



STAYNER RENTAL LIMITED

COVID-19 Safety Plan Last Updated: December 26, 2020

Introduction

Stayner Rental Limited is committed to maintaining safe and responsible operations throughout the COVID-19 pandemic. We are working to ensure the safety and wellbeing of our employees, customers, suppliers, and any other visitors to our premises.

At all times, Stayner Rental Limited follows government and public health guidelines, including required procedures from the World Health Organization, Province of Ontario, the Simcoe Muskoka District Health Unit, and Clearview Township. We are also in consultation with industry bodies, including the Canadian Federation of Independent Businesses, The Canadian Rental Association, and the American Rental Association, in order to adapt our policies and procedures to the current climate and the services we offer.

Throughout the pandemic, for both equipment rental and water pump sales and service we have been deemed an essential business. This means we have continued to operate with regular hours and new protocols. With the cooperation of employees and customers, this continues to be our operation plan. We request that all employees, customers, and other visitors to our site read and follow the following policies and procedures so that we are able to remain open to serve your needs.

Policy Maintenance

Stayner Rental Limited has created and will maintain a COVID-19 Policy Binder that will be stored in the Manager's Office. This document, all old/outdated documents, and any directives from public health will be contained in this binder.

This document has been produced by our facility's Compliance Officer, Paul Van Staveren. It is a live and working document that will be updated as the status of the pandemic and public health knowledge develops. This document will be reviewed at least monthly, or as new policies and laws are developed by public health officials.

This document will be posted at the time clock so all employees can access it. Additional copies will also be maintained within the company's COVID-19 Policy Binder if requested. Accessible and electronic copies of this document can also be provided when necessary. Sections of this document or related content will be available on our website for customers and guests to consult prior to visiting our facility.

Cleaning and Safety Protocols

Throughout the pandemic we have increased the frequency and thoroughness of our cleaning protocols. We have also made modifications to our facility in order to reduce contact and limit the spread.

All customers and visitors to the facility are responsible for self-screening prior to visiting our facility. If you feel unwell, have any new or worsening symptoms (including: fever, chills, cough, sore throat, trouble swallowing, runny or stuffy nose, decrease or loss of smell or taste, nausea, vomiting, diarrhea, abdominal pain, extreme tiredness, sore muscles), have travelled outside Ontario in the past 14 days, or have had close contact with a confirmed or probable case of COVID-19, please do not enter our facility, return home, and call Telehealth Ontario at 1-866-797-0000. Call us for alternative service options.

Frequent and thorough handwashing is critical to maintaining health. All individuals are reminded to wash their hands often with soap and water for a minimum of 20 seconds. When running water is not available, individuals should use an alcohol-based hand sanitizer to clean their hands. Handwashing should take place before and after eating, after handling 'dirty' objects such as money, after using the washroom, after coughing, sneezing, or blowing your nose, before and after adjusting your face covering, and when switching between workstations or jobs, in addition to regular handwashing. Instructions for proper handwashing have been posted at all washrooms and handwashing sinks. Individuals are also reminded to avoid touching their face.

All individuals visiting our premises are required to wear a face mask or covering at any time that they are inside a building or in close proximity to another individual. This includes but is not limited to: when loading equipment into your vehicle with another person, when speaking to an employee through a window, when entering any part of Building A, B, or C, regardless of whether or not the overhead doors are open. If an individual is unable to wear a mask for medical reasons, they are asked to call so we can serve them over the phone. According to public health guidelines, an appropriate face mask or covering is either medical grade or consists of a minimum of 2-3 layers of material. Bandanas, neck warmers, shirts, and other multi-use pieces of cloth are not acceptable face coverings. A face covering must be worn over the nose, mouth, and chin in order to be effective. Face masks need to be well maintained and washed or changed after each use. For employee-specific face mask requirements, see the "Employee Responsibilities" section.

All visitors must participate in contact tracing. We will be asking for your name and phone number when you visit our facility in the event that you are exposed to COVID-19 at our facility and we or public health need to contact you. We will be recording this information through our computer system on the contract for the item you have rented or purchased. If the

individual picking up is different than the person dropping off, we are required to collect both individuals' information.

