

ANNOUNCEMENT

To: All Partners/Sub-Contractors
From: Kathy Kroupa, United Services Group
Subject: Coronavirus/COVID-19 Update
Date: March 25, 2020

As work carries on, Canadians are counting on us more than ever. Our priority remains the safety and welfare of all of you – in our stores. We continue to take direction from Health Canada and local public health agencies and while the tools and methods we can use to do this vary depending on your function or location, our goal is for everyone to feel comfortable as they complete their work.

- **Warehouse.** The warehouse will be closed for drop ins, however uniform and/or parts can be order by sending your order to orders@unitedservicesgroup.ca . The orders will then be shipped out to you.
- **Material Ordering.** Bunzl has requested that all material purchases by done via email or preferably On-line. We would also request you to order material in advance since Bunzl services might experience service delays due to the current situation.
- **Equipment Services.** During this time Equipment service may be delayed. We are doing our very best to remain efficient. We would appreciate if you could please proactively check all your equipment and place your service calls in a timely manner so last-minute requests can be reduced. Our technicians will also be giving you guidance over the phone and helping you with your repair calls.
- **Emergency Special Jobs.** As we take on Special job requests from our customer, we will need you to do due diligence before implementing these jobs
 - ✓ Please do not proceed with these jobs without formal approval from your United Area Manager
 - ✓ If the Store management directly requests a Specials, please inform your Area Manager first
 - ✓ After the work is completed, please get the store management to sign-off using the sign-off sheets given to you by your Area Manager.
 - ✓ Hand over the Sign-off sheets as soon as you receive it, so that your payment can be processed quickly
 - ✓ Submit all Special Worksheets with Invoice

- ✓ Ensure Invoice has “**Sanitation COVID-19**” in the description and all dates worked are listed with total amount of hours per day
- **Service Suspension/Reduced Hours Invoicing.** Please ensure you invoice accordingly to location reduction in hours, and/or location closures. In order to not cause delays, required information **MUST** be on the invoice (see attached).
- **Scope of Work.** Follow the Scope of Work that was provided with your contract. Do not complete any manager’s request and/or change in your SOW, forward all requests and schedule change to your Area Manager for approval
- **Stay Informed.** Please visit the **Partner Portal** under **Partner Communication, Policies and Procedures**, for COVID-19 Updates, please check daily for latest communication and developments.
- **Caution around travel.** In order to remain vigilant, we ask you and your employees to pause non-essential travel.
 - If you have travelled outside of the country, we are asking that you enter voluntary self-quarantine for 14-days upon your return – whether you are experiencing symptoms or not
 - Please report all out of country travel (you and your employees) to United’s COVID-19 Response Partner Representative listed below
- **Stay healthy.** Stay home if you are sick or if you have a fever and continue to follow the best practices attached to stay healthy and prevent the spread of infection. Please report to United’s COVID-19 Response Partner Representative listed below
 - ✓ If you have any questions, concerns or reporting travel updates for you or your employees please contact **United’s COVID-19 Response Partner Representative – Nodelia Paulsen:**
nodelia.paulsen@unitedservicesgroup.ca +1 (877) 289-4299 EXT: 282

These are uncertain times and I know you have all done so much for your community and ensuring the grocery stores stay open and are safe for patrons – and I want to thank you for your hard work, dedication and passion.

We will continue to monitor the situation closely and we will provide updates as necessary.