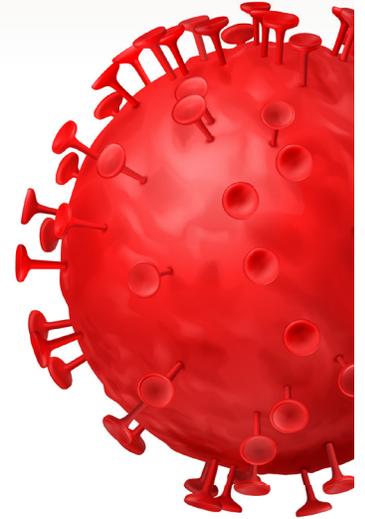




Resourcing the world

# Your Resource for Confronting COVID-19



## Veolia is ready to help

When you need answers to questions on cleaning or adopting best practices to prevent the spread of COVID-19, call Veolia. We are closely monitoring processes and revising procedures to maximize protection for both our and your employees from exposure to COVID-19.

It is a critical time, and we all must react quickly. Veolia is supporting your needs with uninterrupted industrial cleaning, waste disposal and decontamination services through our extensive network of resources. We bolstered these resources in response to COVID-19 and will continue to add services that you need to function safely.

Our team routinely performs the following services for medical facilities, businesses, municipalities, and government agencies.



## Preventative Disinfection and Decontamination

Decontamination is an important step to minimize the spread of COVID-19. Veolia will dispatch our disinfection specialists to your facilities to treat appropriate surfaces either as a preventative disinfection or a decontamination. Any untreatable materials are collected, along with decontamination supplies, and managed as required by their characterization.

Our decontamination methods comply with all applicable regulations. We use the proper equipment and apply the correct techniques to complete the decontamination process as quickly as possible.

## Urgent Response

Whatever the emergency, Veolia responds 24/7. Our trained professionals have the latest equipment to address any situation that requires immediate attention.

Veolia Canada has a proven track record managing hazardous and infectious material for any size job. We have bolstered our national urgent response teams to provide the resources you need during the coronavirus pandemic. Our network includes qualified third-party disinfection contractors to work with Veolia to increase our staffing quickly for evolving decontamination projects.

*Continued on reverse*



## Your Resource for Confronting COVID-19 (continued)



### Hazardous Waste Management

Every day Veolia provides safe and regulatory compliant transportation and destruction. We have industry leading disposal technologies available to ensure that your sensitive materials are properly managed according to all local, provincial and federal requirements.

### Resources and Experience

Veolia's North America zone is supported and connected to a global network of resources in over 50 countries. We are coordinating efforts with Veolia offices around the world to deploy best practices during the COVID-19 pandemic.

Leveraging decades of experience that includes managing responses to health crises such as Ebola and anthrax, Veolia has established methodologies and strict protocols that successfully decontaminate sites to reduce the risk of infection.

### Contact Your Veolia Representative

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### FAQ

#### *Why should I bother cleaning? Why not just let the virus die?*

OSHA requires that employers provide employees with a safe work environment that's free of recognized hazards. The services we are offering are a means to that end. Our options use established procedures and equipment and the recommended supplies (i.e., disinfectants) proven to effectively create a safe work environment that is free from the COVID hazard

#### *Do you offer different levels of service?*

We offer two levels of service: Preventative cleaning for when a case is suspected, and full decontamination when a case is confirmed

#### *What products do you use?*

We utilize a number of available products that are approved by Health Canada. Examples include:

- Sodium Hypochlorite, 1 – 15%
- Benefect Botanical Decon 30 Disinfectant
- PCS 7000 Oxidizing Disinfectant
- Botanical Disinfectant Solution / Disinfectant Cleaner / Deodorizer
- ENVIRO CARE® Neutral Disinfectant

#### *Do I get a "certificate of completion"?*

Veolia will provide an invoice that includes a written summary of the areas cleaned/disinfected and the chemicals used referencing the standard work procedures and processes included in the original proposal.

#### *What do I need to do to prepare my facility for this cleaning?*

- Remove as much clutter from work surfaces as possible (e.g. paperwork, tools).
- Ensure the area to be cleaned can be safely closed off to personnel for the duration of the work, to ensure no cross-contamination.

#### *What do you do with generated waste?*

All waste is taken off-site and disposed of according to current government regulations.