



## LOWE'S CANADA COVID-19 NATIONAL STORE PROGRAM

Lowe's Companies Canada, ULC, RONA Inc., Lowe's 220 Limited Partnership (below "**Lowe's Canada**") is committed to take every precaution necessary to keep all associates, customers, and work sites (stores and distribution centers) safe and free of hazards.

All Lowe's Canada associates are expected to follow all established safe work procedures and practices (as applicable) and raise any concerns with their supervisor or a member of the Joint Health and Safety Committee (known as "JHSC"), a health & safety representative and/or union member.

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### Associate Responsibilities

- Associates with COVID-19-like symptoms such as a sore throat, fever, sneezing, shortness of breath or coughing **must** stay at home and self-isolate. When applicable, Lowe's Canada will provide associates with additional information with regards to provincial regulations and requirements relative to self-assessment and testing for COVID-19 [Note: Residence of Saskatchewan and Manitoba must follow the Provincial daily self-assessment process, in addition to the Lowe's Canada "Self-Assessment" Policy].
- Customers exhibiting COVID-19-like symptoms such as a sore throat, fever, sneezing or coughing are not allowed entry into the store.
  - If a customer is discovered in the store exhibiting symptoms, the Store Manager ("SM"), or Manager on Duty needs ("MOD"), needs to be notified. The SM or MOD must politely ask the customer to leave and encourage them to take advantage of on-line orders and delivery services until 14 days after the cessation of their symptoms.
  - If a customer refuses to leave, the SM or MOD must partner with their respective District Manager for next steps. This ensures that each case is addressed individually.
  - The District Manager may partner with the Regional Vice-President and area support teams (HR, AP&S) for further support.
- Maintain strict hygiene by following Lowe's Canada's established procedures. If you are not familiar or have questions around the procedures, please contact your supervisor, SM or MOD. .
- Remember to avoid touching your face (eyes, nose, mouth, and other parts of your face) and sharing objects and tools.
- Keep a 2-meter distance between associates, vendors, customers and guests.
- When making deliveries, avoid hand-to-hand deliveries and keep a 2-meter distance between associates, vendors, customers and guests.
- Lowe's Canada will provide associates with additional information with regards to provincial regulations and requirements relevant to travel restrictions (refer to your specific provincial COVID-19 website for details).
- Associates who deliver to construction sites must maintain social distancing practices. Where a 2-meter distance is not possible, it is recommended to use the appropriate personal protective equipment, which will be provided by Lowe's Canada.
- Associates are to respect hand washing procedure, as posted in all restrooms.



- Where pin pads are utilized, associates shall ensure that they are cleaned in accordance to Lowe's Canada's directive.
- Associates who operate power equipment are responsible to ensure they properly clean the power equipment before and after each use (i.e., seat, steering wheel, ignition keypad, etc.).

### **Manager and Supervisor Responsibilities**

- Managers and Supervisors will ensure that all associates are compliant with Lowe's Canada's "Self-Assessment" procedures and process, as related to COVID-19. If COVID-19-like symptoms such as a sore throat, fever, sneezing, shortness of breath or coughing the associate **must** stay at home and self-isolate. [Note: Residence of Saskatchewan and Manitoba must follow the Provincial daily self-assessment process, in addition to the Lowe's "Self-Assessment" policy].
- Managers and Supervisors shall reduce customers' need to enter the stores and garden centers by continuing with the online orders, deliveries and/or curbside pick-ups.
- Entry into stores and garden centers, including lines, must be monitored and regulated by Managers and Supervisors to prevent congestion, and if possible/if needed, have someone manage how many customers enter/exit the store to ensure compliance with provincial guidelines. There are no restrictions to the entry or exits that a store may have, but the Manager and Supervisor must be able to control the number of customers within their store (refer to your MOD for occupancy guide).
- Managers and Supervisors will ensure barriers between cashiers and customers (i.e., 'sneeze guard' or 'plexiglass windows'), are in place within the store, constructed as outlined within the Lowe's Canada COVID-19 guidelines.
- Managers and Supervisors will ensure that associates, vendors and visitors working in the store are informed of the health and safety rules in place, and that they follow all COVID-19 safety procedures within the store (signage, directional arrows, etc.).
- Managers and Supervisors must avoid having multiple associates doing the same task within a space that does not allow 2-meter social distance. For example, if cashier stations are too close, they must open every other cash lane.
- Managers and Supervisors need to ensure that no more than 10 people may gather in common areas. Congregation of people should be actively discouraged (i.e., off-set lunches to avoid large gatherings within the lunchroom).
- Managers and Supervisors will ensure that associates are aware that customers are to bag their purchases themselves.
- Managers and Supervisors will ensure where possible that one-way shopping aisles with a path to follow are clearly marked for the customer to avoid crossroad.
- Managers and Supervisors shall ensure that associates are aware to keep a 2-meter distance and maintain control of loading product into the vehicle. The customer must be asked to remain in the vehicle and remotely open the door to limit contact with surfaces.
- Managers and Supervisors, in partnership with AP&S, shall monitor and check on how the established preventative measures are doing on a regular basis (e.g. every two weeks) and adjust them if they are not working well enough or causing other issues within the stores or garden centers.
  - Example – the use of personal protective equipment (disposable gloves, goggles/face shields) shall be considered where 2 meters cannot be maintained between individuals.



