



**Receivables Management Association of Canada Inc.  
Association Canadienne de la Gestion de Créances Inc.**

April 9, 2020

As businesses across Canada, including those in the receivables management sector, adjust to new workplace realities in response to the COVID-19 global pandemic, the well-being of RMA member employees, contractors, and partners remains central to all business planning.

Public health officers and political figures have been consistent in their urging that all Canadians have a role to play in helping to reduce the risk of spreading COVID-19 to our families, friends, neighbours, and communities.

RMA members have been observant of the COVID-19 guidance offered by federal and provincial public health agencies, as well as provincial government announcements outlining essential workplaces. RMA acknowledges that the narrowing of the number of essential workplaces aims to further reduce contact between citizens and to stopping the spread of COVID-19.

RMA does not underestimate the impact the actions of member companies will have in preventing the spread of the novel coronavirus. Many RMA member companies have implemented telework protocols. For member companies whose employees report to their workplace, a recommended list of COVID-19 office protocols has been proposed to ensure for employee wellness. RMA board members feel strongly that member companies, their employees and contractors strictly follow the protocols recommended in Appendix A.

I am confident RMA member companies will take all necessary steps to safeguard their workplaces against the spread of COVID-19.

A handwritten signature in black ink, appearing to read 'Jeffery Pilon', is written over a faint horizontal line.

Jeffery Pilon  
President, Board of Directors

## Appendix A

### Recommended Workplace Measures in Response to COVID-19

#### A. Workplace

- New protocols be introduced requiring any employee with a presumptive case of COVID-19 to self-isolate for 14 days and to return to work only after being cleared by a physician or public health official.
- If an employee is feeling ill, showing symptoms of COVID-19, or has been in contact with a person with confirmed symptoms of COVID-19, specific cleaning procedures be implemented to disinfect all surfaces and areas that surrounded the employee's workspace.
  - All persons in contact with that employee be notified and requested to self-monitor.
- Employees practice public health agency recommended handwashing and physical distancing (6ft/2m). Breaks and meals be taken alone in workspace or outside.
- All visitor access be controlled and screened. A sign-in form requesting background information about international travel and COVID-19 symptoms be completed.
- A drop box for mail and papers be placed outside office doors.
- All in-coming paperwork be left in its envelope for 24 hours before being processed.
- Cleaning supplies, including sanitizer spray bottles, be made available and visible throughout the workplace.
- All hard surfaces in both public and personal workspaces be regularly disinfected.
- COVID-19 office protocols be printed then laminated to allow for sanitization after handling.