down of areas where the non-close contact workers are working		
8	Can the non-close contact workers be given a separate arrival time to ensure less exposures to other workers?		
9	Other:		
10	Other:		
11	Other:		

## MARCON OFFICE COVID-19 PROTOCOL

This document has been prepared to ensure that the office spaces at Marcon are safe environments for everyone to work within. Protocols as detailed in this document will need to be followed.

It is essential that we do the right thing, for ourselves, for our family and for our community. This means taking the time to read this guide and committing, whole heartedly, to following it.

### WHO STAYS HOME?



If you are vulnerable, sick or have symptoms linked to COVID, you must stay at home. Additionally, if you think your personal situation is high risk linked to a COVID-19 exposure, we advise you to talk to Human Resources about working remotely or working a blended schedule.

We will not let employees that show symptoms of COVID-19 into the workplace. If you do have symptoms, you are asked to take the BC COVID Health Assessment online and follow the guidance that is given: <https://bc.thrive.health/covid19/en>. You must also keep Human Resources up to date on your situation regularly.

We will be following the direction of the BC CDC and WorksafeBC. For up to date information on symptoms and self-isolation guidance please contact Human Resources, consult the BC CDC website [www.covid-19.bccdc.ca/](http://www.covid-19.bccdc.ca/) and the local health authority.

If your circumstances change over time, contact Human Resources, we need to work together to ensure we are all doing our part to keep everyone safe.

### AT THE OFFICE:

We are fortunate that we have a large office space for the number of people that share it, in both Langley and Vancouver. There are some potential hazards that we need to plan for.

This protocol outlined below will form a part of managing the risks in our office workspace. We all have a duty to keep everyone safe. If you have any concerns with respect to the safety of the office work

environment, please contact Human Resources (hr@marcon.ca) or the Corporate Safety Manager (vcharron@marcon.ca) immediately.

## HIGHER HAZARD AREAS AND PROTOCOLS:

### RECEPTION AREA:

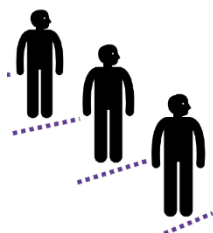
1. Office access is open. All external visitors must remain 6 ft distance from the reception area, using the designated floor marking as a guide.
2. Face to face meetings are discouraged. If there is a need for a face to face meeting, guests must be escorted directly into the large boardroom. Only one person to be permitted to wait in the waiting area if they cannot wait in the designated boardroom.
3. If you require assistance from reception, use teams instant chat, pick up the phone or email rather than standing at reception.
4. Congregating in the reception area should be avoided.
5. Avoid touching surfaces unnecessarily.
6. Visitors must wear a mask at all times if they have to go beyond the reception area.

### BATHROOMS (Langley):

1. Bathrooms are spaced out in our office. There is no need to line up for the bathroom. Find one that is not being used.
2. Each bathroom will be equipped with paper towel and spray disinfectant, after using the facilities please spray and wipe down; flush handle, tap handles and all sink surfaces as well as the door handle before you leave (don't forget to wash your hands!).

### KITCHEN USE:

1. The kitchen in both Vancouver and Langley will be equipped with paper towel and spray disinfectant. After using the kitchen facilities please spray and wipe down:
2. fridge, microwave and cupboard handle and any surfaces that you use
3. coffee machines/pot handle/dishwasher/toaster handle after use
4. chair back and table surfaces around your eating area
5. telephone if used
6. Eating areas have been reduced to accommodate physical distancing. Specific chairs have been identified for use. This protocol will be updated as/when permitted based on physical distancing guidelines from BC CDC.
7. Communal food such as crackers will not be available until further notice.
8. The kitchen will be restricted in the Langley office to 8 people using the seating areas. Only 1 person using the kitchen area to prepare lunch at any time. Employees are welcome and encouraged to eat at their desks if they prefer. Only 1 person will be permitted in the Vancouver kitchen at a time.



### WINDOWS, DOORS & SECURITY AWARENESS:

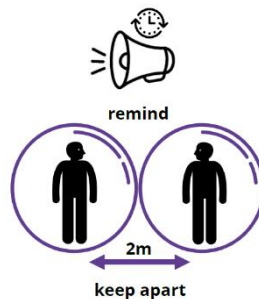
If you work near a window that can be open, you should keep it open to encourage fresh air flow. Front and back doors will be propped open when possible. Please ensure you check the office area for open windows and doors when you leave the building. Extra awareness and vigilance by all will be required.

