

June 16, 2020

Dear Member(s):

Re: Flooring and Cabinet Installation - COVID 19 Safety Plan

We would like to thank you for your continued support of CHF BC's Group Buying Program. CHF BC's group buying partners continue to provide products and services according to Federal and Provincial guidelines. Our group buying cabinet and flooring installers were unable to work inside units because of COVID-19 restrictions.

As we enter phase 2 of BC's reopening, we have redesigned the cabinet and flooring installation workflow to ensure safe physical distancing and sanitation measures can be practiced consistently.

Here are the changes that we have made to our group buying installation program:

1. Members will receive a copy of the Notice of Entry with COVID-19 safety installation protocols in advance of the installation or measurement. This will improve the installation day experience.
2. To ensure the flooring or cabinet installation or measurements will be at the lowest possible exposure risk, each unit must complete a questionnaire that **must be completed and left immediately outside the unit by 8 am on the day of installation or measurement**. If a questionnaire is not left outside the unit, the installation or measurement will not be performed.
3. The installation or measurement will not be performed on the scheduled date if the answer to any of the questions is yes. This would be considered a medium or high exposure risk to the contractors and the job will not be completed.
4. During the installations, unit occupancy requirement is one, except in cases where there are extenuating circumstances and the member needs to stay in their home during the installation. In these cases, residents of the unit must always maintain two metres apart from the installer(s).
5. Installer(s) will not be permitted to enter units if they arrive to work displaying any flu-like symptoms.
6. The installer(s) will wear personal protective equipment (PPE). Minimal PPE would be a mask, gloves, slip-on booties, and use of an alcohol-based sanitizer.
7. The installer(s) will wipe down and clean all items to be touched prior to and after the installation. This includes such areas as bathroom and kitchen fixtures, light switches, toilet handles, taps, doorknobs, and a unit key if left for the installers to use.

8. Safe physical distancing between the installation team and any occupants of the units must always be maintained.
9. All tools and equipment used during the installation will be sanitized.

We look forward to working with you again. From before we arrive to your co-op to when we leave after the installation, we are making every effort to help keep you and the rest of our community safe.

If you have any questions, please contact me by phone at 604-343-2355 (Direct) or by email at asang@chf.bc.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "Sang", written in a cursive style.

Arnold Sang
Commercial Services Director