



The CPA is working hard to provide you with as much information as possible regarding the current situation. With the constant changes that are taking place across the country, we have put together some best practices that are being used throughout the industry to protect your employees and clients while maintaining propane as an essential service. Should there be measures proven beneficial, please do not hesitate to contact us so that we can share with everyone to help keep our industry personnel safe in their work practices. For any information or questions, please contact robertloenhardt@propane.ca.

Recommend and advertise cleaning measures

- Provide clear details of these measures and reinforce these details frequently to provide a secure feeling of stability and control of the situation.
- Provide abundant cleaning products in all places.
- Mandate additional and frequent cleaning of all surfaces: desks, phones, keyboards, counters, and any other frequently used surfaces.

Remember: **train** office personnel, drivers and technicians on safe practices. While everyone knows to wear gloves and avoid contact, some may not have clear thoughts on how to protect themselves.

Leave cleaning products in conspicuous locations. Employees constantly seeing products like hand sanitizer, disinfectant wipes, sprays and disposable towels will adopt the following behaviour:

- They will see that the employer is providing products that keep them safe

- They will see and remember to use these products, making the workplace safer

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ANYONE showing signs of illness should be removed from the workplace. Doubt should outweigh work requirements. This will provide employees with the knowledge that their health is as important as productivity.

Encourage employees to discuss their concerns and suggestions regarding any added safety measures they may feel need upgrading.

Reinforce that leadership is open to discuss concerns

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Measures for Office Customer Response

- Close sales offices to the general public
- Close showrooms.
- Advertise that protective measures are in place to protect client and workers
- If possible, set up electronic contact capabilities in every aspect of customer relation
- Accept orders by phone or email.
- For payments:
 - Set up electronic payment where possible
 - Ensure staff do not accept or receive cash money, which is deemed a contamination point – set up measures for e-transfer payments in place of cash transactions
 - Set up bill delivery methods to avoid contact, including removing signature required on devices
 - Remove the signature requirement on the devices.
- Suspend all non-essential work, particularly activities conducted indoors or in close contact with customers
- Suspend in-home inspections where possible to protect staff and customers
- For service appointments where technicians **must** be on site for tank and equipment maintenance:
 - Take proactive steps and inform customers ahead of time.
 - If you must maintain a visit, be proactive and inform customers of the safety measures being implemented to ensure the safety of the customer and of the employee
 - Inform your customer of the security measures implemented to ensure proper distancing.
- Diminish customer support staff where possible, while ensuring adequate distancing is provided for those employees required to be in-office
- Enhance data and infrastructure resources to enable work-from-home schedules where possible
- Encourage employees to self-report illness and work from home or self-isolate for a period of fourteen days
- Advertise customer response may be delayed due to scaled back modelling of customer support staff; ask for patience
- Reinforce to customers that propane is available and will continue to be delivered
- Keep all papers in a bin for a few days and use latex gloves before manipulating

Measures for Office Staff

- Train on how to effectively clean work surfaces
 - Frequently wipe phone, keyboards, mouse and computer equipment
- Inform your staff that they have to practice “Social Distancing” with colleagues and clients
- Ensure cafeteria or lunch room allow for social distancing
 - Frequently clean lunchroom room, utensils, etc.
 - Suggest to staff to bring their own utensils
- Add signs to encourage to frequently wash hands
- Provide gloves where they may be useful
- Whenever possible, suggest people work from home
- If required, conduct employee meetings outside in open air, or in larger garage or other indoor areas to ensure employee numbers and space can be maintained.
- Stress often, almost to the point of irritation the need to ensure personal hygiene practices are adequate. Some employees may complain, but it instils an understanding that leadership cares and that it is important to management.
- Avoid sharing vehicles between employees and employee car sharing.

Measures related to Filling Propane cylinders - Plant Operations

- Advertise clean practices at loading and unloading facilities
- Stagger loading and unloading times (so not everyone arrives at the same time).
- Advertise vigilant personal hygiene:
 - Wash hands frequently with soap and water or regularly clean your hands with alcohol-based hand sanitizers
 - Avoid touching eyes, nose and mouth to avoid transmission via direct contact
 - Practice good respiratory hygiene by covering your mouth and nose, with your bent elbow or tissue, when you cough or sneeze
 - Avoid close contact with others by maintaining at least two metres distance. Do not shake hands or hug.
 - Do not allow contact between employees unless through personal protective equipment (PPE) and only when absolutely required
 - If you have a fever, cough or difficulty breathing, seek medical advice immediately **do not go to work**
- Use wipes to sterilize gloves
- Wash and disinfect cylinders and tank filling points (especially the handles and valves), preferably before they enter the facility.
 - Washing or disinfecting can be done using a sprayer, plunge bath [e.g., garbage bin] or antiseptic wipes, in an isolated area, inside the facility, or on the unloading platform with additional precautions.
 - Personnel involved in the handling, spraying or wiping of untreated cylinders, should wear appropriate PPE – face shield, coveralls and gloves.
 - Commercial solutions, or bleach mixed in the right concentration with water, should be used to ensure the virus is killed. This [recommendations on the use of bleach](#) issued by the Hong Kong government is a useful reference.
 - For plants with washing equipment, make sure that the solution temperature and soap content are in line with the manufacturers' recommendation
 - Where washing or disinfecting the cylinders/tanks is not practical, it is important to ensure personnel follow the plant procedures and wear the correct gloves whenever handling cylinders and filling equipment
- Restrict the number of personnel on the loading/unloading platform and trucks, and ensure everyone loading/unloading cylinders maintain at least a two-metre distance between them.
- Wash down truck unloading area before and after cylinder deliveries
- Ensure the use of coveralls, (antistatic) gloves and protective glasses when in the plant. Disinfect all PPE that will be reused the next day and provide an additional set of PPE to allow for cleaning
- Restrict the number of people sharing common facilities (changing rooms, kitchens, smoking rooms, waiting rooms, etc.)