### STAIRS:

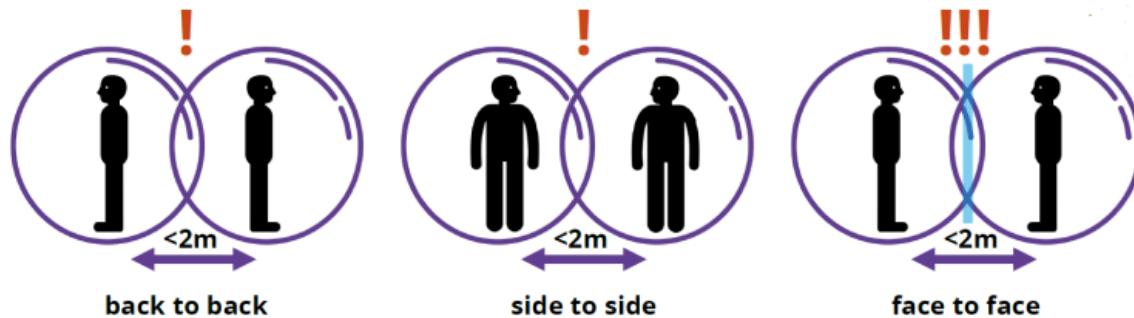
We should not pass on the stairs, please show respect to those already on the stairs by waiting for them to get to the top or the bottom and then turning away from them as they near your area.

### PHYSICAL DISTANCE:

Maintaining 2m/6feet distance from one another, as per BC CDC, is important to prevent the spread of COVID. As such, please continue to keep your distance!



On occasion we may find ourselves unable to physical distance effectively. If this is the case, consider back to back or side to side positioning, which will be a more effective prevention than face to face. Masks must be used, (or other alternative face covering i.e. buff or scarf), when physical distancing cannot be maintained.



### GENERAL WIPE DOWN PROTOCOLS:

In Langley, Administrative Staff will wipe down general areas every hour, on the hour. A rotating schedule will be implemented to assign responsibility. The areas, as applicable, to Langley/Vancouver will include: Door handles; Stair rails; Photocopiers; Reception area; Storage room and Second floor counter-photocopier-sink area.

Courier packages will be wiped down by Reception prior to distribution to the intended recipient.

## DESK HYGIENE:

Individuals returning to the office will be issued a COVID Desk Kit. These will have hygiene supplies consisting of:

- COVID information card
- Disposable gloves (that can be regularly cleaned/washed with soap and water and reused)
- Face mask (reusable)
- Small hand sanitizer pump bottle (can be refilled, talk to reception for refills – do not throw away the pump bottle)
- Small tissue packet (can be refilled while stock lasts)

We are required to allocate time to clean/wipe down our working areas regularly throughout the day. This includes using the spray bottles from the kitchen (put your gloves on first) to wipe down the keyboard, mouse, laptop, iPad, desk surfaces etc.

The Vancouver office will have designated desk areas, rather than hot desk areas until further notice. Allocation of desk areas will be given as people transition back into the workspace.

## MEETINGS:

Meetings, whenever possible will remain online, using technology such as Teams, Zoom or telephone. If a face to face meeting must be organized, ensure that participants are limited to essential people only and follow these protocols:

1. Do not shake hands with the meeting participants
2. Visitors are escorted directly into the meeting room
3. If participants look visibly sick or communicate any symptoms verbally, we must politely reschedule the meeting to an online format or for a later date
4. Ensure physical distancing is enforced with respect to the meeting set up/seating etc.
5. If coffee/tea/water is offered/served, staff member providing the beverage should be wearing gloves for the preparation and delivery
6. Reception should be notified when the meeting is finished so that all surfaces can be wiped down
7. Use of smaller boardrooms should be avoided until further notice.
8. If 2m/6ft distance cannot be maintained in the meeting, masks will be mandatory. If distance can be maintained, masks will be optional for all attendees.

## PERSONAL PROTECTIVE EQUIPMENT

Everyone must have a mask or buff on them and wear them in communal areas; kitchens (unless eating at a designated eating space); corridors; reception area; stairs. You are not required to wear a face mask in your office space unless you cannot maintain 2m/6ft distance from another person i.e. if you are both looking at a screen, drawing or document, please wear face masks.

You are permitted to pull down your mask if you are the only person in a designated space i.e. if you are the only one in the kitchen, you do not need to wear your mask/buff but should have it on your person so that you can use it if the environment changes.

## BUILDING ACCESS & ELEVATORS:

Our Vancouver Office is in the central downtown, with a high volume of people commuting in and out of the area each day. Follow all building protocols regarding elevator occupancy restrictions, line up systems and general physical distancing. Consider adjusting commute times to avoid high volume times of the day. Discuss this option with your direct supervisor if this sounds like it is a plan that could work for you.

## GENERAL PROTOCOLS & EFFECTIVE WASTE MANAGEMENT:

Ensure you regularly wash your hands (soap & warm water, 20 seconds), clean your work areas and throw away garbage in bins that have bin liners already in them. As much as possible, reduce printing and work paperless. The less paper being transferred between people, the lower the risk of transmission.



