
COVID-19 PANDEMIC RESPONSE / MANAGEMENT PLAN

1 – Introduction

The purpose of this document is to outline WMC Water Management’s present response and management plan with respect to fulfilling our service obligations to our customers for the duration of the COVID-19 pandemic.

WMC Water Management has carefully considered the precautions and risk management measures outlined in this document based on recommendations from Canada’s Chief Medical Officer, the World Health Organization (<https://www.who.int/health-topics/coronavirus>), the Ontario Ministry of Health (www.ontario.ca/coronavirus) and Health Canada (www.canada.ca/coronavirus). This is a fluid situation and the information herein can be considered current as of the revision date of this document.

2 – Background

COVID-19 is a novel coronavirus that causes infections of the lungs, nose and throat. Current evidence indicates that the virus spreads efficiently from person to person through close contact, including:

1. Respiratory droplets created from coughing or sneezing
2. Close personal contact, including touching or shaking hands
3. Contact with a surface harboring the virus, then transmitting to mouth, nose or eyes

As no vaccine or other health products are currently known to protect against COVID-19, it is understood from the information available that the most effective way to prevent further spread is to minimize exposure and transmission.

3 – WMC Service Responsibilities

After recent guidance provided by the Province of Ontario on March 24th, 2020 which defines “essential workplaces” allowed to continue operations, industrial plants, healthcare facilities and residential & commercial building HVAC systems are expected to continue relatively normal operation. WMC Water Management maintains a responsibility to help keep these systems running safely and efficiently, to help prevent unplanned downtime and to minimize the risk of spreading waterborne pathogens.

Under these exceptional circumstances, WMC remains committed to fulfilling our service contract and Legionella risk management obligations; however, we ask that our customers show additional patience with our technicians and delivery staff as they take the necessary additional precautions outlined in this document to help prevent the spread of COVID-19.

The health and safety of our employees, our customers and the public is our first priority. WMC will comply with any directives set out by Federal, Provincial or other government bodies which may limit or prevent us from entering customer facilities. We will also follow any instructions provided by our customers, insofar as they do not contradict government directives or require us to lower our safety standards.

4 – Policies and Procedures Subject to Change

Should information be released in the future which causes WMC to determine that it is in the best interest of our employees and public safety to temporarily discontinue our services or change the way we do business, we will reach out to our affected clients directly by telephone or email to discuss the best and safest path forward.

Furthermore, WMC is continuously accepting any and all input and feedback from our staff, as well as from our clients, suppliers and service providers. Upgrades and modifications to policies and procedures which, at the discretion of WMC, result in an overall improvement with respect to health & safety, clarity or appropriateness of response will be implemented and incorporated into future versions of this document.

5 – Completion of Service during the COVID-19 Pandemic

Effective immediately and until further notice, WMC technicians will be taking the precautions below in regard to all regular and scheduled service visits:

1. Technicians will call ahead to their primary site contact before arriving at each service call, to make sure that the building is currently accepting contractors and has not reported an outbreak. If any condition exists preventing the technician from accessing the building, a service note will be created to document the site conditions and the visit will be rescheduled for a later date.
2. Face-to-face interactions with customers and on-site contacts will be minimized to the greatest extent possible. Arrangements will be made with our site contacts to check in and out via phone or email. If keys need to be signed out, we are requesting that our clients use a lockbox instead of leaving them with a concierge or security guard.
3. WMC technicians will avoid close contact with other people while on site performing service. This includes customers, security staff, building operators, cleaning staff, tenants and other contractors. A minimum of 10 feet (3m) distance will be maintained. Technicians will avoid using public elevators if possible and will use service elevators or stairways instead.
4. All WMC clients use our electronic reporting platform, and have electronic access to Safety Data Sheets, Proof-of-Deliveries and other paperwork, so there is no need for any physical materials to be left on site. When a WMC technician submits their report, it is electronically transmitted to the customer automatically. All results, recommendations and action plans will be discussed with each client in a follow-up call or email as needed.
5. Upon arrival to each new facility, the WMC technician will put on a new pair of nitrile gloves before entering the building. After putting them on and at least once per hour, gloves will be inspected for damage and replaced as required.
6. When on-site services are completed, the WMC technician will safely remove and dispose of the gloves in a closed bin. They will wash their hands thoroughly before leaving the building. Used gloves are not to be brought back into any work vehicles.

7. Safety glasses will continue to be worn at all times by WMC technicians while on site. This is already a basic safety requirement to protect against debris and chemical splashes, and has the added benefit of increasing protection against droplet transmission and inadvertent touching of eyes.
8. WMC technicians will follow all guidelines as set out by Health Canada with respect to hygiene, prevention and personal protection as outlined on the following pages. Preventative measures include but are not limited to:
 - Frequent and thorough hand washing.
 - Avoiding contact with mouth, nose and eyes.
 - Maintaining a safe distance from others (10 ft / 3 m).
 - Coughing or sneezing into an elbow, or into a disposable tissue.
9. Work vehicles, tools and personal protective equipment (PPE) will be cleaned and sanitized daily. All work clothes must be laundered after one (1) day of wear, without exception.
10. If services cannot be performed at a particular location due to heightened precautions, building closure or any other reason, the WMC technician will leave the site immediately and notify their manager. A Service Note will be generated to document the attempted visit and the service will be rescheduled for a later date.

6 – Increased Office & Warehouse Standards throughout COVID-19

As WMC technicians are required to do periodic office and warehouse visits to prepare for, and complete service visits, we have, effective immediately and until further notice, implemented the following precautions at all of our office and warehouse locations:

1. Placed signage on front doors of regional offices asking that all deliveries be dropped off inside the warehouse and not come to the office door unless absolutely necessary. Delivery workers will come in, drop off and leave packages as requested.
2. In the event deliveries requires a signature, we have generated signage asking for individuals to knock and wait for someone from the office to come and greet them to receive and sign. We have also added bottles of hand sanitizer beside first entry door's so the delivery teams can clean their hands as they leave.
3. We have adjusted our regional office hours temporarily from 9AM to 3PM to reduce the time our staff is needed in the office for face to face interaction. Our Head Office will still be available for support services from 8AM-5PM.
4. We have placed hand sanitizer inside the regional office doors, and ask that each employee uses upon entry to ensure clean hands prior to immediately washing hands in the nearest washroom. Proper handwashing guides as noted by Health Canada have been circulated to all employees.

In addition to the above, we have continued to remind our employees to notify us at any point if they feel sick or believe additional measures can be implemented to further improve our policies and procedures. We are continuing our efforts daily to improve our health and safety practices to best protect our team as well as our clients, suppliers and the public.