

Trustees of The Plumbing and Pipefitting Workers' Benefit Plans United Association Local 67

August 24, 2020

Dear Member,

We are writing to you today to provide you with important information about our service delivery in the new business landscape. Protection, of our employees, our membership and the community is our priority.

Today's world requires adaptability and flexibility. As such, we are embracing new ways of working with protocols that have been established with everyone's health and safety in mind.

The office of Reliable Administrative Services is small, making physical distancing extremely difficult. As we anticipate the risks associated with COVID-19 to continue for sometime, moving forward we will have one team member at the office location while the other team members will work remotely. The hours of operations remain unchanged: Monday–Thursday 9:00 am – 5:00 pm, Friday 9:00 am – 4:00 pm.

If a visit to the office is necessary, these mandatory protocols must be followed:

- An appointment must be scheduled in advance.
- Members/visitors must complete a screening protocol.
- Upon entry, members/visitors must use the sanitization products provided.
- Facemasks are required in accordance with Hamilton City By-law no. 20-155.

Signage will be posted as a friendly reminder about these requirements.

Our members will receive the same exceptional service through a number of communication platforms. Next week, we will be sending another email outlining these options so you may choose the one that is right for you.

Thank you for supporting a safe and healthy work environment.

Local 67, Board of Trustees

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