- Managers and Supervisors shall ensure alcohol-based hand sanitizer and/or hand wipes are available at entrance and exit for customer and associate use.
- Managers and Supervisors will ensure that all shopping carts and baskets are sanitized and wiped down as directed by the Lowe's Canada COVID-19 cleaning procedures.
- Managers and Supervisors shall ensure that designated garbage bins or bannered-branded buckets are available in the parking lot for customers to dispose their used sanitizing wipes and/or personal protective equipment.
- As outlined within the Lowe's Canada COVID-19 cleaning procedures, Managers and Supervisors will ensure that washrooms are to be frequently cleaned and sanitized following the cleaning checklist (only using approved cleaning products).
- Managers and Supervisors shall ensure that any associate assigned to complete deliveries to a job site or dwelling has been trained on the "Driver Delivery Guidelines" and reviewed the "Driver Safety Tips for COVID-19" (refer to the attached appendixes A and B).
- Managers and Supervisors shall ensure that occupancy limit signage is clearly posted in the following areas: each building entrance, garden centre entrance (where applicable), break room, meeting/training room, washrooms. Total occupancy to be noted at each entrance with individual room occupancy stated for the others noted (i.e. Meeting/Training Room)

## **APPENDIX A – DRIVER DELIVERY GUIDELINES – COVID-19 SAFETY PRECAUTIONS**

### **Driver Safety Guidelines**

- Upon arrival at each new delivery, drivers/helpers are recommended to put on new disposable gloves in cases of delivery inside a home or workplace or wear work gloves in cases of curbside delivery.
- Drivers/Helpers to introduce themselves at the door and use social distancing practices (2 metres). They should politely ask that the customer respects the social distance process (2 metres) for the entire time that they are involved in the delivery process for the safety of the delivery team and the customer.
- An alternative would be to politely wave with a warm friendly greeting for cases of curbside delivery. Please ensure the customer is aware you are completing delivery (via phone call, etc.)
- Based on the current environment, it is acceptable to ask the customer if it would be satisfactory to leave their delivery outside or in a designated covered area in their garage, instead of entering their home or place of business. Each situation is different and of course, drivers should use their best judgement and serve our customers in the best possible way while keeping safety top of mind.
- While working in and around the customer's home or place of business, where needed politely remind the customer you will be practicing social distancing to ensure the safety of the customer and yourself.
- While working in the customer's home or place of business, always keep your gloves on, avoid touching your face, eyes and mouth with your hands (gloved or not gloved).
- Use hand soap and/or sanitizer where available in between deliveries.

### **Loading Tickets/Invoices**

- For the time being, it is temporarily acceptable to leave the loading tickets, or receipts unsigned.
- If customer signs, please have them use their own pen.



- The Driver should document on the loading ticket if the customer chooses not to sign our documents.

**GOAL should be a contact free delivery experience for the safety of all involved.**

- Upon leaving the home, but before entering the delivery truck, remove glove and store in the back of the truck, not in the cab.
  - “Store-Use out” a 5-gl bucket to keep in the back of the truck with a trash bag in it. Discard all waste (latex gloves, paper towels, etc.) in the bucket, and discard the trash bag each night upon return to the store.
- Upon returning to the store, wipe down the cab, door handles, and any other surfaces that have had physical contact with the Driver/Helper.
  - Regular household cleaners may be used on high-touch surfaces. If you do not have regular household cleaners or disinfectant available, [Canada Public Health recommends using a bleach water solution \(1 part bleach to 9 parts water\).](#)
  - Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
    - To make a bleach solution, mix:
      - 5 tablespoons (1/3rd cup) bleach per gallon of water; or
      - 4 teaspoons bleach per quart of water.
    - Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- After disinfecting the truck, wash your hands with soap and warm water for the recommended 20 seconds or use alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water is not available.

