

**Subject: COVID-19 (Coronavirus)**



**Date: March 19, 2020**

**To: Valued Clients and Customers**

Since the beginning of the COVID-19 outbreak, we have been carefully monitoring the progression of the virus and closely following the advice of Canada's public health authorities. We have followed their recommendations and have implemented numerous changes within our location. Active Fire's highest priority is the health and safety of all our partners including employees, customers, suppliers and our communities.

**1. WHAT ACTIVE FIRE IS DOING:**

- A. Employees are required to stay home if they have any symptoms
- B. Anyone who has travelled out of the country, is required to self-quarantine for 14 days upon arrival as per current government recommendations.
- C. All employees of Active Fire & Safety have been educated on proper protocols to prevent the spread of the virus including but not limited to using gloves, reducing social contact minimum 3 meters, no hand shake, covering your mouth when coughing or sneezing, washing your hands with soap and water with frequent sanitizing often.
- D. All in-suite testing of the fire safety equipment will be temporarily suspended, but all common area services and inspections will continue as planned for the interim.....till further notice
- E. Repairs for in-suite devices will be suspended and dealt with on a case by case basis as our technicians will need to be equipped with the proper protective equipment to enter the spaces.
- F. All of our field service technicians have been provided with masks, gloves, eyewear etc.
- G. We are no longer accepting any walk-in clients at our office.
- H. All Activity on Construction sites will be dealt with on a Case by Case with all protocols being adhered to by both Active Fire and Construction Site

**2. WHAT YOU CAN DO:**

With the guidance from the World Health Organization and Canada's public health authorities, the following recommendations and protocols will continue to be in place and should also be followed at home and in our local communities:

- A. Anyone who is sick, should refrain from leaving their home and being in contact with anyone
- B. Avoid touching your eyes, nose, and mouth with unwashed hands
- C. Cover your cough or sneeze with a tissue
- D. Reduce social contact with anyone, stay at least 6 feet apart

**3. RESOURCES**

Government of Canada – COVID-19 Being prepared:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>