Regular review of our heating, ventilation and air conditioning will take place. In the warmer months, windows and overhead doors will be left open when possible to allow for maximum airflow.

Inside our showroom, we have installed a plexiglass shield as a barrier between our employees and customers. We have also placed directional arrows and markings on the floors and rearranged our aisles in order to promote physical distancing and control the flow of individuals through our premises. According to space requirements for physical distancing, we are permitted to have 35 people within our showroom, however we are working to keep the maximum number of customers in this space at one time to under ten.

All high-touch surfaces, including handles, doorknobs, light switches, faucets, toilet and urinal handles, phones, keyboards, will be sanitized frequently. When equipment is returned to our facility, it is washed with a pressure washer before being rented again. We do our best to ensure that equipment is as clean as possible and allow it to sit unused when possible before being given to the next customer, however, renters must recognize that our equipment is used and therefore is not without risk.

In the event that we receive notice from public health that we may have a potential case or exposure at our facility, we will follow all directives from public health and work with them to notify all necessary parties of the situation. This may include employees, suppliers, customers, and any other visitors to our facility. We will also report the case to the Ministry of Labour, Training, and Skill Development, and the Workplace Safety and Insurance Board when necessary.

Employee Responsibilities

Employees will participate in screening upon arrival to the workplace. At the time clock, screening questions will be posted. By punching in on the time clock, employees are signaling that they have answered 'No' to the provided screening questions. If an employee answers 'Yes' to any of the questions, they must immediately leave the facility and return home to self-isolate. They must then call Paul at 705-444-4050 to report their absence, in addition to calling Telehealth Ontario at 1-866-797-0000 or their healthcare provider for further directions. If an employee feels unwell, they should not report to work and follow the above directives.

Employees are reminded to follow the above handwashing protocols.

All employees are required to wear a mask at any time that they are inside a building or in close proximity to another individual. This includes but is not limited to: when loading equipment with another person, when entering any part of Building A, B, or C, regardless of whether or not the overhead doors are open, and if driving in a vehicle with another individual. The only time an employee is permitted to not wear a mask is if they are outside by themselves, if they are sitting down and eating, or if they are in a vehicle or piece of enclosed equipment by

themselves. Employees are encouraged to take a break from wearing their mask during their breaks but are reminded that they must be seated and socially distanced when doing so. If an employee is unable to wear a mask for medical reasons, they should consult Paul for possible accommodations. According to public health guidelines, an appropriate face mask or covering is either medical grade or consists of a minimum of 2-3 layers of material. Bandanas, neck warmers, shirts, and other multi-use pieces of cloth are not acceptable face coverings. Medical grade masks are provided by Stayner Rental at this time for employees to use. In mid-January, employees will receive four branded reusable masks. It is the responsibility of the employee to regularly change their mask and wash it after each use. A face covering must be worn over the nose, mouth, and chin in order to be effective.

In addition to regular duties and responsibilities, as well as other COVID-19 related expectations laid out in this document, the additional responsibilities for all staff positions are laid out below:

Front Counter Staff are responsible for providing directives to customers and visitors to our facility. Throughout the day, they should frequently sanitize all workstations, including phones, keyboards, and computer mice, in addition to high-touch surfaces in the showroom such as door handles and knobs, countertops, and light switches using the provided sanitizing wipes or a diluted bleach spray. Front counter staff should make an effort to stay at their assigned workstation and use only the resources from their workstation. Front Counter Staff are also responsible for recording the name and phone number of individuals visiting our facility, including a time stamp when the computer does not provide one.

Drivers are expected to maintain a distance from all customers and staff when loading and unloading equipment. Drivers are not required to wear a mask when they are alone in a delivery vehicle. If more than one person is present in the vehicle, masks must be worn. When possible, one driver will be assigned to each vehicle, each day, to limit potential spread. Drivers are responsible for regular cleaning and sanitizing of the vehicle. Sanitizing wipes and sprays are available in the back shop and at the front counter. In warmer months, drivers are encouraged to leave a window open to increase ventilation. In addition to following Stayner Rental's policies, drivers must make a reasonable attempt to follow the policies of any worksite they are delivering to or picking up from, particularly in relation to contact tracing.