Measures for the Distribution Chain/ Delivery Personnel

Implement new strategies to safeguard drivers during deliveries:

- Ensure customers are aware to keep their distance, both for delivery safety and social distancing
- Require, when possible, electronic bill provision, or a reliable delivery process for paper bills. For instance, notify customers the bill will be left under the tank lid, or in a mailbox in place of providing in person.
- Ensure that deliveries are required, and not just top ups
- Provide your staff with key messages to avoid customers should a driver need to distance themselves
- Ask your drivers for tricks and for tips to improve their work conditions. They will surprise you with added helpful measures
- Drivers and delivery personnel should carry alcohol-based hand sanitizers in the vehicle to use when necessary
- At all times, keep two-metre distance from each other
- If possible, service personnel should disinfect customers' returned equipment by wiping the handling and valving surfaces before bringing the equipment back to the work base
- Clean and disinfect personnel transportation, servicing and bulk delivery vehicle cabs used for transporting equipment and bulk delivery, before and after journeys
- Allow for staff to refuse delivery if they have reason to believe it is an unsafe location
- Maintain a clean work environment and sanitise often with cleaning agents where necessary

Measures for MUST DO appointments for service technician

- **For the time being, the best practice is to prohibit access to residences** unless absolutely necessary. Therefore, do only the mandatory visits.
- Ask customers to respect the health and safety of your teams and communities. For clients with symptoms, encourage them to report.
- Prior to each home visit, the technician should call to confirm the appointment and confirm that no one at the appointment site has symptoms of COVID-19.
- If yes, you may refuse to go, depending on the nature of the problem.
- If not, the technician should explain that additional hygiene measures should be observed.
- Explain hygiene measures – distancing, hand washing, etc.
- For your clients who are not sick and need services, agree to reschedule an appointment.
- For clients who are sick or high risk, postpone the appointment.
- Make every effort to reschedule appointments.

If you need to visit:

- Train technicians on the measures you have put in place to help them stay safe.
- Remember: When training is offered to employees, even if it is perceived negatively, staff understand that you are able to establish safe work arrangements.
- Provide disposable gloves for work requiring dexterity to allow technicians to work without their thicker gloves.
- When technicians need to enter a residence, ensure customers understand the distancing requirements to avoid contaminating technicians.
- Provide hand sanitizer and encourage use before and after each visit.
- Add extra cleaning products and time for drivers to clean vehicle before and after shift
- Remind technicians to clean tools after each visit.
- Provide technical advice on customer interactions - how politely but firmly to avoid contact.
- Provide advice on how to manage paper invoices, shipping slips, etc. if you do not use an electronic system. (Provide plastic bags to your staff to allow customers to place the documents. Then, place them in a closed bin for 72 hours before processing them. Have staff wear gloves when handling them for processing.)
- Ask your technicians for feedback on what they think might be helpful.
- Check in daily, even during the day, and learn about the health measures they take and the difficulties they encounter.

Measures for Bulk Truck Drivers

Before the driver leaves your company:

- Provide literature on new procedures you may implement at customer delivery sites
- Provide additional personal protective equipment (PPE). A second set will allow drivers to switch out while one set gets cleaned
- Provide medical type rubber or nitrile gloves for dexterity type work while ensuring protective layer for the driver's hands
- Have drivers clean driving instruments, handles, steering wheel, armrests and other vehicle surfaces.
- If possible, do not share trucks between shifts during the viral period. For shared or exchanged trucks, allow a cleaning period to allow drivers to disinfect their new assigned vehicle.
- Stagger loading periods to thin out employee congestion during start and load periods – allowing for social distancing

During deliveries

- Provide extra cleaning products and plan for additional time for drivers to clean trucks before and after shift
- Ask drivers to clean driving instruments, handles, steering wheel, armrests and other vehicle surfaces between deliveries.
- Provide sanitizer for times when washing hands is unavailable
- Provide advice on how to manage paper invoices, shipping slips, etc. if you do not use an electronic system. (Provide plastic bags to your staff to allow customers to place the documents. Then, place them in a closed bin for 72 hours before processing them. Have staff wear gloves when handling them for processing.)
- Provide driver advice on customer interactions - how to politely but firmly avoid contact if the customer approaches the driver.
- If possible, on a daily basis, call your drivers to check in and identify any issues they may be experiencing
- Frequently remind drivers that their workplace is generally an isolated position and that they should feel safe working in a quarantine type environment.
- Remind drivers to bring lunches. Restaurants and stores will be frequently closed.