

COVID-19 SAFETY PLAN

Purpose

The COVID-19 Safety Plan is in place to document our procedures and policies as it pertains to protecting our customers, staff and general public from the threat of infection. This report was compiled using Worksafe BC guidelines.

Scope

The very nature of our business is puts us on the front lines in the fight against COVID-19. Cleaning and disinfecting is what we do.

RISK ASSESSMENT

There are three types of environments that our cleaning crews work in:

1. *Working alone or in a crew* – Locations where our staff are working after customers' business hours. Most of our customers are this type of environment. Example: office space. There are no places where people gather. Cleaner(s) rarely run into anyone except other Total Green crew members on site. Risks: crew sharing/touching equipment, working in same area, touch points.
2. *Working while a customer is open/operating* - Very few of our customers have our cleaning crews working while their staff are at work. Example: 24 hour call centre. There are places where people would gather such as lunchroom/staffroom, washrooms. Risks: crew sharing/touching equipment, working in same area as customer, touch points.
3. *Working where the general public is present* – Indoor and outdoor spaces. Example: residential strata property caretaking, indoor/outdoor parking facilities. There is always potential for people to be gathering in public spaces. Risks: crew sharing/touching equipment, working in same area as other people, touch points.



Within our office environment, the potential risks are being in close proximity to a co-worker and common touch points.

PROTOCOLS TO REDUCE RISKS

To minimize the risk of transmission for our customers, staff and general public, we have put protocols in place.

Risk of Person to Person Transmission:

ELIMINATION

Keep 2m between cleaners, customers and general public

In our office, keep desks/people 2m apart

ENGINEERING CONTROLS

Barriers are not required for our cleaning crews or they would be the responsibility of the customer within their COVID-19 Safety Plan

Adding cleaning/disinfecting of customers' barriers to cleaning specifications

Physical barriers are not required in our office as we can maintain physical distance and customers do not come to our office

ADMINISTRATIVE CONTROLS

At our customer locations, we are not responsible for specifying how to use shared spaces or setting up protocols like one-way doors or certain flow patterns

Guidelines/protocols are in place to direct cleaners' conduct – memos to staff, signage



PERSONAL PROTECTIVE EQUIPMENT

Cleaners who work alone are not required to, but recommended to wear PPE as long as they are by themselves and wash their hands when they arrive at a customer location, wash their hands while they are working, wash their hands upon leaving.

With other people present or potentially present, cleaners must distance themselves and avoid being in close proximity to them and use PPE – masks and gloves.

Guidelines for Cleaners' Conduct:

Keep 2m distance between cleaners (unless you are from the same household).

Wear masks in vehicles if you are traveling with other crew members not from your family.

Ensure masks are tight fitting/worn properly.

Wash your hands (or use hand sanitizer) when you enter a customer's location, wash your hands frequently during your shift, wash your hands before leaving at the end of your shift.

Wear gloves if you are working with others, if the customer is present or if the general public is present.

Avoid being in close quarters with general public in open public spaces, do not enter stairwells if people are present, do not ride in elevators with general public.

Avoid touching your face, nose, mouth and eyes.

Risk of Surface Transmission:

Our crews are thoroughly trained on how to properly clean and disinfect. That is our job.

Crews wear gloves in most situations and do frequent hand washing.



Our cleaning specifications and scope of work are documented in our cleaning contracts with our customers. We have added disinfection into our scope of work for safety in many cases. Customers can contact us about increasing cleaning/disinfection frequencies which would be at their discretion.

Additional Guidelines for Cleaning Procedures (over and above contract specifications):

Wipe down equipment handles after use.

Wipe light switch and door handle of janitors' rooms.

Electrostatic Sprayer Disinfecting Service:

In order to be able to perform the optimum disinfection techniques, Total Green acquired electrostatic sprayers and is now offering this service.

COVID-19 RELATED POLICIES

Our policy *Illness in the Workplace* has been updated to include COVID-19 related specifics.

Total Green has additional policies already in place as part of our normal business operations including a Working Alone Policy.

COMMUNICATION PLANS AND TRAINING

Our employee training on workplace policies and procedures includes *Illness in the Workplace* policy, Working Alone Policy, specific cleaning procedures and more.

Communications in the workplace, including information about COVID-19, is sent by email to the worker, posted in janitors' rooms and reviewed with the supervisor if applicable.



MONITORING AND ADAPTING

We will be monitoring the situation and adapting as necessary to:

- Limit or eliminate new risks and change policies or procedures as needed.
- Address staff concerns.

CUSTOMERS RESUMING OPERATIONS

As Total Green customers prepare to re-open, we have increased disinfection either within the current scope of work or at customers' requests. We have made recommendations to customers on optimum disinfection procedures and we have followed through on customer requests for changes in services. We will continue to be open and adaptive to change as our customers' needs change.