

COVID-19 Safety Plan

January 7, 2022

- ❖ Novex is committed to following all Public Health and Worksafe policies to reduce the risk of spreading COVID-19 and any other communicable diseases. We have many measures in place to keep our team and our community safe while continuing to provide the best delivery service possible. This includes wearing face masks as required by the current PHO.
- ❖ Novex has been providing safe, no contact deliveries since March of 2020. 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.
- ❖ The spread of many communicable diseases can be prevented with good hand washing. 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.
- ❖ We have a hybrid work from home and office schedule for our office staff, including dispatchers, customer service, and the management team. 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 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 must follow the current travel requirements set by the government of Canada. Anyone who has symptoms of COVID-19 must stay home and follow the public health guidelines on when to stop self-isolating. Our first aid attendants have been provided the OFAA protocols for use during the COVID-19 pandemic.
- ❖ Though we do not have a COVID-19 vaccination requirement for any of our team members, we do encourage everyone to get vaccinated. Regardless of their vaccination status, all team members will be diligent in following the above policies to keep our



customers and community safe. Our drivers' interactions with clients are typically very brief and can be conducted at a safe distance. We encourage customers to set up a safe pick up and drop off spot at the entry of their location.

- ❖ 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.



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