



Spruce Inc.'s COVID-19 Response Update

As a company that has always been dedicated to creating clean, safe and healthy environments, we believe that Spruce Inc. has some clear experience and responsibility as we respond to the COVID-19 pandemic. As always, the health and safety of our customers, cleaners and community is Spruce Inc.'s top priority. We are committed to following the guidance and advice from Health Canada, the World Health Organization and Ontario Health.

Our plan to support our clients

Our responsibility to provide the service, supplies and equipment you need to keep your facilities clean, safe and healthy for your employees and business is our absolute top priority.

Spruce Inc.'s management team has been extremely diligent in implementing procedures to reduce the risk of transmission, to better protect your people and ours. We are following Health Canada's COVID-19 prevention and risks guidelines and have implemented Public Health Ontario's guidance on cleaning and disinfection for public settings.

We have implemented the cleaning industry's best practices by using products that meet the Government of Canada's [List of disinfectants for use against COVID-19](#). Our team of cleaning professionals have been trained to:

- Correctly dilute chemicals to effective ratios for disinfection;
- Apply the disinfectant solution in effective amounts; and
- Allow adequate contact time on treated surfaces;
- Take extra care in high-traffic and high-touch areas
- Maintain an "above and beyond" (clean) effort

Our cleaners have been trained to focus on disinfecting frequently touched surfaces, such as light switches, door handles, elevator buttons, toilet handles, counters, handrails, touch screen surfaces and keypads, and understand the importance of being thorough during these concerning times.

Our plan to support our team

We know that our cleaners are our most important asset. By protecting them and keeping them safe, we in turn help to keep our customers safe.

It is our responsibility to ensure our cleaners have access to proper personal protective equipment (PPE), have proper training and knowledge on the safe use of PPE, such as masks and gloves. Our cleaners are continuously trained in best practices for cleaning and disinfecting surfaces for COVID-19, with ongoing support from Spruce Inc.'s management.

Spruce Inc.'s staff have been instructed to stay home if they appear to have any of the symptoms of COVID-19, and backup staff is in place to provide coverage accordingly.

Spruce Inc.'s commitment to industry best practices

We remain committed to ongoing education and improving our already very high standards of cleaning by staying informed and in stock of industry leading cleaning methods, chemicals and supplies. As a member of ISSA, the leading trade association for the cleaning industry worldwide, we have attended all COVID-19 related online training courses and webinars to date and have implemented all best practices without exception. These webinars include:

- Webinar: "Prepare, Respond, Recover: A Webinar on the 2019 Novel Coronavirus";
- Webinar: "Best Practices To Service Facilities For COVID-19";
- Various updates, articles and tip sheets regarding industry best practices and advice from GBAC (Global Biorisk Advisory Council) related to the Novel Coronavirus (COVID-19); and
- Certified completion of "**GBAC Microbial Warrior Workshop**" - preventative, response, infection control, and contamination control measures to known or potential infectious disease outbreak situations. **This section includes emphasis on the novel coronavirus (SARS-CoV-2).**

As always, Spruce is offering 24/7 support during this crisis, and have dedicated cleaning professionals and supplies ready to support the safety of your team, customers and business.

Sincerely,

Spruce Inc.

Rebecca Radley-Smith

rebecca@spruceinc.ca
416-450-1644
www.spruceinc.ca

Nick Dubick

nick@spruceinc.ca
416-786-3804