

Knell's acknowledges it has a duty to take all reasonable precautions to protect employees, contractors, visitors, and all other individuals at our locations with regards to COVID-19. This Safety Plan is in direct response to the Global Pandemic and works in conjunction with Knell's overall Health and Safety Policy to protect workers from hazards in the workplace as set out in the Occupational Health and Safety Act (OHSA).

This document provides an overview of what we as an employer have implemented to protect our employees and customers relative to COVID-19.

A. PREVENTATIVE MEASURES

1. Communication and Training

- Regular updates provided electronically to ensure employees are informed of COVID-19 protocols as they develop and/or change.
- Educational signage posted throughout locations on preventative measures.
- COVID-19 Safety Plan communicated through employee portal and posted on Health and Safety Boards as well as the company website.
- Training provided to employees on preventative measures and specific operational guidelines.

2. Control Measures

i. Engineering Controls

- Workspaces re-designed/new layout to ensure physical distancing, where appropriate.
- Plexiglass barriers installed to separate workers from customers.
- Alcohol-based hand sanitizer stations positioned at employee and customer entrances.
- Alcohol-based hand sanitizer stations positioned throughout building locations.
- Doors propped open, where applicable and does not pose a fire safety hazard.

ii. Administrative controls

- Disinfecting and cleaning schedules for shared high-touch surfaces implemented.
- Minimized sharing of tools, and when not possible, a cleaning schedule exists.
- Employees disinfect personal workspace frequently, whether at the office or on the road, with disinfecting cleaners and wipes made readily available.
- Off site employees equipped with hand sanitizer.
- One employee in a company vehicle at a time (*e.g. Technicians, Delivery Truck Drivers*)
- Rotating lunch and break schedules implemented, where applicable. Staff encouraged to take breaks at their desks or outdoors and to refrain from using lunchrooms. When lunchroom must be used, social distancing measures and requirements posted.
- Employees provided appropriate workplace protocols specific to their job function (*Please refer to Section D, Page 3-4*).
- Any in person meetings respect physical distancing requirements and whenever possible, meetings are convened via technology.
- Workers are encouraged to self-monitor their own symptoms for COVID-19
Public Health On-line Assessment Tool [online COVID-19 self-assessment](#)
Any employee that is showing signs of illness are to stay home. (*Please refer to Section E, Page 4-5*).

- Employees that must go off-site, keep record of their whereabouts for contact tracing.
 - Returning travelling staff from designated destinations are required to observe the 14-day self-isolation as per Public Health.
 - Sales transactions and purchase orders are encouraged to be conducted electronically and/or by phone.
 - In-person sales transactions and purchases are managed by limiting the number of individuals in showrooms at one time. Specific maximums are posted.
 - Curbside pick up is available.
 - Signage posted on showroom entry doors requesting customers with symptoms not to enter.
 - Non-employees (*customers/visitors*) entering an employee work area (*non-public areas*) are required to sign the visitors log book and complete a pre-health screen [Knell's COVID-19 Pre Health Screen](#) prior to gaining entry.
- iii. Personal Protective Equipment (PPE)
- Masks and disposable gloves are made available for all employees and may be mandatory based on specific job location and duties (*Please refer to Section D, Page 3-4*).
 - Masks required when physical distancing of two (2) metres or more can not be maintained between staff members and/or customers etc.
 - Use of PPE is communicated to all employees, and includes instructions on proper use, care, and disposal of PPE (*Please refer to Section F, Page 5*).

B. WHAT WE EXPECT FROM EMPLOYEES - Protecting Yourself and Co-Workers

- Self-monitor for symptoms prior to coming to work.
- Stop and sanitize hands upon entry and re-entry into any Knell's location. Look for hand sanitizing station at entrances.
- Stop and disinfect hands upon entering and leaving lunchrooms. Hand sanitizing stations are located at entrances/or within the lunchroom.
- Follow all recommended Public Health Protocols, at home and at work:
 - Maintain social distancing (minimum 6 feet/2 meters)
 - Wear a mask, if social distancing can not be achieved
 - Practice proper coughing and sneezing manner – only into your sleeve
 - Wash/sanitize hands frequently throughout the day - wash with soap and water for at least 20 seconds. When soap and water is not available, an alcohol-based hand sanitizer must be used.
 - Refrain from touching your face – eyes, nose mouth
- Follow job specific procedures identified in this document (*Please refer to Section D, Page 3-4*)
- Avoid contact with people who are sick.
- Stay home if sick. How to report an illness and return to work procedures. (*Please refer to Section E, Page 4-5*).
- Employees planning on travelling will be required to communicate their plans with their direct manager and Human Resources.
- If an employee comes in direct contact with an individual with COVID-19 or an individual residing in the employees' home who has travelled outside of the country/province is required to contact their direct manager and Human Resources.

