



Mercedes-Benz

Mandatory Mask Policy – Toronto Retail Group, City of Toronto

Applies to: Mercedes-Benz Downtown, Mercedes-Benz Midtown, Mercedes-Benz Etobicoke

This policy has been created further to the instructions of Toronto Public Health and in compliance with the City of Toronto By-Law 541-2020 (enforceable since July 7, 2020), which requires businesses and organizations to develop a policy requiring anyone entering their premises to be wearing a Face Covering. A full copy of these instructions can be found at <https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-orders-directives-by-laws/mandatory-mask-or-face-covering-by-law/>.

The Policy applies in any enclosed spaces which are open to the public and where customers interact with one another or staff members. It does not apply to outdoor areas such as parking lots, whether or not the area is covered.

For the purpose of this Policy, a “Face Covering” means a non-medical mask or face covering such as a bandana, scarf or cloth (including a hijab and niqab) that covers the mouth and nose.

All staff and customers who enter the dealership must be wearing a Face Covering. If you see a person entering the premises without a Face Covering, please advise the person of this requirement. Please ensure that they use the hand sanitizer before entering the premises and remind them of the need to maintain a distance of 6 feet from any other person.

If the person refuses to wear a Face Covering, they may be accommodated with service outside of the facility. Staff will provide alternative options to customers who cannot wear a mask and therefore do not enter the facility. Please remain polite and do not engage in any verbal confrontation.

The following individuals are exempt from the requirement of wearing a Face Covering:

- Children under 5 years of age
- Anyone who cannot wear a Face Covering because of a medical condition
- Anyone who cannot place or remove a Face Covering without assistance
- Anyone who refuses to wear a Face Covering based on any ground in the *Human Rights Code*.

If anyone states that they cannot wear a Face Covering because of any of the above reasons, you may accept their explanation and not require them to explain further or require proof. Customers who are exempt from the requirement to wear a mask must notify staff of the exemption so that they can be accommodated with service outside of the dealership facility.

If you see anyone in the premises who has removed their Face Covering for an extended period, please remind them that the Face Covering should be worn.

Note that Face Coverings may be removed temporarily for the following purposes:

- consuming food or drink;
- for any emergency or medical purpose;

Should you require additional information, please contact Toronto Public Health at 416-338-7600. Visit toronto.ca/covid19 for additional information and resources.

Updated as of August 6, 2020

