

6/23/2020

Windsor Plywood COVID-19 Safety Plan

Washington State W/D | Stores



WORKPLACE RISKS

COVID-19

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face. The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near. The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.



WASHINGTON'S PHASED APPROACH

WASHINGTON'S PHASED APPROACH Reopening Business and Modifying Physical Distancing Measures				
	1 Phase 1	2 Phase 2	3 Phase 3	4 Phase 4
High-Risk Populations*	Continue to Stay Home, Stay Healthy	Continue to Stay Home, Stay Healthy	Continue to Stay Home, Stay Healthy	Resume public interactions, with physical distancing
Recreation	Some outdoor recreation (hunting, fishing, golf, boating, hiking)	All outdoor recreation involving fewer than 5 people outside your household (camping, beaches, etc.)	- Outdoor group rec. sports activities (5-50 people) - Recreational facilities at <50% capacity (public pools, etc.)	Resume all recreational activity
Gatherings (social, spiritual)	- None - Drive in spiritual service with one household per vehicle	Gather with no more than 5 people outside your household per week	Allow gatherings with no more than 50 people	Allow gatherings with >50 people

WORKPLACE DISCRIMINATION

It is against the law for any employer to take any adverse action such as firing, demotion, or otherwise retaliate against a worker they suspect of exercising safety and health rights such as raising safety and health concerns to their employer, participating in activities concerning safety and health matters or filing a safety and health complaint

EMPLOYEE INPUT

Windsor Plywood has involved the Store Owners | Managers, Health & Safety Representatives, all levels of staff and Senior Management in identifying the risks located at the Windsor Plywood Store. Employees can contact Human Resources directly or they can email COVID19@windsorplywood.com for any questions, concerns or unsafe work reporting. **Information must be made available in the language best understood by the employee.**

Employee Workplace Safety & Health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.

HIGH-RISK SPOTS

CONCENTRATION ZONES

- Breakroom
- Office
- Shipping Dept
- Washroom
- Door Shop
- Sales Counter
- Site Deliveries
- Entry/Exit Doors
- Car Pooling

CLOSE PROXIMITY TASKS

- Accepting Payment
- Shipping & Receiving
- Customer Interaction
- Two-Person Item Lifting
- Customer Line-Ups
- Training | Job Shadow

SHARED EQUIPMENT

- Printer | Copier
- Point of Sale
- Paper Slots | Trays
- Kitchen Appliances
- Forklifts | Pallet Jack
- Vending Machine
- Computer Stations
- Shopping Baskets
- Delivery Vehicles
- Shop Equipment

SHARED SURFACES

- Door handles
- Light switches
- Washroom Facilities
- Sales Counter
- Kitchen Counter
- Shipping Counter

RISK-REDUCING CONTROLS

Windsor Plywood Stores will operate in one of three Category Levels. Descriptions and checklists can be found in the **Windsor Plywood Guide | Store Category Levels.**

FIRST LEVEL OF PROTECTION | ELIMINATION

STAFF HEALTH SCREENING

Staff & Customers are not permitted to enter workplace if they are Sick. Management is **responsible to screen staff daily** to ensure they exhibit no flu-like symptoms when reporting to workplace.

PROTECTIVE GUARDS

Truck Drivers are not encouraged to enter Store and must maintain physical distancing. A wall mounted wireless buzzer can be provided to alert Shipper upon arrival. Sanitizer and gloves are made available for paper handling

STORE OCCUPANCY LEVEL

The Store has identified the maximum occupancy rating as defined by State Health Authority – **Guest occupancy must be 30% of maximum building occupancy or lower as determined by the fire code. This limit does not include employees.** A Sign is to be posted on the front door displaying the maximum number of customers your store is allowing at one time.

MASKS | STAFF

All staff are required to wear a cloth facial covering – except when working alone in an office, in a vehicle. Exceptions will be made for those staff that are deaf or hard-of-hearing.



MASKS | CUSTOMERS

All stores are required to post signage at the entrance to strongly encourage customers to use cloth face coverings when in store.

CUSTOMER INTERACTION

Elimination of customer hand-shakes and additional unnecessary handling of their items.

STORE RETAIL HOURS

Stores will be making attempts to move back to regular operating hours as reduced hours places a greater concentration of customers into a smaller period of time.

SALES REPRESENTATIVES & 3RD PARTY VISITORS

The same measures and policies are to be applied. If Physical Distancing cannot be ensured then individuals are required to wear a mask.

SHARED CONSUMABLE ITEMS

Eliminate all handing out of water, coffee, candy and other food items

WORK SPACES

Rearranged to ensure at least 2m of physical distancing is achieved between all staff work spaces. If Physical Distancing cannot be ensured then staff are required to wear a mask.

