



Return to Workplace Best Practice: Service Call Procedures

QuadReal has developed and implemented several measures to reduce the chance of COVID-19 transmission. As a first step, we actively limit the number of times QuadReal employees or contractors enter your space and wherever possible conduct service calls outside of working hours. When a visit is needed during working hours and your employees are in building, we are taking extra precautions to keep you safe which are noted below.

Standard Measures

The following requirements are in place:

- Employees and contractors do not come to work if they experience any symptoms of COVID-19 (cough, fever, difficulty breathing or flu-like symptoms including muscle aches or exhaustion/weakness)
- Employees and contractors do not come to work if they have had prolonged or direct contact with anyone who has COVID-19 (e.g. provide care for; live in the same house; have shaken hands with; or have been in close proximity of).
- Employees and contractors are reminded of the importance of maintaining a distance of 2 m/6 ft from others while conducting a service call.
- Employees and contractors are required to wash their hands or clean them with hand sanitizer frequently, including prior to each service call.
- Employees and contractors have been provided with guidance on how to properly wear masks, eye protection and gloves.
- Employees take their temperature before coming to work and stay home if they have an elevated temperature.

During Service Call

During service calls, QuadReal employees and contractors will wear masks which protects you and your colleagues. Masks have been acknowledged by the World Health Organization and Health Canada as an effective barrier to reduce the spread of virus. This is because masks act as a barrier and help stop the spread of droplets from a person's mouth and nose when talking, laughing, yelling, coughing, or sneezing. Face shields may be used instead of masks and provide similar protection.

Post Service Call

After the service call is complete, QuadReal employees and contractors will disinfect surfaces that have been touched with a hard-surface disinfectant spray and rag. The disinfectant products used have been approved by Health Canada to effectively work against COVID. You can find the list here: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

If you have any questions about how QuadReal is working to keep you safe at the property, please contact **QuadReal CONNECT** at **1-877-977-2262** or via email at service@quadreal.com