

BGIS COVID-19 CUSTOMER UPDATE #4 – APRIL 17, 2020

BGIS continues to work diligently to support our Customers' business operations, while navigating the evolving Government restrictions and constantly enhancing our health and safety measures to mitigate the spread of COVID-19, and ensure the well-being of our Team Members, our Supplier partners, our Customers and their stakeholders.

What has BGIS been doing to support our Customers?

Recently there have been recommendations from both Canada's Chief Public Health Officer and the Centers for Disease Control and Prevention in the US, encouraging the **wearing of facial coverings** in public settings where other physical distancing measures are difficult to maintain, **especially** in areas of significant community-based transmission. This measure is designed to mitigate droplets from sneezing, coughing or talking from being released into the air, and is one more defense in the fight against the virus.

Our response efforts this week include:

- In consideration of the findings above, when physical distancing cannot be accomplished while on our Customer's sites, it is our expectation that BGIS Team Members and our subcontractors will respect this recommendation and wear an appropriate form of facial covering. We have provided our Team Members with BGIS buffs and non-medical grade masks to facilitate the implementation of this measure. We require Team Members working at Customer sites to coordinate with Account Leadership to ensure alignment with the respective Customer's protocols.
- Collaborating with you, in jurisdictions where there have been restrictions placed on construction work, to understand the current status of all your projects. We will continue to work with you on any necessary initiation planning, design, or close out activities and remain committed to all service level changes across your portfolios.
- Focus on building operational resiliency specific to janitorial service providers and assurance that services are being delivered and tracked for completion using our BGIS Clear Site App.
- BGIS has developed and released our COVID-19 Self-Assessment Tool, which Team Members are to complete daily validating that they have **no** COVID-19 symptoms and that they have the necessary facial coverings and PPE to safely perform their planned tasks. This serves to provide our Customers with increased assurance that BGIS Team Members working on their sites do not present a health risk to others at the building.

Our ongoing response efforts include:

- Collaborating with you to understand and manage any service level changes across your portfolio:
 - Focusing on core operations.
 - Establishing mission critical requirements.
 - Working with you and your teams to set service priorities.
- Maintaining our baseline infectious disease protocols and ensuring alignment to your critical protocols.
- Actively participating in your BCP activities and responding, as required, in a timely and responsive manner.
- Reducing interactions between building operations personnel and occupants where possible:
 - Having building operations Team Members use low traffic, or private entrances, and conduct rounds and access areas during low occupancy periods. Further, our Team Members are using physical distancing to the greatest extent possible throughout their workday.

Supply Chain Situation Update:

- BGIS is in the process of acquiring additional facial coverings for our Team Members.
- Hand sanitizing and hand cleaning products have been procured and are being distributed as needed.
- We continue to have a dedicated BGIS Corporate Procurement Team exploring sourcing options to secure health and safety products that are in high demand. We encourage our Customers to make us aware of any challenges that you may have so that we can possibly be of assistance.
- In collaboration with industry and industrial hygiene professionals, BGIS has developed a “Decontamination COVID-19” scope of work document. This document provides guidelines to ensure safety standards are being met and costs are being managed appropriately.
- We continue to work closely with our janitorial service providers to oversee the implementation of the enhanced cleaning protocols, and to reinforce the importance for their people’s proper use of PPE.

Internal Activities with our BGIS Team Members:

- BGIS has launched an internet-based COVID-19 Self-Assessment Tool to enable Team Members to confidentially report any COVID-19 related symptoms or isolation status. The tool uses workflow to prohibit their attendance at any Client site. The COVID-19 Self-Assessment Tool will also alert the supervisor to follow up with that Team Member, engaging the BGIS Health and Safety department as needed.
- Out of an abundance of caution and based upon advice from the Public Health Agency of Canada and the US CDC, procurement of facial coverings to be used when there is a possibility that physical distance of 6 feet/2 metres or more cannot be maintained between individuals. These coverings, which are not PPE or medical grade, **will be used when physical distancing cannot be achieved** to prevent anyone who may have COVID-19 and is asymptomatic from transferring droplets into the air. Detailed FAQs regarding use and care have been developed for our Team Members.
- Daily COVID-19 Executive Management meetings.
- Daily Infectious Disease Team meetings, including our Medical Advisors as appropriate.
- Crisis Management Team meetings – twice weekly

Supporting our Communities:

Over the last several weeks BGIS has donated several thousand N95 masks to hospitals across Canada, in an effort to help with the shortage of PPE for our frontline healthcare workers. In Sydney, Australia BGIS has organized a shuttle service to transport Doctors and Nurses from a downtown hospital to various testing centres, while our Procurement Teams continue to source sanitizers and PPE for businesses and governments to help protect our communities and prevent the spread of COVID-19.

BGIS’s Teams are dedicated to the continued support of your business and will contribute in whatever way possible to assist your organization.

As always, please do not hesitate to reach out if you have a need!



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