METHOD OF PAYMENT

Encourage customers to provide alternative methods of payments instead of cash.

MERCHANDISE

Remove high-touch retail displays – such as touchscreen monitors and “feel the difference” displays



NOTICE

COVID-19 PROTOCOLS

STOP

DO NOT ENTER this yard if you are experiencing any of the following symptoms:

- Fever
- Sore Throat
- Shortness of Breath
- Headaches
- Unusual Muscle Pain
- Cough

**OCCUPATIONAL HEALTH & SAFETY
STORE VISITOR REQUIREMENTS**

Physical Distancing

Shipping Office **CLOSED** -
Ring Buzzer or Knock
at Office Door

Visitors NOT Permitted
to Use Staff Washrooms

Nitrile Gloves & Hand Sanitizer
Provided for Handling Papers

Thank You

for your cooperation.

We appreciate the
Delivery Service
you provide!

STAY SAFE & HEALTHY!

Windsor Plywood Team

DON'T SPREAD GERMS AT WORK

If you're sick, stay home, rest, and remember to:

Cover your coughs and sneezes with a tissue or your sleeve.

Wash your hands often with soap and water.

Talk to your supervisor about working from home.

U.S. Department of Health and Human Services
 For more information: www.cdc.gov/nczod | 1-800-CDC-2REFO (222-6236) | www.cdc.gov/odas

NOTICE

SOCIAL DISTANCING IN PRACTICE

OBSERVE A MINIMUM
6 FOOT DISTANCE
BETWEEN PERSON TO
PERSON AT ALL TIMES

IF YOU FEEL ILL
DO NOT ENTER

Windsor Plywood ... the experts you need to know!

SECOND LEVEL OF PROTECTION | ENGINEERING CONTROLS**PROTECTIVE GUARDS**

A plexiglass shield has been installed on the Sales Counter as a barrier between staff accepting orders & payment and the customer.

CUSTOMER LINE-UPS

Floor markings have been installed to ensure customers line up in the right direction and are maintaining physical distancing requirements.

CUSTOMER PRODUCT RETURNS & DOOR MACHINE-TO-MATCH ORDERS

A designated space in the Store has been established to accept these items and leave for 3 days for any potential virus to deactivate before further handling of product.

WASHROOM

Staff and Customers assigned separate washrooms to avoid cross-contamination

COAT RACKS

Removal of coat-racks that are less than 6' apart to avoid cross contamination between staff. Personal Lockers can be installed or encourage staff to confine their personal items to bags.

THIRD LEVEL OF PROTECTION | ADMINISTRATIVE CONTROLS**PHYSICAL-DISTANCING**

Policies outlined by State Health Authorities are expected to be practiced at all times throughout the workplace. Stores are encouraged to assign their Health & Safety Representative as a Physical-Distancing monitor.

STAFF BULLETIN

Single-page bulletin is circulated by Human Resources several times per week directly to all staff. It is delivered to the Store Operator email – which are then forwarded to staff personal email addresses or posted on a bulletin board. These Bulletins contain timely information, resources, updates, new & evolving policy changes and health statistics.

PRE-ORDERS

Encourage customers to research items with a member of Sales Team on the phone before coming into the Store. Take pre-orders by phone, fax, email or online. Provide delivery and curbside pick up options.

PARCEL DELIVERIES

Courier deliveries to Store are placed directly into an isolated bin. They are handled by Shipping/Receiving or the recipient who it is intended for.

TRUCK SHIPMENT DELIVERIES

Shipments arriving on truck should be handled by Forklift or Shipping/Receiving staff who are trained with handling potentially contaminated product.

FOURTH LEVEL OF PROTECTION | PERSONAL PROTECTIVE EQUIPMENT

N95 FACE MASKS

Made available to staff for specialized circumstances as directed by Management when having to work in spaces that the other individual refuses to wear - or does not have a mask.



DISPOSABLE NON-MEDICAL GRADE FACE MASKS

Made available to staff to protect those around them. **Made available to customers upon request for \$1 each.**

FACE MASK WITH VENT

Made available to staff to protect those around them. Designed for a comfortable wear with easier breathability for longer periods of time



FACE MASK WITH VENT

Style: CSTFACMSKFLTR

- Durable poly/cotton outer fabric. Inside cotton for comfort.
- Ventilation hole for additional comfort and breathability.
- Washable and reuseable.
- Machine or hand wash in cold water, normal dryer temperature.
- Recommend wash before use.

