



COVID-19 OPERATIONAL PROTOCOLS AND GUIDELINES

The following protocols and guidelines have been designed to meet the specific directions received from the Province of Ontario regarding the re-opening of non-essential businesses and services. The following protocols are guided by social and physical distancing policies designed to reduce and prevent the spread of COVID-19. The successful implementation of these protocols can only be accomplished through a concerted effort by Plug'n Drive's staff and Electric Vehicle Discovery Centre visitors.

ELECTRIC VEHICLE DISCOVERY CENTRE ACCESS

1. Until further notice, all visitors to the Electric Vehicle Discovery Centre will be accommodated on a by-appointment basis only and a limit of one appointment per household per day is permitted.
2. The Electric Vehicle Discovery Centre will only accept appointments on Thursdays and Saturdays at first for pre-determined time slots between the hours of 10:00 AM and 5:00 PM.
3. All appointments will begin on the hour and last 40 minutes (eg. 10:00 AM – 10:40 AM).
4. If a visitor is late for their appointment, their time slot will NOT be extended to accommodate a 40-minute duration. This has been implemented to provide a 20-minute window between appointments for Plug'n Drive staff to undergo appropriate sanitization measures in preparation for the next appointment, including:
 - a. Sanitizing washrooms if they were used
 - b. Sanitizing all door handles and surfaces that were touched
 - c. Sanitizing all information boards, interactive touchscreens, charging station displays and display vehicles that were touched
5. Visitors are not permitted to enter the Electric Vehicle Discovery Centre if any of the following conditions apply:
 - a. An Electric Vehicle Discovery Centre Declaration of Health and Operational Compliance form has not been filled out.
 - b. A visitor or person residing with the visitor has been diagnosed with, or is suspected to have, COVID-19 and/or has exhibited COVID-19 symptoms (fever, cough, respiratory distress, etc.) in the last 14 days.
 - c. A visitor or person residing with the visitor has returned from another country outside of Canada in the last 14 days.

ARRIVAL

Upon arrival to the Electric Vehicle Discovery Centre:

6. If arriving via a personal vehicle, all visitors must remain in their vehicle until their allotted appointment time begins.
7. All visitors must stay at least 6 ft. away from all Discovery Centre entrances, on-site electric vehicles and outdoor charging stations until their allotted appointment time begins.
8. When your allotted appointment time begins, a Plug'n Drive staff member will greet you at the front entrance and let you in.
9. A hand sanitizer station has been setup inside the front entrance. All visitors MUST sanitize their hands before proceeding.
10. All visitors must be wearing a protective face mask that fully covers the mouth and nose before entering the facility
11. All visitors must wear a protective face mask for the duration of their visit

TEST DRIVE PROTOCOLS

12. All keys are sanitized after each use.
13. All components of the test drive vehicles that are touched by, or come into contact with, someone's hands are sanitized after each use, including: door handles, seat belts, steering wheels, drive mode shifters, radio controls, climate controls, rear-view/side-view mirrors and rear-view/side-view mirror electronic controls.
14. All charging components that are touched by, or come into contact with, someone's hands are sanitized after each use, including: charging station wands, charging station screens/controls and vehicle charging port latches.
15. Plug'n Drive staff will accompany all test drivers in the backseat only
16. Plug'n Drive staff and Discovery Centre visitors must wear a protective face mask for the duration of the test drive.

ELECTRIC VEHICLE DISCOVERY CENTRE OPERATIONS

17. Only Plug'n Drive staff are permitted to enter the Ontario Power Generation PowerPlace meeting room.
18. Until further notice, all events scheduled at the Electric Vehicle Discovery have been cancelled and no new bookings are being accepted.