C. WHAT WE EXPECT FROM OUR CUSTOMERS

- Follow social distancing and hand sanitizing measures as posted
- Abide by showroom maximums
- Respect 6 feet (2 metres) social distancing
- Respect our staff as they ensure compliance of our COVID-19 Safety Plan

D. JOB SPECIFIC REQUIREMENTS

Please review what is appropriate for your job function as an employee.

Inside Service & Sales

- Counters equipped with plexi-glass shields.
- Customers required to stop and sanitize upon entry.
- Social distancing floor markings and signage reminders.
- Maximum number of customers in showrooms posted.
- NO Public Washrooms signs posted.
- Weather permitting – entry doors should be propped open to permit fresh air flow and provide a touchless entry.
- Employee must wash/sanitize hands before and after each customer interaction.
- Payment Card machine sanitized between customer interaction.
- Employee provided with a mask for situations where the required 6 feet cannot be maintained.
- No sharing of pens. If something must be signed – a fresh pen is used and taken by that individual. OR if they have their own pen, that can be used.

Shipping/Receiving

- Customers required to stop and sanitize upon entry.
- Social distancing floor markings and signage reminders.
- Maximum number of customers in pick-up area is posted.
- NO Public Washrooms signs posted.
- Weather permitting – entry doors should be propped open to permit fresh air flow and provide a touchless entry.
- Employee must wash hands before and after each customer interaction.
- Employee will be provided with a mask for situations where the required 6 feet cannot be maintained.
- Loading – completed by employee with the customer remaining in their vehicle or maintaining their 6-foot distance.
- Receiving Deliveries – material is unloaded by the provider within the designated area. Employees where gloves to handle the received product, remove external cardboard where practical. Wash/sanitize hands.
- No sharing of pens. If something must be signed – a fresh pen is used and taken by that individual. OR if they have their own pen, that can be used.
- Do not share tools – tape guns, staplers, computers etc.
- Tools that must be shared are sanitized as per a high touch cleaning schedule.

Delivery Drivers

- Employee must sanitize hands before and after each delivery.
- Employee must sanitize/wipe down door handles, steering wheel, gear shifter, radio buttons etc after each delivery.
- Weather permitting – allow fresh air into the vehicle as much as possible.
- One driver per vehicle.
- Employee will be provided with a mask for situations where the required 6 feet cannot be maintained.
- No sharing of pens – carry your own pen in the event you are required to sign something.

Technicians - Mechanical, Electronics, Installation & Service

- Employee must sanitize hands before and after each site visit.
- Employee must sanitize/wipe down door handles, steering wheel, gear shifter, radio buttons etc. after each site visit.
- Weather permitting – allow fresh air into the vehicle or job site as much as possible.
- One employee per vehicle.

- Employee is provided with a mask for situations where 6 feet cannot be maintained or as may be required by a job location.
- Do not share tools.
- If tools must be shared, they are sanitized after use.
- Wear gloves as appropriate.

Metal Shop

- Weather permitting – doors/windows should be open to permit fresh air floor.
- Maintain social distancing.
- Do not share tools.
- Tools that must be shared are sanitized as per a high touch cleaning schedule.
- Wear gloves as appropriate.

External Sales Representatives

- Preferred method is to conduct sales call via technology and not in person, where possible.
- Employee must wash/sanitize hands before and after each customer interaction.
- Employee must sanitize/wipe down door handles, steering wheel, gear shifter, radio buttons etc after each customer on-site call.
- Employee will be provided with a mask for situations where the required 6 feet cannot be maintained.
- No sharing of pens – carry your own pen in the event you are required to sign something.

All Other In-House/Office Staff

- Do not share office tools – pens, staplers, computers etc.
- Office equipment that must be shared is sanitized as per a high touch cleaning schedule.
- Employee must wash/sanitize hands before and after transferring paperwork.
- Allow fresh air into areas where possible.
- Use technology to connect with each wherever possible.

