



READY MIX CONCRETE - AGGREGATES
PETROLEUM PRODUCTS - HEATING AND AIR CONDITIONING



15 SARJEANT DRIVE, BARRIE, ONTARIO L4N 4V9
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Covid-19: Update From The Sarjeant Company & Custom Concrete (Northern)

Our thoughts are with you, your colleagues, families and friends as we continue to navigate through the uncertainties of the Covid-19 pandemic. Covid-19 has changed the landscape of how we do business, but we want to reassure you we are here for you during these unprecedented times.

At The Sarjeant Company and Custom Concrete (Northern), our top priority is the health and safety of our customers and employees. Rest assured that we are actively monitoring the Covid-19 situation and are taking precautionary measures to aid in keeping our communities safe. As an essential service to our customers, we are committed to implementing best practices to help prevent the spread of the virus and ensure we can continue to provide a high level of service safely. We continue to closely monitor the directives of federal, provincial, and local governments at our facilities.

To help with prevention, we are taking the following precautionary measures to protect our customers:

- Any team member who has flu like symptoms will be asked to stay home, contact the Public Health Agency and follow the Covid-19 testing protocol, including self-isolation where required.
- The Company is staying up to date on Public Health Agency of Canada updates and following all recommended guidelines.
- We have implemented strict guidelines within all of our facilities to ensure social distancing and proper disinfecting of workspaces.
- All of our facilities have been closed to the public, we only have essential employees entering and working within the buildings. Where possible, we have allowed employees to work from home.

The following precautionary measures have been put in place in the following divisions;

Ready Mix Delivery

The Sarjeant Company/Custom Concrete is asking all customers to consider the following safety issues in regard to the use of ready mix concrete at your construction sites:

Social Distancing – One of the key government recommendations for limiting the spread of this virus remains maintaining a safe working distance between employees of 2 metres (6 feet). What this means for our ready mix customers is the following:

- Ready mix drivers will remain in their truck until they are required to discharge the concrete.
- While discharging the concrete, other site workers are to remain a safe physical distance from the drivers.
- We are recommending a MINIMUM distance of 20 feet when outside due to wind effects.
- The only person to touch the controls, add or remove chutes or to use the water system of the ready-mix truck is the driver.
- Pump operators, third-party testing companies or other project site personnel, are not to come in direct contact with the concrete truck.
- *Communicating confirmed COVID-19 test results of jobsite workers* – one of the major challenges for all employers is ensuring worker safety. In order for The Sarjeant Company to be able to ensure the safety of their workers, it is critical that our customers communicate information as soon as they are aware regarding any confirmed cases their staff may have, and if the impacted site worker may have interacted with our drivers, QC personnel or any other Sarjeant Company/Custom Concrete employees.
- *Ordering Concrete* – scheduling for efficient concrete delivery has always been a challenging task. To minimize ready mix truck driver's exposure and overall wait-time onsite, we encourage contractors to communicate with Sarjeant's dispatch 48 hours prior to the placement for more efficient concrete delivery as well as communicating any order changes before, and during concrete placement that may impact pour rates and truck spacing.



A PROUD CANADIAN COMPANY





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Heating and Cooling

- Please be prepared to answer brief health and safety questions related to COVID-19 with our HVAC Coordination Team upon a request for service, this is for the protection of our technicians as well as you, our valued customer.
- Our technicians have been equipped with PPE and must wear it at all times. Technicians have an ample supply of:
 - Eye protection
 - Disposable foot coverings
 - Disinfectant
 - Respirator masks
 - Single-use gloves
 - Hand Sanitizer
- Technicians will be keeping recommended safe social distance and will not be shaking hands with customers, as suggested by the Public Health Agency of Canada. When our technician is performing service repair we kindly ask that all customers practice social distancing and allow our technician to work in the furnace room alone.

Residential Fuel/Propane Delivery

- At this time we are asking that when our delivery drivers are filling fuel or propane tanks on your property that you please maintain a 20ft social distance. This is for your protection and our drivers.

Commercial Fuel/Propane Delivery

- At this time we are asking that when our delivery drivers are filling fuel or propane tanks on your property that you please maintain a 20ft social distance. This is for your protection and our drivers.
- Until further notice we will not be requiring customers to sign delivery tickets to ensure proper social distancing. Until this situation changes we will be taking these steps to protect your employees and ours.

As we go forward, we will continue to monitor this evolving situation, and will provide you with updates as our procedures change to ensure we continue to provide our essential services to our customers and the community. The health and safety of our customers and employees are our top priority, and will be the primary consideration in all decisions and actions we make as we continue to navigate through these unprecedented times.

If you have any questions regarding these new procedures please don't hesitate to call us at 705-728-2460.

We wish that you and your families stay safe & healthy, as we continue to work together as a collective community to stop the spread of Covid-19.

Sincerely,

Brandon Elliott
President

Scott Elliott
CEO

