

CSAM Office Procedures – Best Practices

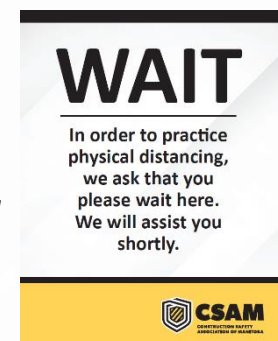
As we begin re-engaging with our clients, CSAM will be adhering to – and exceeding, all Government guidelines that allows for proper physical distancing and enhanced sanitization and hygiene requirements. CSAM employees will be expected to set a good example and adhere to the following protocols for office interaction and meetings.

ALL SCENARIOS will include rigorous adherence to hygiene and physical distancing protocol:

- ✓ Practice physical distancing of two metres (six feet)
- ✓ Do not shake hands; avoid physical contact
- ✓ Clean your hands with soap and water or clean them with hand sanitizer:
 - when you enter the office
 - regularly during the day – especially after you touch anything that you do not know if it has been disinfected
- ✓ Do not touch your face, eyes, nose, and/or mouth with unwashed hands
- ✓ Follow good respiratory etiquette when you sneeze or cough (cover your mouth and nose with a tissue OR use the crease of your elbow/upper arm) and then immediately clean your hands with soap and water or hand sanitizer
- ✓ *NOTE: during RED Critical Pandemic Level, all employees will confirm a temperature check prior to entering CSAM office space*

CLIENTS ENTERING BUILDING: Upon arrival into the front office:

- ✓ Construction Site Notice sign will be posted on front door of CSAM Office advising clients of the COVID-19 Public Health advice, physical distance requirements and personal hygiene prevention protocols
- ✓ WAIT sign will be prominently display within the reception area
- ✓ Hand sanitizer will be made available beside the WAIT sign and clients will be advised that they are free to sanitize their hands
- ✓ Reception will inquire as to their business (who/what they are here for)
- ✓ If looking to speak with a staff member, reception will get the required staff member to come to the front to meet with client
 - If required to enter our building, reception will require the client to use the hand sanitizer; and confirm temperature check
 - Person receiving our client will politely prompt and confirm that they have used the hand sanitizer
 - *NOTE: during RED Critical Pandemic Level, any interactions with a client will require both CSAM and Client to wear a mask.*
- ✓ If anyone entering the building is demonstrating flu-like symptoms, do not obey physical distancing or hygiene protocol, they will be asked to leave the building immediately



MEETINGS: Any clients coming for meetings with CSAM staff:

- ✓ Will be required to sanitize their hands upon arrival and wait for the respective staff member to come and escort them to an appropriately sized meeting room
- ✓ Practice physical distancing requirements at all times
- ✓ Do not shake hands; avoid physical contact
- ✓ Do not share pens or other objects – practice “keep your hands to yourself”
- ✓ *NOTE: during RED Critical Pandemic Level, any interactions with a client will require both CSAM and Client to wear a mask.*

CLIENTS EXITING BUILDING: Upon exiting the building:

- ✓ Clients will be encouraged to again utilize the hand sanitizer prior to leaving our building
- ✓ Any surfaces used/touched by client (desks, tables, chairs, pens) will be sanitized

PPE: Our office is an environment in which we can readily control – more specifically to the new normal, to readily disinfect. Although we are confident in our abilities to provide a safe work environment, as per our site visit protocol, CSAM employees will also be provided with the following:

- Latex or Nitrile Gloves
- Non-Medical Grade Face Mask

If a CSAM employee chooses to utilize gloves or non-medical grade face masks, the following guideline must be followed:

- ✓ Clean your hands with soap and water or hand sanitizer immediately before putting on gloves or your face covering and immediately after removing
- ✓ Avoid touching your face while wearing gloves or a face mask
- ✓ Don and remove your face mask only by touching the straps or ear loops
- ✓ Do not place face coverings on any work surface, common area or equipment
- ✓ Use a clean cloth mask at least daily, or whenever a mask becomes damp or soiled
 - After use place cloth masks into a bag that can be emptied into a washing machine
 - Launder cloth masks with other items using a hot cycle and dry thoroughly. Do not place face coverings on any work surface, common area or equipment

After reading this document, if you have any further questions or concerns regarding our office protocols, please contact Derek or Sean.