



March 20, 2020

Dear Valued Customer

Re: COVID -19 UPDATE

Quality Concrete Inc. understands that we are facing an unprecedented challenge with COVID -19 and like you, we are deeply concerned and want to do what we can to keep our families safe and healthy. As we continue to see this situation unfold, we will be taking every reasonable precaution to ensure a high level of safety for all our employees, customers and visitors.

We are working hard to ensure you have access to the products and support you require during this difficult time we are all faced with. We would like to communicate some information on our efforts in handling this pandemic.

It is important for all of us to monitor this rapidly evolving situation; the following guidelines have been set out for all our employees, customers and visitors.

- Any personal travel outside of Canada, or exposure to, requires a 14-day self-isolation period before returning to work; all travel will be reviewed and discussed individually.
- Business travel is restricted. Any business travel deemed mandatory will be evaluated on a case by case basis
- Any employee not feeling well; showing symptoms such as, coughing, sneezing, shortness of breath or fever, are to stay home and consult the website provided to undergo a self-assessment at; <https://when-to-call-about-covid19.novascotia.ca/en> and consult 811 if required.
- If any symptoms should arise while at work, contact your Supervisor, leave work and follow the above steps by going online and completing the self-assessment and follow the steps as directed.
- Limit your contact with others and keep a 2-meter (6ft) distance and use social distancing techniques, such as using electronic devices to communicate
- Avoid gathering in groups, keep meetings to as few people as possible and avoid shaking hands.
- Avoid touching your eyes, nose and mouth to prevent the spread of germs
- If coughing, use a tissue or the corner of a sleeve to reduce the risk of spread, immediately wash hands for 20 seconds or use a commercial disinfectant such as Purell.
- Common or shared touch surfaces must be disinfected between uses and whenever first used.
- Wash your hands frequently, before and after eating or before touching your eyes, nose or mouth
- Report/Call your supervisor if you have any of the following symptoms:
 - Dry Cough
 - Fatigue
 - Fever (temperature above 100f)
 - Nasal Congestion or Sore Throat
- Report to your supervisor if you have high susceptibility and/or additional complications if infected with Covid-19 (eg. reduced lung function, heart issues)



- We are preparing testing protocols to ensure business continuity at the highest level possible while protecting our employees, should further isolation be required. You may see some adjustments in how we operate as we practice and test activities.
- Immediately report to your supervisor if you or a family member has been medically identified with Covid-19 and remove yourself from the immediate workplace.
- No visitors or customers will be allowed access to our plants without prior approval—and then, only for essential activities.
- Batching offices are closed to all employees, other than the batcher or employees preauthorized by site management.
- Hygiene policies have been established for all spaces used by multiple users. Where equipment is used by more than one individual, these must be disinfected at commencement and finish of use.
- Drivers are not allowed to congregate and must maintain a spacing of ideally more than 2 m from other employees or site personnel
- Trucks are to be cleaned at the start of the shift and at the end of the shift
- Drivers will remain in their cabs except when offloading concrete
- Site personnel are not to assist in the offloading of concrete
- Pump operators will be required to maintain ideally 2 m
- Drivers are not allowed to enter any customer facility unless instructed by a responsible site employee, and then, only if respecting social distancing rules.
- We will be operating with paperless transactions where capable, such as, batch tickets and bulk receiving slips will be sent electronically to eliminate the hand to hand contact.

It is everyone's responsibility to help minimize risk and look out for their own safety and the safety of others. Quality Concrete asks that you take into consideration your family, friends and coworkers by following the preventative measures and guidelines set out to help us in exposure control.

We continue to monitor the latest developments surrounding COVID-19 and are following the guidelines set forth by the Government of Canada as well as local and national authorities; and are committed to responding in parallel with recommendations.

For more information on how we can work together to help prevent the spread, please see; <https://novascotia.ca/coronavirus/#protect>

We thank you for your continued support and cooperation as we work through these difficult times together.

Yours truly,
QUALITY CONCRETE INC.