

ANNOUNCEMENT

To: All Partners/Sub-Contractors
From: Kathy Kroupa, United Services Group
Subject: Coronavirus/COVID-19 Update #6
Date: March 13, 2020

Now, more than ever, Canadians are counting on us. As work carries on, our priority remains the safety and welfare of all of you – in our stores. 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.

We continue to take direction from Health Canada and local public health agencies, but we are also adopting our own measures where necessary.

- **Warehouse.** The warehouse will be closed for drop ins, however uniform and/or part can be order by sending your order to orders@unitedservicesgroup.ca . The orders will then be shipped out to you.
- **Health & Safety Regulations.** Ensure Health & Safety policy, rules and regulations continue to be followed. Such as but not limited to, safe operation and maintenance of equipment, chemicals, supplies and proper propane handling & storage. Janitorial room organization and cleanliness, SDS books available, remove any unauthorized chemicals from your cage immediately.
- **Specials Jobs.** Currently we are experiencing a high volume of requests from our customer for Specials jobs at every location. 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.

- **Added caution around travel.** With March Break underway across the country, we need you to remain vigilant. In addition to asking your employees to pause non-essential travel.
 - Don't travel for work unless absolutely necessary
 - Avoid air travel
 - Be cautious with your personal travel, avoiding cruise ships and destinations noted as Level 3 risk on Health Canada's [travel health notices page](#)
 - If you travel to a country where the risk is at a Level 3, we are asking that you enter into voluntary self-quarantine for 14-days upon your return – whether you are experiencing symptoms or not

- **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.

- **Stay Informed.** Please visit the Partner Portal under **Partner Communication, Policies and Procedures**, we have created a file for COVID-19 Updates, please check daily for latest communication and developments.

- **Reputable Sources.** There is a lot of information being passed around in this digital world, ensure you go to a reputable resource such as World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC) for best practices to stay healthy and prevent the spread of infection.
 1. <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>
 2. <https://www.youtube.com/watch?v=kIL5m5XznNY>

These are uncertain times. The events of the past 48 hours alone have led to long lineups in stores and concerned visits to pharmacies. I know you have all done so much already – especially at store level – 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.

If you have any questions, concerns or reporting travel updates for you or your employees please contact our COVID-19 Response Partner Representative - **Nodelia Paulsen** nodelia.paulsen@unitedservicesgroup.ca +1 (877) 289-4299 EXT: 282

Yours Truly,
Kathy Kroupa
 National Director of Partner Relations and Risk Management