



To ensure we maintain a safe environment for our customers and employees, JUSTJUNK® has developed the following Covid-19 best practices:

- 1. All employees are instructed not to report to work if they are displaying any symptoms.*
- 2. Avoid servicing any customers that have communicated they have COVID-19 or are symptomatic.*
- 3. The Customer Service Centre and the Online Booking process ask the customer if they are experiencing any symptoms of Covid-19 or have had Covid-19. In the event there are any additional questions truck teams or franchise owners would like to ask the customer to increase their comfort level, they may politely ask upon the Courtesy Call or upon arrival.*
- 4. Wear work gloves while performing all removals, entering / exiting buildings in addition to pressing elevator buttons in condos or apartment buildings. When pumping gas / diesel at the fueling station, wear gloves while touching the keypad or fueling handle.*
- 5. Avoid shaking the hands of our customers and maintain a recommended distance of two meters to comply with social distancing guidelines. For any removals performed inside a home or business, politely inform the custom upon arrival you will be keeping a 2 meter distance from the customer while they show you which items are to be removed. Prior to starting the removal, kindly request the customer wait in another room while the removal takes place to achieve the appropriate physical distance.*
- 6. Avoid touching eyes, nose, or mouth with unwashed hands.*
- 7. Wash hands before and after each job using alcohol-based hand sanitizer or equivalent.*

8. *Do not accept cash at this time only payment with Visa, MasterCard, Debit etc.*
9. *To prevent the customer from handling the Point Of Sale terminal, inform the customer you can manually enter their credit card information on their behalf.*
10. *Wipedown POS equipment with disinfectant wipes before and after use.*
11. *Only 1 truck team member should be using the cell phone throughout the day. Do not share the same cell phone and be sure to use disinfectant wipes to regularly clean the cell phone.*
12. *Truck team members are required to use the same truck each week as opposed to rotating through multiple trucks when possible.*
13. *When possible, utilize the "Truck Tandem" service approach isolating 1 driver per truck and arriving at the customers location with two trucks. Two advantages to the "Truck Tandem" service approach are a) Drivers are Isolated b) There is now 30 Cu/Yard of capacity allowing for more jobs to be completed prior to going to the transfer station.*
14. *Franchise Owners performing driveway pickups / outdoor removal can consider operating with 1 driver per truck and perform contactless removals.*
15. *When entering an elevator in a Condo, Apartment or Commercial building, always ensure no building residents are in the elevator with you in the general elevator or the loading elevator.*

These best practices have been established to protect our customers and JUSTJUNK® employees. JUSTJUNK® has also actioned a *Work From Home* structure for management and customer service centre employees. In addition, all JUSTJUNK® Franchise Owners are required to adhere to the evolving COVID-19 protocol by federal / provincial governments and health agencies.

Just Junk Franchising Corporation

