

Overview:

- The BC Trucking Association (BCTA) is open regular office hours from 8:30 am to 5:00 pm, Monday to Friday.
- BCTA is following COVID-19 health and safety guidelines established by the BC Public Health Officer and WorkSafeBC.
- The following measures have been established for the health and safety of office visitors and BCTA staff.

Visitor Health & Safety Protocols:

- Hand sanitizer is available to visitors in the foyer and reception areas.
- The office reception area has an occupancy limit of one visitor at a time. Signage is posted on the entry door to the reception area.
- The building elevator has an occupancy limit of one person at a time. Signage is posted by the elevator. Elevator panels are routinely cleaned.
- Signage is posted on the reception door advising visitors who are ill or under quarantine to not enter. Office visitors are asked to confirm that they do not have symptoms related to COVID-19.
- Plexiglass barriers are installed at the office reception desk and in the port pass program office. A taped line on the floor in front of the reception desk indicates where a visitor should stand.
- A table has been set up in the reception area for small deliveries. Larger deliveries are made via a separate delivery entrance.
- For onsite payments, the tap feature may be used for debit card payments up to \$100 and credit card payments up to \$250. Payment machines are sanitized after each use.
- Specific measures for training, product sales and port pass program processing are noted separately below.

Staff Health & Safety Protocols:

- BCTA staff practice social distancing (minimum distance of 2 metres) while in the office, including within individual offices and common areas.
- Staff are required to wear masks in the common areas of the office and for meetings with more than 5 people in attendance. Gloves are available to staff who wish to use them.
- To reduce opportunities for exposure, staff are scheduled to allow work from home days on a weekly basis.
- Staff are not to come into the office if they are feeling ill.
- Staff members use proper hygiene practices, including hand-washing throughout the day.
- Hand sanitizer is available to staff in the reception area and individually.
- When a backup staff member is required to use the reception workstation, it is sanitized at the beginning of each day.
- Frequently-touched surfaces (e.g. door handles, kitchen and washroom surfaces, coffee areas, printers, light switches) are sanitized on a regular basis.
- Communal doors are propped open during the day where possible.

Meeting and Travel Protocols:

- BCTA staff are not organizing in-person meetings with visitors in the office.
- Meetings with external parties are organized via telephone and online/electronic means.
- Staff meetings are held in the classroom with social distancing and mask protocols in place.
- The boardroom has a reduced capacity of 6 people and classroom a reduced capacity of 14 people. Signage is posted accordingly.
- Business travel will be considered only on an exceptional basis until further notice.

Products:

- Customers are encouraged to review and order products from BCTA via our website.
- BCTA will allow product order pickup in the building foyer where pre-arranged.
- Visitors picking up product orders will not be required to provide a signature.
- Onsite product sales will be processed with products brought to the customer in the reception area, allowing for social distancing.

Training Classes:

- In-person training sessions have been suspended for the remainder of 2020. Webinar training will also be organized where appropriate and beneficial.
- When in-person training resumes in the BCTA classroom, the following protocols will apply:
 - There will be reduced class sizes with a maximum of 12 registrants per session.
 - To allow for social distancing, only one person will be seated at each 6' table.
 - A separate external classroom door will be used for session entry and exit.
 - Dedicated classroom washrooms provide easy access for handwashing and tissues.
 - Additional cleaning / disinfecting will be done before and after each class.
 - If food is provided during a session, it will be provided individually pre-packaged. There will be no access to an adjacent staff kitchen.

Port of Vancouver - Port Pass Program:

- For the health and safety of staff and port pass applicants, changes have been made to the processing of port passes at the BCTA office.
 - Port pass issuance (new and renewal) is no longer done on a drop-in basis with access to shared computers. Applicants are required to make an appointment after completing the application process.
 - Sponsorships and applications must be completed prior to an applicant being allowed to make an appointment to be issued a port pass.
 - Applicants are asked to arrive for appointments alone and on time, and wait in their vehicles if they arrive early.
 - Applicants are required to wear a non-medical mask in order to enter the port pass office for processing.
 - Social distancing and sanitization measures are in place for the issuance of port passes when an applicant arrives at the BCTA office for their appointment, including separation by glass or plexiglass for photo taking.