Wash Bay Staff must wash equipment with the pressure washer when it is returned. When helping loading equipment, they must make reasonable efforts to distance from customers. Employees should avoid entering a customer's vehicle. If they need to enter a customer's vehicle to load or unload equipment, they should ask the customer to open the entry point to avoid touching surfaces. They should also ask the customer to open doors or windows to increase ventilation. They must be wearing a mask when loading and unloading equipment.

Mechanics and Shop Staff must make all efforts to maintain their distance in the shop space. They must wear a mask at all times that they are inside the facility. When possible, they will work in their own work area on an assigned piece of equipment. Shop Staff are encouraged to use an assigned workstation and its tools to avoid sharing high-touch objects. When switching

between workstations or helping another individual, shop staff should wash their hands or use hand sanitizer.

Office Staff must wear a mask at all times. If office staff are in need of a mask break, they are encouraged to go downstairs and outside to remove their mask, following related handwashing protocols. They should wash or sanitize their hands before and after visiting the front counter. They should bring their own pens and other supplies with them to their respective workstations. When at the front counter, office staff should avoid using the workstations or related supplies. If this is not possible, they should sanitize the workstation before allowing other staff to return to their workstation.

All employees are responsible for following these protocols, but they will be reminded by the Shop Manager, Eric Mannetje, the Office Manager, Edina Van Staveren, and the President, Paul Van Staveren, in instances of non-compliance. If an employee fails to follow appropriate COVID-19 protocols, they may face disciplinary action or be asked to leave the workplace.

Customer Experience

When in Lockdown, customers will be served from outside our facility. Please be patient with us in this situation. Upon arrival, customers will be directed to call our phone number, at which point an employee will begin processing their paperwork. Customers will be directed to the side window in order to process payments or speak in person. All small items will be placed outside the door for customer pick-up. After our employee has moved away, customers can retrieve the item. Customers are asked to follow employee's instructions for moving through our facility and loading and unloading equipment. Due to limitations with our pin pads, we request that customers pay with either cash or credit in order to limit entrance into the facility.

When in the Red Zone, we will permit one customer at a time in our facility. Please be patient with us in this situation. They will be asked to wait inside the confined area we lay out at the front doors while an employee serves them. In the event that we are busy, one customer may be served at the inside area while another may be served at the side window. We request customers' assistance in forming a line and waiting their turn to be served. All small items will be placed outside the door for customer pick-up. After our employee has moved away, customers can retrieve the item. Customers are asked to follow employee's instructions for moving through our facility and loading and unloading equipment. Due to limitations with our pin pads, we request that customers pay with either cash or credit in order to limit entrance into the facility.

When in the Green, Yellow, or Orange Zones, up to ten customers will be permitted inside the showroom. Customers are reminded to follow all floor markings, directional and instructional signs, and employee instructions. Customers must maintain a minimum physical distance of two metres or six feet from other customers.

In all cases, we remind customers to continue to maintain their distance from other customers and our employees regardless of where they are on our premises, inside or outside. If a customer fails to follow appropriate COVID-19 protocols and staff instructions, they may be refused service and asked to leave our premises.

Suppliers, Deliveries, and Maintenance Staff

We appreciate the support we continue to receive from all suppliers. In all zones, we ask that deliveries are left on the cart at our side window to the left of our main entrance. Deliverers are asked to knock on the side window to notify us that they are there.

During Lockdown, we are unable to allow any suppliers or delivery operators into our facility. Maintenance staff will be given access to the facility by an employee when necessary. In the Red Zone, suppliers and maintenance staff will be given access to the facility by an employee when necessary. In all zones, suppliers and maintenance staff must wear a mask at all time, sanitize upon entry, and leave their name and number for contact tracing. We remind you to wait for an employee to allow you into the facility.

We are required to contact trace delivery drivers and suppliers who enter our facilities. An employee will ask the visitor for a name and phone number to record on the packing slip. Employees will also record the date and time at which the individual visited our facility.

Conclusion

If anyone has any questions or concerns about this policy, they are encouraged to contact Paul Van Staveren at staynerrental@bellnet.ca or 705-428-0131