

COVID-19 Safety Plan

May 25, 2020

- ❖ Novex is committed to following all Public Health and Worksafe policies to reduce the risk of spreading COVID-19. We have many measures in place to keep our team and our community safe while continuing to provide the best delivery service possible.
- ❖ Novex has been providing safe, no contact deliveries since March. This means that we are receiving verbal confirmation instead of signatures and we will continue to do so until it is safe to obtain signatures. We ask customers to leave deliveries that are ready for pick up in a designated spot at least 2 metres from anyone. At delivery, our drivers will also ensure that 2 metres of distance is always kept. For residential deliveries, we will leave the delivery at the doorstep and knock before leaving. A phone call to the receiver to confirm receipt can be arranged when requested. For apartment buildings or any locked office buildings, our drivers will call from outside the building so that the receiver can meet the driver outside the lobby.
- ❖ Washing hands often and properly is the best way to prevent the spread of COVID-19. Our drivers wash their hands as often as possible, and when it is not possible, we have provided them with 70% alcohol sanitizer to use instead. Although face masks and gloves are not a requirement, Novex has provided our fleet with both to use at their discretion.
- ❖ Most of our office staff, including dispatchers, customer service, and the management team, are working from home most of the time. This allows us to keep more than the required 2 metres of space between people in the office. We have moved workstations to help increase the space as well. To limit their office contacts, we have created two different team groups which work from the office on an alternating schedule. We have placed limits on the amount of people to be in the office at a time, as well as in common places like the break room. We have arrows on the ground indicating the new one way direction for movement around the office.
- ❖ We have identified common touchpoints in the office, and they are being disinfected at least twice daily, using appropriate disinfectant wipes and sprays.
- ❖ Our teams on the road and in the office know the importance of following the Health Officer's orders regarding when to isolate or self-quarantine. Anyone who returns to Canada or who was in contact with a confirmed COVID-19 case must stay home for 14 days before coming to work. Anyone who has symptoms of COVID-19 must stay home for 14 day or until they have a negative COVID-19 test. Our first aid attendants have been provided the OFAA protocols for use during the COVID-19 pandemic.
- ❖ The management team at Novex will be closely monitoring these policies and may adjust, as necessary. Our whole team is working together to make sure everyone feels safe and protected while at work.