E. WHAT TO DO IF NOT FEELING WELL

Step 1 – *Employee Responsibility*

- Stay home - if you are not feeling well and showing COVID-19 symptoms or have been in close contact with someone with symptoms.
- Inform your Supervisor immediately, who will advise Human Resources.
- Depending on how unwell you are:
 - Take the Public Health On-line Assessment Tool [online COVID-19 self-assessment](#) , follow any recommendations given by the tool, including being tested and self-isolating
 - CALL - Immediately call your doctor or call [Telehealth Ontario](#) at [Toll-free: 1-866-797-0000](#) for further directions about testing and self-isolation
 - CALL - 911 if you are very or critically ill.

Note: If you begin to feel ill while at work, advise your supervisor and return home immediately. If you are unable to leave immediately, you will be isolated at the workplace until you are able to leave. If you become very or critically ill at work, 911 will be called and the operator will be advised that you may have suspected COVID-19.

- Follow advise provided by Self-Assessment, Doctor or Telehealth etc.
- When able – advise Human Resources of the status of your illness and COVID-19 test results.
- Employees are not to return to work until a public health authority advises it is safe to do so.

COVID-19 Symptoms

Symptoms can vary from person to person. Symptoms may also vary in different age groups. Some of the more commonly reported symptoms include:

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

Children have been more commonly reported to have abdominal symptoms, and skin changes or rashes.

Step 2 – *Company Responsibility*

- The company will immediately disinfect the sick employee’s workspace and any other surfaces the sick employee may have touched.
- The company will contact Public Health to advise them that an employee is ill and experiencing signs of COVID-19.
- Information will be provided to Public Health about the sick employee’s close work interactions – name, contact details and dates/times of interactions etc.
- Public Health will provide guidance to the company on the next steps.

Step 3 - *Company Responsibility*

- Should the company be advised that an employee has tested positive for COVID-19 due to *exposure* at the workplace, or that a claim has been filed with the Workplace Safety and Insurance Board (WSIB), notice is given in writing within four days to:
 - [the Ministry of Labour, Training and Skills Development](#)
 - the Workplace’s Joint Health & Safety Committee
- Additionally, the company will [report any occupationally acquired illnesses to the WSIB](#) within three days of receiving notification of the COVID-19 related illness.

F. USE OF PERSONAL PROTECTIVE EQUIPMENT

Below are the specific procedures for wearing Masks and Gloves:

Masks:

- Before putting on a mask (*disposable or reusable*), clean hands with alcohol-based hand sanitizer or soap and water for at least 20 seconds.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol- based hand sanitizer or soap and water for at least 20 seconds.
- Replace the mask with a new disposable or fresh/clean reusable one as soon as it is damp.
- Do not re-use disposable masks.
- To remove the mask: remove it from behind (*do not touch the front of mask*); discard disposable mask immediately in a closed bin (*reusable mask in a sealed bag to take home and launder*). Clean hands with alcohol-based hand sanitizer or soap and water for at least 20 seconds.

Note: wash reusable masks regularly in a washing machine.

Gloves - How to properly remove:

- With both hands still gloved, grab or pinch the outside of the glove near one wrist, without touching your bare skin.
- Peel the glove away from your body, turning it inside out as you remove it.
- Hold the removed glove with the still-gloved hand.
- Slip your now-bare hand under the wrist cuff on the gloved hand.
- Peel the glove away from your body, turning it inside out as you remove it once again - You end up with both gloves inside-out, one wrapped inside the other.
- Dispose of the gloves safely—do not reuse them.
- Wash your hands with soap and running water for at least 20 seconds

G. UPDATING THIS PLAN

The COVID-19 pandemic is an evolving situation. Knell's is committed to reviewing this COVID-19 Safety Plan regularly and will make changes as required. Public Health and the Ontario Government's [COVID-19 website](#) will be used to guide management staff, Human Resource and the Joint Health and Safety Committee on updating this Safety Plan.

Human Resources will conduct a daily review of government information to monitor for changes.

All employees are welcome to provide input, make recommendation and feedback on this COVID-19 Safety Plan.

Please refer, as appropriate, to Company Supporting Policies and/or documents:

- Workplace Violence, Harassment, and Sexual Harassment Policy
- Right to Refuse Unsafe Work Policy
- Employee Health & Safety Handbook
- Emergency Response Plan

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Created By: Human Resources
Approved By: President



Rob Dippell, President

June 29, 2020

Date