**Store Guidelines**

- Prior to attempting a delivery, ensure the store contacts the customer and validates the delivery date and time. Say “we are calling to confirm your delivery tomorrow. As always, we offer you the flexibility to reschedule your delivery for any reason”.
- During pre-call, please explain the drive teams will practice social distancing during delivery process and feel free to share any of the other steps.

**APPENDIX B – COVID-19 HEALTH & SAFETY TIPS FOR PRODUCT DELIVERY DRIVERS (and, any Lowe’s Employee visiting job sites)**

**Reminder:**

- Canada is currently undergoing COVID-19, a global pandemic situation.



- COVID-19 can spread from person to person:
  - Through close contact (about 2 meters) with an infected person.
  - Through respiratory droplets when infected person coughs, sneezes, or talks.
  - When touching contaminated surfaces or objects and touching your mouth, nose, or eyes.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.
  - Symptoms generally include cough, fever (over 38°C), difficulty breathing, pneumonia in both lungs.
  - Symptoms may take up to 14 days to appear after exposure.
  - In severe cases, infection can lead to death.

### **Safety Tips to Follow During Lowe's Canada Products Deliveries:**

*Protect your health and that of others during your product delivery travels by following the safety tips below.*

#### **1. Before starting deliveries, ensure the following are performed and in-place:**

- If sick (experiencing any COVID-19 symptoms or are a lab-confirmed COVID-19 case), notify your supervisor immediately and return home for self-isolation of 14 days.
- Wash hands with warm water & soap or use alcohol-based hand sanitizer:
  - At the start of your shift,
  - Before 1) touching items such as boxes, clipboards, pens, papers, and any part of the vehicle; 2) fueling the vehicle, and 3) eating or drinking.
- Disinfect accessible parts of the vehicle, including door & other handles, seat belts, steering wheel, mirrors, gear shift, control knobs, buttons, latches, phone, radio, tablets, clipboard, pens, and personal protection equipment ("PPE").
- Hand sanitizer, disinfectant wipes stocked in the vehicle.
- PPE e.g. disposable gloves, face shield or respirator mask, safety shoes (steel-toed boots), hard hat, safety glasses or goggles, high visibility safety vest.
- Always wear disposable gloves for fueling of the vehicle.
- Have credit card handy, as some toll roads are electronic to reduce the need to use cash or coins.
- Have emergency contact information readily available in order to:
  - Send texts or call to alert of your safe arrival when reaching clients.
  - Notify your direct supervisor in case of any medical emergency while on the road.
- An "Essential Worker Letter" is available to explain that essential deliveries are being made, since Lowe's Canada is an essential service.
- Consider packing ready-to-eat food to minimize appearance in public spaces, e.g. restaurants etc. and ultimately reduce as much as possible contact with members of the general public.

#### **2. When making stops (delivering product(s)):**

- Limit visits to drivers' lounges, truck stops, repair shops, and other gathering places.
  - E.g. Avoid construction site gatherings at scaffolds, hoists and other high traffic areas.
- Minimize contact during sign-in at client sites by using your own pen to sign in.
  - If possible, call the site supervisor to notify them of your arrival so they can sign you in instead.



- Maintain the 2-meters social distance from others when outside the vehicle and on client site.
- Wave or nod to greet clients.
  - Avoid hand shaking or hugging.
- While wearing appropriate PPE:
  - Deliver product(s) to appropriate docking or delivery station.
    - Some organizations may have changed their site entry docking and delivery process. Ensure you are aware of those changes and that you follow the client's delivery process while maintaining your social distance.
  - Leave any quotes or drawings in clear envelopes on common surfaces.
  - Do not hand documents to clients.
- Always wash or disinfect hands after each delivery and upon returning to your vehicle.

### **3. After delivery activities:**

- Discard any used items e.g. disposable used PPE, etc.
- Use disinfectant to wipe clean all surfaces and objects in the vehicle and handles outside the vehicle
- Also disinfect vehicle keys.
- Disinfect your hands after exiting the vehicle and prior to entering your Lowe's Canada distribution center or store.
- Upon entry into the distribution center or store, thoroughly wash your hands with water & soap and continue to maintain the 2-meter social distance with others.

*Note: Do not, before/during or after delivery, share communication devices, PPE, or any other equipment/item with anyone.*