

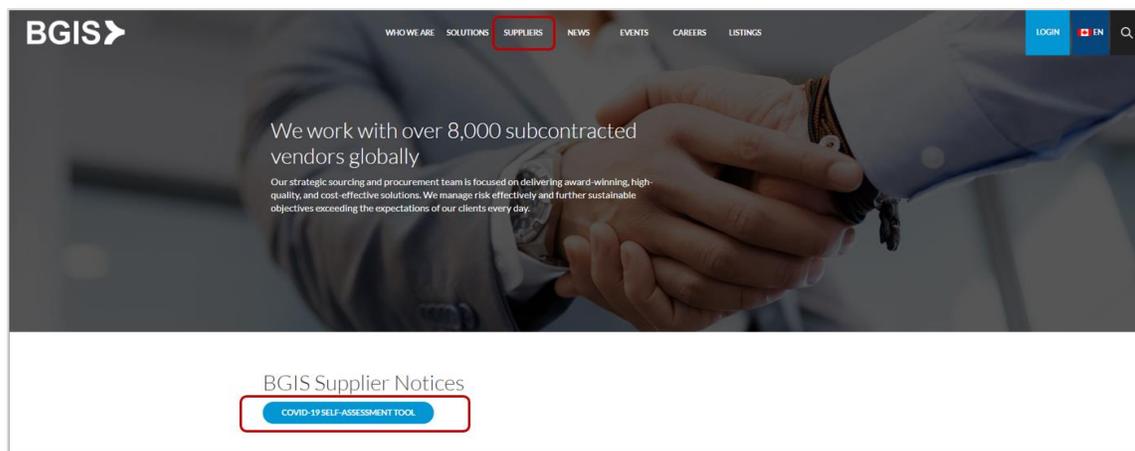
BGIS COVID-19 Self-Assessment Tool (C19SAT) Frequently Asked Questions

Q1. When will this process and tool take effect?

A. *It was effective immediately as of the communication (July 8, 2020)*

Q2. Where can I find the link to BGIS C19SAT?

A. *The link to the C19SAT is <<[COVID-19 SELF-ASSESSMENT TOOL](#)>> and it is located on the Supplier page of the BGIS website and on new Work Orders issued after July 8, 2020*



Q3. I have received a Work Order to provide service but it has no link to the BGIS C19SAT. Where can we find the link to the C19SAT?

A. *If your work order was issued prior to the new directive coming into effect, you would have not received the hyperlink in the work order to complete the C19SAT. You can use the following link <<[COVID-19 SELF-ASSESSMENT TOOL](#)>> to complete the survey. Please ensure each of your team members have a copy of their completed form on them (hard or soft copy) when arriving at the site of service. In addition, please ensure your organization maintains records of the successful completion of these forms for audit and contact tracing purposes.*

Q4. Will we get copies of all of our responses? Where do the responses go?

A. *The information is gathered for the purpose of making recommendations to help protect you and BGIS workplaces. Response data is maintained by BGIS and the respondents will receive an email with the results. In completing the assessment, individuals are directed to notify their supervisor if they are not cleared to enter so you will know of any issues from your own staff.*

Q5. One of my team members indicated they were not fit for work and had symptoms. Now what?

A. *There are very clear instructions on the self assessment tool regarding next steps if a team member indicates they are not fit for work and have symptoms:*

- **Do not enter any BGIS-managed facility**
- **NOTIFY YOUR SUPERVISOR IMMEDIATELY**
- **NOTIFY THE BGIS CONTACT LISTED ON THE WORK ORDER**
- **Consult with your local health unit or your medical practitioner about next steps**

*It is **critically important that your team member not enter the facility.***

Your organization may also get a call from BGIS HSE to confirm the team member has not entered the facility and that there is a plan to not have them return until medical advice is sought.

Q6. Our company has normal day staff that undergo screening at the building and/or internal screening through our methods. Do you also require our staff to utilize the BGIS C19SAT when a Work Order is generated for the building that the staff is currently working at?

A. *Yes, we do.*

Q7. For buildings that have their own access process, i.e. they screen all staff and patrons on entry, is our staff also required to complete the BGIS C19SAT? In these cases, the site will use their own assessment e.g. temperature, screening answers to permit access to the building.

A. *Its our expectation for non-Work Order recurring activity, in addition to site screening systems, service providers have systems in place to validate their employees are fit for duty each day and that information can be made available to BGIS*

Q8. For emergency work scheduled after hours where there is no staff onsite to view the generated barcode, is completion of the C19SAT required?

A. *Yes, it is - each Work Order requires a “fit for duty” validation.*

Q9. For emergency work scheduled within the building with staff who have already completed internal screening, does the staff need to complete the BGIS C19SAT before commencing the emergency work?

A. *If the emergency work is on a Work Order, yes, it is. Each Work Order requires a “fit for duty” validation. Please ensure your organization maintains records of the successful completion of these forms for audit and contact tracing purposes.*

Q10. Please elaborate on the requirement that “supplier logs will be kept up to date and available for audit upon request by BGIS”.

A. *BGIS expects suppliers to track their employees’ C19SAT information and make it available to BGIS on request.*

- Q11. Does this requirement apply to non-Work Order based activity (project or recurring contracted services)? Does it apply to Work Order based activity? If so, is the requirement to keep logs of visits only to BGIS facilities?
- A. *If there is a Work Order, each Work Order requires a “fit for duty” validation. If the work is non-Work Order based (project or recurring contracted services), you can use your own internal system to track. BGIS expects suppliers to track their employees’ C19SAT information and make it available to BGIS on request.*
- Q12. Our company provides Lawn Maintenance & Snow Removal services at a BGIS Client location. Are we required to complete the BGIS C19SAT before entering the site?
- A. *Yes, you are as you may come in contact with BGIS or Client employees. Please ensure your organization maintains records of the successful completion of these forms for audit and contact tracing purposes.*
- Q13. Only our dispatch office has access to the RealSuite portal and only that office receives the work orders directly. Also, we often have after hours calls and we send technicians to without their ability to log into RealSuite (e.g. 2AM on a Sunday morning) How will the technicians in the field all have access to the RealSuite hyperlink to the online C19SAT form?
- A. *Completing the form is independent of RealSuite access. The link to the C19SAT is <<[COVID-19 SELF-ASSESSMENT TOOL](#)>> and it is located on the Supplier page of the BGIS website and the technicians are required to complete it prior to entering the premises. (See Q2)*