## HOMEOWNER CARE:

Marcon has established the below protocols specifically for employees dealing directly with homeowners for key handovers, walkthroughs and customer service in response to the Coronavirus Pandemic.

Customer Care Representatives can continue walk throughs, key handovers and Customer Service calls in occupied units provided they are able to:

- Wear appropriate PPE for the task (i.e. gloves, facemask)
- Able to maintain 2 meters/6 feet physical distance from homeowners

The appliance suppliers are referring all services back to the manufacturers which will have their own policies and litmus tests on emergency service and they will dispatch their own service companies that will still be operating for this purpose.

## Walk Throughs & Key Handovers

- If you are about to do a key handover or a walk through with a new customer and see symptoms of illness, state to the customer "I see you are sick and given the current climate, I will be using a mask and gloves during this key handover/walk through. We can also reschedule if you would prefer....." You can also offer disposable gloves and masks to homeowners for their own use during the walk through if they choose. Please contact Marcon Corporate Safety Manager for equipment if you need it.
- If you observe in yourself any of the following symptoms: fever, cough, tiredness, difficulty breathing remove yourself from work immediately and contact your health provider and HR.
- If you feel you are in a vulnerable working alone situation, you should immediately and politely remove yourself from the situation and contact another site representative to join you in the walk through.
- If ultimately you feel that, even with the appropriate protective gear, you are still at risk, the Company will support your judgement in rescheduling the homeowner walk through. Please contact the Development Team as soon as reasonably possible if you decide on this course of action.



## CUSTOMER SERVICE

- If you are about to do a service call and see symptoms of illness, state to the customer “I see you are sick and given the current climate, we will need to reschedule this appointment, our Customer Care Team will follow up with you in a week to see how you are feeling”.
- If you observe in yourself any of the following symptoms: fever, cough, tiredness, difficulty breathing remove yourself from work immediately and contact your health provider and HR.
- If you feel you are in a vulnerable working alone situation, you should immediately and politely remove yourself from the situation and advise Customer Care Manager to reschedule this appointment with a second representative.
- If ultimately you feel that, even with the appropriate protective gear, you are still at risk, the Company will support your judgement in rescheduling the service call. Please notify the Customer Care Manager as soon as possible if you decide on this course of action.

If you have any questions or concerns regarding key handovers, walk throughs or customer service calls that has not been covered above please contact Human Resources or the Customer Care Manager as soon as possible.

## COVID-19 SAFETY PLAN

### The role of prime contractors, employers, and sub-contractors

Prime contractors have specific responsibilities for health and safety and must ensure that the activities of employers, workers, sub-contractors and other parties at the workplace are coordinated. The prime contractor is also required to do everything that is reasonably practicable to establish and maintain a system or process that will ensure the compliance with the Occupational Health and Safety Regulation and the Workers Compensation Act.

Construction employers and sub-contractors are responsible for ensuring the health and safety of workers by putting policies and procedures in place to keep workers healthy and safe, and providing workers with up-to-date instructions, training, and supervision on those policies and procedures.

Prime contractors, employers, and sub-contractors must have a mechanism in place for workers to raise issues and concerns about COVID-19 exposure so that additional precautions and controls can be put in place where required.

### How is Marcon Controlling the risk of COVID-19 exposure?

- Marcon is taking all necessary precautions to minimize the risk of COVID-19 transmission and illness to themselves, workers, and others at the workplace. This includes:
- Implementing a policy requiring anyone with symptoms of COVID-19 such as sore throat, fever, sneezing, or coughing to self-isolate at home for 10 days, as well as anyone advised by public health to self-isolate. See the Marcon COVID-19 Sign in sheet for further reference
- Maintaining a distance of two meters between workers wherever possible by revising work schedules, organizing work tasks, posting occupancy limits on elevators/hoists, and limiting the number of workers at one time in break locations
- Ensuring that no more than 10 people are in the same space by reducing in-person meetings and other gatherings, maintaining an up-to-date list of employees at the workplace, and holding on-site meetings in open spaces, parkades or outside
- Providing adequate hand-washing facilities on site for all workers and ensuring their location is visible and easily accessed

- Providing and maintaining adequate washroom facilities as required by Regulation 4.85. WorkSafeBC has guidance around the minimum number of required washrooms, washroom facilities where no plumbing is available, and maintenance of washroom facilities
- Marcon employs workers on every site strictly to regularly clean all common areas and surfaces, including washrooms, shared offices, common tables, desks, light switches and door handles
- Marcon is communicating the policies and protocols that are in place to minimize the risk of COVID-19 exposure and transmission through training, signage, and site orientation as appropriate. (A detailed plan is available on site and has been provided to all Marcon Contractors and vendors).

