



*"Our Commitment - Your Peace of Mind"*

## TO OUR VALUED CUSTOMERS:

As part of the Damar Security Systems family, I appreciate the trust that you have placed upon us for your security and life safety needs. As you are aware, the situation regarding the coronavirus COVID-19 pandemic continues to evolve. As this situation evolves, we will continue to adapt our processes and protocols as required. The health and safety of our staff is paramount as well as critical to our continued operation while we work together as a community to get through this.

## HERE IS AN UPDATE AS TO THE MEASURES WE HAVE TAKEN SO FAR:

1. We have closed our offices to visitors. Deliveries will still be received from drivers who do not require a signature, or physical contact.
2. We have implemented and are following the Ontario Ministry of Health COVID-19 Screening Tool for Workplaces (Businesses and Organizations) (Version 1 – September 25, 2020) in accordance with Ontario Regulation 364/20. We have implemented this screening for any workers or essential visitors entering our work environment. Based on the results of Screening Questions, additional actions may be taken including prevention from entering the workplace, returning home to self-quarantine, and/or obtaining an official COVID-19 test.

## BASED ON THE RESULTS OF AN OFFICIAL COVID-19 TEST, THE FOLLOWING STEPS WILL BE UNDERTAKEN:

### PEOPLE WHO TEST POSITIVE:

1. If a person has tested positive, they will need to quarantine for a minimum of 10 days. It may be longer if they continue to have symptoms, based on the public health nurse's assessment.
2. Close contacts will be identified through public health - our contact assessment considers who they have recently been in contact with, and the nature of their interactions i.e. length of time, distance from each other, use of PPE.
3. Positive cases will not need to test negative before returning to work. Once a person tests positive, it has been found that they can test positive, without them being infectious, for up to three months.

and then stay home until test results are back, and symptoms resolve.

2. If they test negative, their symptoms resolve and they do not have a fever, they may return to work while self-monitoring. If their symptoms worsen, they should consider getting retested.

### PEOPLE WHO ARE CLOSE CONTACTS:

1. People who are close contacts of a positive covid-19 case will be identified through public health.
2. People will be required to self-isolate for 14 days, regardless of their covid-19 result. This is because the virus may still be incubating within their bodies - this means they are still infectious, but they did not have a high enough viral load at the time of their test.
3. If a person who is a close contact, first tests negative, but then develops covid-19 symptoms, they should get retested. If they are positive on their second test, this will let us track additional contacts (i.e. household members) and direct their treatment plan.

### PEOPLE WHO TEST NEGATIVE WITHOUT BEING DEEMED A CLOSE CONTACT:

1. If someone is showing signs and symptoms of COVID-19 but have not been identified as a close contact of a confirmed case, they should get tested



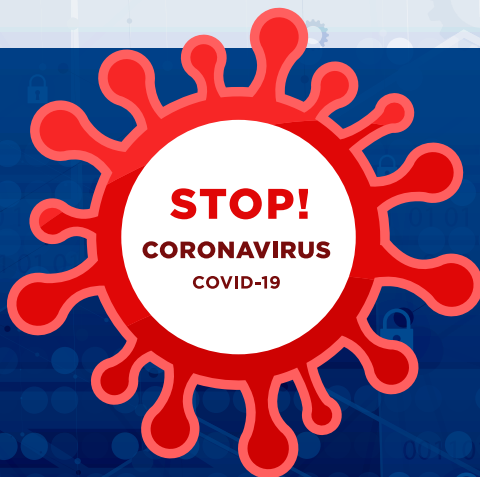


## ADDITIONAL PROTOCOLS

1. Strict adherence to mandatory mask policies. All field technicians, sales representatives, and subcontractors are always to have a mask on, while on the job except for while they are in their work vehicle driving without a passenger.
2. All staff are required to wear a mask while in the office except for when they are in their own personal workspace.
3. All essential visitors are always required to wear a mask in accordance with local public health orders.
4. Promote regular and thorough handwashing by employees, contractors, and customers.
5. Instructed staff to cover their nose and mouth when coughing and sneezing with tissue or flexed elbow.
6. We have adopted a “No-Handshake” Policy.
7. We have temporarily halted obtaining electronic signatures on our Field Service Units for work that is completed at customer locations.
8. Employees who have traveled for business or personal reasons to any high-risk coronavirus area, have had family members who have done so, and/or who have been in proximity to anyone suspected of having or confirmed with the virus within the last 14 days, to self-isolate at home for the next 14 days.

## REGARDING OUR MONITORING STATIONS THAT OPERATE 24/7/365, WE HAVE IMPLEMENTED THE ADDITIONAL FOLLOWING MEASURES:

1. Increased disinfectant wipe-downs of all workstations (Monitors, keyboard, mouse, telephone, desk, chair) and any other monitoring station equipment with which operators may come in contact.
2. We have implemented physical distancing in our monitoring station by requiring operators to have an empty workstation (minimum of 2m) between them.
3. We have restricted access to our monitoring station operational areas to essential staff only.
4. Even though we have multiple monitoring stations that are geographically separated, we are prepared to continue operations in a remote fashion should this situation evolve to the point where this is required.



We understand that some of these precautionary measures may seem inconvenient, they are being taken out of an abundance of caution to keep everyone safe. These precautionary measures will remain in place for an indefinite period as this situation evolves. Thank you again for your understanding and commitment during this challenging time. Should you have any questions or concerns, please reach out to your Damar Security Systems Representative.

Regards,

**Chris Currie**, *President*