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**ICON HEALTH POLICIES – UPDATED November 2020**

GENERAL GUIDELINES

- 1) MASKS ARE REQUIRED AT ALL TIMES IF YOU CANNOT BE >6 FEET FROM A TEAM MEMBER
  - a. This includes all areas of Icon except: Bathroom, Lunch Room, Office when sitting at your desk, warehouse when working alone.
  - b. Masks must be worn properly – they must cover the nose and mouth.
  
- 2) KEEP YOUR PERSONAL SPACE WHERE POSSIBLE AND LIMIT CONTACT WITH OTHERS
  - Minimum 3 feet, recommended 6 feet
  - Respect your own personal space and that of others
  - Refrain from handshakes, hugs, etc.
  
- 3) COUGH AND SNEEZE INTO A TISSUE
  - Immediately throw it into the trash then wash your hands or use hand sanitizer
  - If you cannot use a tissue, cough into your armpit or shoulder, or cough into your hands and immediately wash or sanitize them
  
- 4) WASH YOUR HANDS
  - BEFORE touching your face or eating
  - Before AND after using the washroom
  - Before AND after breaks and lunch
  - After sneezing or coughing into your hands or a tissue or blowing your nose
  
- 5) REFRAIN AS MUCH AS POSSIBLE FROM TOUCHING YOUR FACE
  
- 6) DISPOSABLE GLOVES ARE AVAILABLE TO LIMIT CONTACT ON HANDS
  - This is optional but available to all team members
  
- 7) LUNCH AND BREAKS
  - Sit at least 6 feet from others
  - No more than one person in the Kitchen at a time
  - Use your own or disposable cups, your own containers, and your own or disposable utensils
  - Sanitize eating area (tables, counter) after use
  
- 8) IF YOU FEEL ILL, STAY HOME.

Anyone concerned that they may have been exposed to, or are experiencing symptoms of the novel coronavirus should call **BC HealthLink by dialing 8-1-1**. The BC HealthLink number has translation service in 130 languages.

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- Masks are mandatory when in any communal areas, excepting breaks, lunch, bathroom and other reasonable areas and times. Your mask must be covering your mouth and nose.
- **If you are sick, stay home – any team members showing symptoms will be sent home. Temperatures will be taken to identify fever at the beginning of the day to protect our team.**

OFFICE SPECIFIC POLICIES

- Mask required when not sitting at your desk - lunch break & washroom only exceptions.
- Temperature check will be taken each morning upon arrival.
- Routine sanitation
  - Front Counter
  - Side Counter by Mail Folders
  - Copy machines
  - Front Door (handles, glass, inside & out)
  - Washroom (door knobs, sink handles, toilet handles)
- Limit breaks to less busy times, feel free to eat at desks.
- Limit trips to store, warehouse where possible – use the phone as an alternative.

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WAREHOUSE SPECIFIC POLICIES

- Temperature check will be taken each morning upon arrival.
- Masks mandatory when less than 6 feet from anyone, in all communal areas.
- When working in teams (2 or more people), gloves and masks are 100% mandatory.
- One-way Aisles have been implemented – please follow signage to assist with distancing.
- Current Packing benches: 1 space between team members.
- Work gloves specific to each team member, no sharing.
- Sanitation: spray bottles with PreEmpt Concentrate and microfiber rags will be available for sanitizing. **For maximum effectiveness, surface must remain wet for 30 seconds.**
- Specific Sanitation - the following should be sanitized, at minimum, before use:
  - Cart and Pallet Jack handles
  - Picking bins
  - Packing benches
  - Tape Guns
  - Forklift
  - It is the responsibility of the team member *using these items* to disinfect before use
- Routine Sanitation – the following will be sanitized routinely:
  - Railings & ladders
  - Computer keyboards and mice
  - Doorknobs, washroom contact surfaces
  - Phone(s)
- Refrain from moving between the warehouse, office, and store; use the phone to communicate when possible.

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STORE SPECIFIC POLICIES

- Masks are required for anyone in stores.
- Sani Station @ front door
  - Customers MUST sanitize or they will not be allowed to touch product
- Routine Sanitation:
  - Counter tops
  - Door handles/knobs
  - Baskets
  - Debit/Credit Machines
  - Washroom surfaces (faucet, knobs, paper towel dispenser, toiler handle, etc.)
- Limit store customers to:
  - Victoria: 4
  - Abbotsford: 4
  - Vancouver: 4
  - Kelowna: 6
  - Surrey: 6
  - Prince George: 4
- Front Counter protection
  - Plexiglass shield
- Protection for staff
  - Masks Mandatory unless alone or distanced
  - Gloves available
- Supplies: Hand sanitizer, PreEmpt Concentrate in bottles, 30sec contact time

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**ICON HEALTH POLICIES – UPDATED November 2020**

ICON HEAD OFFICE GENERAL POLICIES

- Team members must wash or sanitize their hands immediately upon arriving to work.
- Masks are mandatory when in any communal areas, excepting breaks, lunch, bathroom and other reasonable areas and times. Your mask must be covering your mouth and nose.
- **If you are sick, stay home – any team members showing symptoms will be sent home. We may take temperatures to identify fever at the beginning of the work day to protect our team.**

SALES TEAM POLICIES

- Masks must be worn when entering salons and other public locations
- Hand sanitizer should be kept in vehicle and used upon exit and entry
- Pre-planned meetings are highly encouraged
- At Head Office, Warehouse, or Stores, follow appropriate policies for those locations

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**ICON EMPLOYEE COVID POSITIVE POLICY**

In the event an employee tests positive for COVID-19 the following policies are in effect:

- 1) The employee must stay home from work for a minimum of 10 days from the date of the test.
- 2) After 10 days, the employee must contact their supervisor and answer the following questions:
  - a. Are you taking Tylenol, Advil, or other fever reducing pain medication? If YES, you must stop for at least 24 hours to ensure this does not hide a fever. If NO, continue below.
  - b. Do you have a Fever?
  - c. Do you have a runny nose?
  - d. Do you have a sore throat?
  - e. Are you vomiting?
  - f. Are you experiencing any nausea?
  - g. Are you experiencing Diarrhea?
  - h. Are you experiencing fatigue or are you more tired than usual?

If **ALL** the above questions are answered **NO** then the *employee may be scheduled to return.*

If **ANY** answers are **YES** then *employee must stay home* until the answers are **NO** or a negative COVID-19 test result. Anyone experiencing persistent or worsening symptoms after 10 days should contact 811 to speak to a nurse and ask for further guidance.

- 3) If an employee does not feel comfortable or refuses to answer the questions outlined in #2, a COVID-19 Negative Test is required before returning.
- 4) Any team members identified as “Close Contacts” are to self-isolate for 14 days from the date of first exposure. Close contacts are identified as anyone that **ALL** the following applies to:
  - a. Worked less than 6 feet from the positive employee,
  - b. For a period of more than 15 minutes,
  - c. Without consistent PPE (i.e. no Mask),
  - d. During or 48 hours before the onset of symptoms.

**OR**

- e. Was coughed on, sneezed on, or otherwise exposed directly to the positive employee’s bodily fluids during or 48 hours before the onset of symptoms.

Any questions or concerns should be directed to your supervisor.