## The Six Step Plan

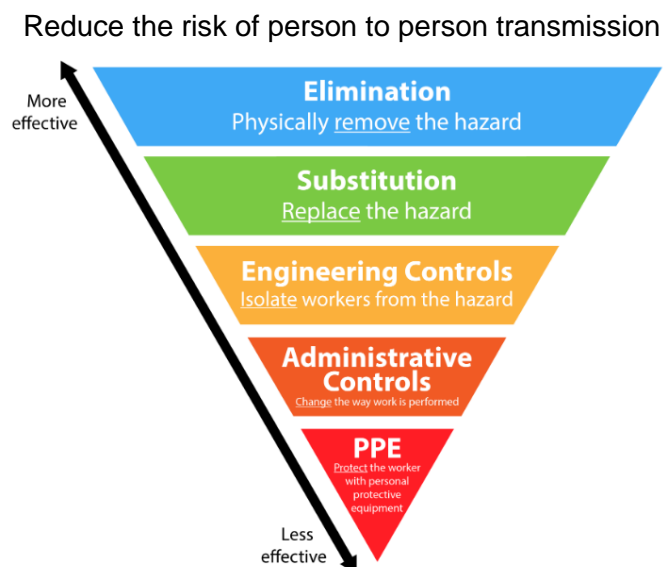
### Step 1 Assess the risk:

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

### Step 2 Implement protocols to reduce the risks:



**First level of protection** (Elimination): Ensure physical distancing.

**Second level of protection** (Engineering controls): In some situations you can't always maintain physical distancing, barriers such as plexiglass to separate people have been installed at washing stations and in Marcon's site offices.

**Third level of protection** (administration controls): Marcon has established rules and guidelines, such as cleaning protocols, telling workers not to share tools, implementing one-way walkways with added signage in multiple languages.

**Fourth level of protection (PPE):** If the first three levels of protections are not achievable, workers are required to wear masks and gloves. They are further encouraged to change them often during their workday.

Marcon is reducing the risk of surface transmission through effective cleaning and hygiene practices. Marcon has reviewed the information on cleaning and disinfecting surfaces and reviewed Safe Working Procedures for all hygiene staff as well as provided Safety Data Sheets for all products being used.

Marcon's job sites have enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.

- Marcon has policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. (Handwashing and Cover coughs and sneezes posters are posted throughout all job sites.)
- Marcon has implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.
- All unnecessary tools and equipment have been removed to simplify the cleaning process — e.g., coffee makers and shared utensils and plates

### Step 3 Develop Policies:

Marcon has developed a detailed plan (Document S-212.3) to manage our construction sites, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Marcon's workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace. Anyone who has had symptoms of COVID-19 in the last 10 days.

Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.

Anyone directed by Public Health to self-isolate.

Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.

Visitors are prohibited or limited in the workplace.

First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.

Marcon has a working alone policy in place.

Marcon is ensuring workers have the training and strategies required to address the risk of violence that may arise as contractors, vendors, inspectors and members of the public adapt to restrictions or modifications to the workplace.

Policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated.
- Ask the worker to go straight home. [Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.

- Marcon will clean and disinfect any surfaces that the ill worker has come into contact with.

#### Step 4 Develop communication plans and training:

Marcon will ensure that everyone entering the workplace, including workers from other employers, know how to keep themselves safe while at the workplace. Marcon has a training plan discussed during the orientation process to ensure everyone is trained in workplace policies and procedures. All workers have received the policies for staying home when sick.

Marcon has posted signage at the workplace, including occupancy limits and effective hygiene practices. Signage is posted at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms. Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

#### Step 5 Monitor the workplace and update plans as necessary:

Marcon will regularly review and identify new areas of concern, or if it seems like something isn't working, take steps to update policies and procedures.

- ✓ Marcon has a plan in place to monitor risks and will change policies and procedures as necessary.
- ✓ Workers know who to go to with health and safety concerns.
- ✓ When resolving safety issues, Marcon will involve the joint health and safety committee

#### Step 6 Assess and address risks from resuming operations in head office:

Marcon has developed COVID-19 Office Procedures that must be signed by all office employees before they begin work in the head office space.

- ✓ Marcon has a training plan for new staff.
- ✓ Marcon has a training plan for staff taking on new roles or responsibilities.
- ✓ Marcon reviews changes to the business, such as online meetings and/or acquiring larger facilities to provide physical distance while training is being done.

## WHERE TO FIND UP TO DATE INFORMATION

The CORE, Marcon's in-house information hub, will be home to all the latest policies and procedures. Marcon has developed a dedicated COVID-19 page.

All staff can contact Human Resources or Safety for further questions, concerns and updates.