FACE SHIELD

Made available to staff to protect themselves and those around them. They **are suited well for those wearing glasses.**

REUSEABLE FULL FACE SHIELD
Style: L600

- Polyurethane forehead band for increased comfort for extended wear.
- Headpiece increases distance between face to lens to accommodate glasses, goggles and surgical masks (including N95).
- Back stretch strap for comfortable fitting.
- Optically clear and distortion-free vision. One size. 100 shields /box.

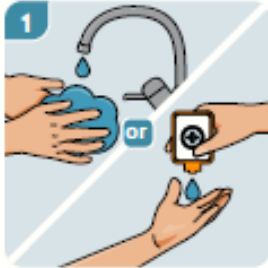
SELECTING THE RIGHT MASK

Each working task needs to be evaluated in order to determine the most effective and appropriate mask for the application. Refer to following document for information related to selecting the correct mask.

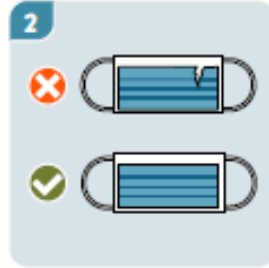
HOW TO USE A MASK

Refer to the following document for information related to the proper use of different types of masks.

Help prevent the spread of COVID-19: How to use a mask



1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2 Inspect the mask to ensure it's not damaged.



3 Turn the mask so the coloured side is facing outward.



4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5 Put the loops around each of your ears, or tie the top and bottom straps.



6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



8 Don't touch the mask while you're wearing it. If you do, wash your hands.



9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask



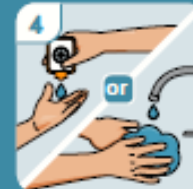
1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.



2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



3 Dispose of the mask safely.



4 Wash your hands. If required, follow the procedure for putting on a new mask.



DISINFECTANT SPRAY

Made available to Janitorial Services & Cleaning Staff throughout the Store for a ready-to-use disinfectant. Product will be confirmed by State Health Authority to be **effective against 2019 novel Coronavirus | SARS-CoV-2, COVID-19**

ALCOHOL-BASED HAND SANITIZER

Made available to all Staff & customers for use throughout the Store. **Healthcare-Grade foaming solution.**



DISPOSABLE NITRILE GLOVES

Made available to all Staff & customers for use throughout the Store. These are suited for those whose hands become dry and irritated with frequent hand-washing and sanitizer.

EFFECTIVE CLEANING & HYGIENE PRACTICES

CLEANING & DISINFECTION - Effective cleaning and disinfection is a **TWO-STAGE PROCESS**.

CLEANING

To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. **Any residue left on work surfaces and equipment may deactivate the disinfectant.** Use soap or detergent as a cleaning agent.

DISINFECTION

After cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions. **Most Health-Care Grade solutions are 5 minutes of wet time.**

COMMON SURFACES

Start by cleaning high-contact common surfaces – identified at beginning of this document. Clean and disinfect surfaces inside and outside to limit the chance of the virus spreading through touching contaminated surfaces

CLEANING SCHEDULE

Daily schedule for all days the Store is open & operational. It is best practice to maintain a Cleaning Log Book.

HYGIENE PRACTICES

HANDWASHING

Regular handwashing is an important part of maintaining clean surfaces and reducing risk of contracting virus.

COUGHING & SNEEZING

Good personal hygiene practices help keep those around you safe & healthy. Each staff member is provided their own personal box of tissue for their workplace.



HAND-SANITIZER

Each staff member is provided the opportunity to collect their own personal bottle of hand-sanitizer for personal use at their own workspace. These can be retrieved from Manager.

SANITATION

Garbage bins are emptied daily and lids are removed to avoid surface contact. Recycling program is suspended and staff are encouraged to bring personal recyclables home with them.

POLICY DEVELOPMENT

COVID-19 STORE CATEGORY LEVELS

Defines the 3 different levels of safety measures that are put into place depending on the level of restrictions enforced by the local health authority.

COVID-19 STAFF & FAMILY PPE PURCHASING POLICY

PPE is not permitted to be marketed and displayed to customers. However, staff are provided the opportunity to purchase PPE for their family’s personal use at a staff discount. Some items can be sold on a “as-needed” basis as directed by Store Operator.

COVID-19 LEAVE OF ABSENCE POLICY

Windsor Plywood provides up to one week of paid time off for any time loss as a direct result of COVID-19 requirements during the period of the Pandemic.

COVID-19 SICK & ILLNESS POLICY

Staff are not permitted to enter – or stay at – the Store if they are exhibiting any COVID-19 symptoms.

COVID-19 SITE SPECIFIC COVID-19 SUPERVISOR | FIRST AID ATTENDANT

Attendants have been directed to change the level & process of care as it relates to physical distancing measures. The Store’s existing First Aid Attendant is the COVID-19 Supervisor.

