

Date : October 5th, 2020

Hi Everyone,

HydroSolution and its partners implements preventive measures to guarantee the safety of employees and customers in the context of the current wave of COVID-19.

This document will be updated according to developments and respecting the advice of public health, as well as the government. Everyone's safety is our priority. We thank you for your understanding and collaboration.

Transmission mode

Coronaviruses usually infect the nose, throat and lungs. They are most often spread by droplets of an infected person, symptomatic or not, when that person coughs or sneezes, for example. They can also be spread by infected hands. So, touching your mouth, nose or eyes after coming into contact with an infected person or a contaminated surface is one way to develop COVID-19. Coronaviruses do not survive long on objects. Source CNESTT.

Preventive measures implemented

- A person with symptoms will remain isolated and will not show up at the workplace. Our technicians will remain vigilant on a daily basis regarding their state of health. We ask our customers to do the same and warn us in case of doubt of illness.
- As far as possible a minimum distance of 2 meters between people will be respected.
- No handshake or hug is allowed in the current situation.
- Our teams who visit customers, are reduced to a maximum of 2 people.
- No object will be shared with the client. We ask him to use his own pen for the necessary signature of certain documents.
- Our technicians will wear a protective mask or visor, gloves (or use hand sanitizer), protective glasses. They will respect essential hygiene rules such as regular hand washing, etc.
- Our products will be disinfected before arriving at a customer and well packaged.
- We will ensure daily cleaning of the door handles, fittings, telephone, computer accessories or other surfaces frequently used by our teams, vehicle included.



The work environment as well as safety is essential. We maintain close contact with all our staff to validate that everything is going well, not only for our teams, but also for our customers. All preventive measures are taken and adapted to this new situation, in order to avoid contamination and maintain productive work.

Thank you all for your understanding.

The HydroSolution team and partners

Source CNESTT – www.cnesst.gouv.qc.ca