COMMUNICATION PLANS & TRAINING

EMERGENCY CONTACT INFORMATION

All Staff emergency contact information has been collected – including mobile phone, personal email and emergency contact individual’s information.

HIGH-RISK EMPLOYEES

Identify staff that are at increased risk of a more severe illness because they are over 60 years old, or if they have compromised immune systems or underlying chronic medical conditions. More comprehensive training and monitoring is required of Management for these individuals.

Human Resources | Occupational Health & Safety

COVID-19 PANDEMIC STORE BULLETIN
UPDATE: Tuesday May 19

NEW | Updated PPE Flyer
Includes new wall or counter mounted Sanitizer Dispenser that works with 1L Sanitizer Solution. **PPE Flyer enclosed with this Bulletin.**

Can Employee Return-To-Work if They Are Currently on a Medical Leave of Absence for COVID19?
A significant number of employees left the workplace during the early stages of Pandemic. If an employee wishes to Return-to-Work they will be required to submit a Medical Certificate for approval for return to the workplace. Consult with Human Resources when working through this process.

Managing in Pressure Times | Recognizing Stress in Yourself
The human body goes into a Fight-or-Fight response when presented with a stressful situation. This is a state of heightened awareness to our environment – which consumes energy and mental capacity. At some point the body cannot take this any further. It may begin to create physical symptoms and ailments you have never experienced or complete “burn-out” in some. Enclosed is a Resource for Managers.

Responsibilities Managers Have When Hiring New Staff
Managers must ensure they have taken all reasonable steps to ensure new employees are healthy – and free of COVID19 - before they start. This can be achieved in one of the following three ways:
1. Employee is symptom free on start date and employee has recently contacted with the Manager in person no more than 10-Days prior to start date.
2. Employee is symptom free on start date and provides a Negative COVID19 Test Result that was taken no more than 10-Days prior to start date. Test can be requested as we are designated as Essential Service.
3. Employee is symptom free on start date and wears a Non-Medical Grade mask for the first 10 Calendar Days of Employment.

Pin-Pad Hygiene Tip
Wrap the Pin Pad device securely in plastic – seams or cling-wrap – to protect the device from damage from disinfectant. The complete plastic layer is easier to clean between transactions and can be disposed of at the end of Shift. Some models have a “wet-rubber” case you can order from your supplier.

Windsor Plywood Group COVID-19 Testing Data									
	SHO	IBC	AB	SN	MB	SN	WA	NET	TOTAL
Pending	0	0	0	0	0	0	0	0	0
Negative	2	10	0	0	0	0	0	0	12
Positive	0	0	0	0	0	0	0	0	0

Send Store Test Data to HR | OHS

COVID-19 STAFF BULLETIN

Staff are provided regular updates on health measures & strategies – PPE usage, financial benefits, mental health, workplace communication, and new/evolving company policies.

HEALTH & WELLNESS

- Virtual Health Care Providers
- Virtual Pharmacy Providers
- 3 Categories of Isolation
- How to Isolate at Home
- Caring for a Patient
- Talking to Your Child about COVID-19
- Emotional Well Being During Isolation
- High Risk Health Markers for COVID-19
- Block the Media Noise
- Smoking & Vaping Cessation
- Build Your Immunity
- Recognizing Stress & Anxiety in Yourself

MONITOR & UPDATE PLANS

As Windsor Plywood moves forward, things will change. If you identify a new area of concern, or if it seems like something isn't working, take steps and inform your Supervisor or contact Human Resources.

HEALTH & SAFETY REPRESENTATIVE

COVID-19 health & safety measures fall under the scope of responsibility of the Store's OHS Safety Representative. Bring your ideas, concerns, and questions.

TRUSTED INFORMATION SOURCES

Windsor Plywood carefully selects where information that is acted on, is sourced. Some trusted information sources are listed below.

- Federal Government
- Center for Disease Control
- Vigilant Employment Law Group
- Washington State Department of Health
- Occupational Safety & Health Administration
- Washington State Department of Labor & Industries
- Employee Assistance Program | LifeWorks
- Employee Health Benefits Provider
- COMPWISE | Workers' Compensation
- Building Material Associations

MORE INFORMATION**HEAD OFFICE**

Human Resources | Occupational Health & Safety

1-604-455-9663

Covid19@windsorplywood.com

Department of Health

www.doh.wa.gov/coronavirus

Center for Disease Control & Prevention

www.cdc.gov/coronavirus/for_updates_on_COVID-19

Occupational Health & Safety Administration

<https://www.osha.gov/SLTC/covid-19/standards.html>

Request Free Online Consultation | Washington State Labor & Industries

<https://lni.wa.gov/safety-health/preventing-injuries-illnesses/request-consultation/onsite-consultation>