

AUGUST 20, 2021

# Coronavirus (COVID-19) Information Package

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## Introduction

The COVID-19 Information Package provides information about the COVID-19 disease and the most up-to-date outbreak containment measures the company is taking to ensure the safety of our employees and the continuation of our business operations. All protocols implemented are thoroughly researched by both Safety and Human Resources and reference regulations or guidance from public health services, OSHA, and other applicable regulatory requirements.

Employees are expected to review the COVID-19 Information Package regularly and contact their manager with any questions they may have regarding its contents.

## What is COVID-19?

COVID-19 is the infectious disease caused by the coronavirus (SARS-CoV-2) first identified in Wuhan, China in December 2019. The disease was declared a global pandemic by the World Health Organization on March 11, 2020.

## How it Spreads

COVID-19 is spread in three main ways:

1. Breathing in air when close to an infected person who is exhaling small droplets and particles that contain the virus.
2. Having these small droplets and particles that contain virus land on the eyes, nose, or mouth, especially through splashes and sprays like a cough or sneeze.
3. Touching eyes, nose, or mouth with hands that have the virus on them.

## Signs and Symptoms

Anyone can have mild to severe symptoms. Symptoms may take up to 14 days to appear after exposure to COVID-19.

- Fever or chills
- Cough (new cough or worsening chronic cough)
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes may be at higher risk for developing more serious complications.

## Best Practices to Help Prevent the Spread

Anyone infected with COVID-19 can spread it, even if they do NOT have symptoms.

- Get a COVID-19 vaccine if possible.
- **STAY HOME IF YOU FEEL UNWELL.** Contact your local health provider for directions in seeking medical attention. Contact your manager for further workplace guidance.
- **WASH YOUR HANDS** at the start of your shift, before eating or drinking, after touching shared items, after using the washroom, and before leaving work. Wash your hands with soap and water or clean your hands with an alcohol-based hand rub. Soap and water are preferred. Clean under jewelry.
- Wear a mask that covers your nose and mouth to help protect yourself and others.

- **PRACTICE PHYSICAL DISTANCING** by staying 6 feet apart.
- Avoid crowds and poorly ventilated spaces and improve ventilation.
- Avoid touching eyes, nose, and mouth.
- Regularly clean surfaces with simple disinfectant.
- Cancel or reschedule non-urgent meetings/activities. Continue the practice of teleconferences, email, and electronic documentation where possible.
- Follow good respiratory hygiene. Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose of the used tissue immediately.
- Avoid public transit and ridesharing where possible.
- Keep up to date on the latest COVID-19 hotspots. Avoid traveling there if possible.
- Continue to follow all safe work procedures. Notify your supervisor of any concerns.

## Daily Health Checks

All departments will complete a daily health check of their staff working on site as well as for staff working remotely who need to come to the office sporadically for paperwork, cheques etc. Dispatchers are responsible for monitoring drivers daily.

Prior to the employee starting their shift, health checks are to be completed using the template provided (Templates are located at <O:\Public-Human Resources\COVID-19 Resources>). Any employee found to be feeling unwell must be sent home immediately. Refer to [Manager Guidance](#) for next steps.

## Eating/Sharing Food

To limit the risk of transmission to surfaces/work materials, employees are encouraged to eat in designated eating areas (i.e., the lunchroom or driver lounge). When eating food in individual work areas, clear the area and disinfect surfaces before and after eating.

If food is being shared/served as part of a company event:

- Have assigned servers and serving utensils to avoid the unnecessary transfer of utensils/grabbing of food between multiple people.
- Servers and food prep/cooks must be masked at all times while near the shared food.
- Space out line of employees waiting for food (or mask up if space is limited).
- Space out seating while eating (ex. individual chairs vs. a picnic table). If employees choose to stand and eat, avoid congregating (as they will not be masked while eating).

## Facial Coverings/Masks

### Employee Requirements

Masks are an additional measure to protect people from spreading the virus and helps ensure fewer employees have to self-isolate in the event we have COVID-19 exposure at one of our work sites.

**Facial coverings are required in ALL situations where physical distancing cannot be maintained, including in company vehicles where an employee is not the sole occupant.**

**TEMPORARY CHANGE FOR BOTH TERMINALS 08/20/2021:** As a result of rising active cases in the local areas, masks are also **strongly encouraged** of all employees while visiting, gathering, or moving inside all company facilities. In general, this is based on the philosophy, “If workers are moving, they’re masked” and includes all circumstances when an employee is away from their designated work area or interacting with another individual.

- In an office setting, a “*work area*” is defined as an employee’s cubicle, office, or desk area.  
In the shop/wash bay, a “*work area*” is defined as the bay, tool bench, or unit being worked in/on.

Managers should support any employees that may choose to wear a mask at all times.

Drivers have been provided with a combination of antibacterial, cloth, fire-resistant, and/or disposable masks and instructions as required. All other employees have been provided with 1 cloth mask and instructions. A supply of temporary masks is also available at each location for individuals or visitors who do not have/forget their own.

As local mandates and bylaws may vary for different regions, **employees are responsible for ensuring they always have an available face covering to use while on-duty or representing the company off-site**, should wearing it be requested or required of them.

### **Visitor Requirements**

Non-employee visitors are strongly suggested to wear a mask while inside a company facility if they are unvaccinated, at a higher risk of infection, or simply want added protection. Temporary masks will be made available for any visitor who does not have their own.

**TEMPORARY CHANGE FOR TEXAS TERMINAL 08/20/2021:** As a result of rising active cases in the local area, non-employee visitors are **required** to wear a mask while inside a company facility. Temporary masks will be made available for any visitor who does not have their own.

Employees visiting other terminals are expected to follow all [Employee Requirements](#) in effect.

### **Personal, Non-Medical Mask/Facial Coverings**

In the event an employee chooses to wear their own non-medical mask/facial covering in place of their company-provided cloth mask, all public health recommendations must be adhered to.

All non-medical face masks or face coverings **must**:

- allow for easy breathing
- fit securely to the head with ties or ear loops
- maintain their shape after washing and drying
- be changed as soon as possible if damp or dirty
- be comfortable and not require frequent adjustment
- be made of at least 2 layers of tightly woven material fabric (such as cotton or linen)
- be large enough to cover the nose and mouth completely and comfortably without gaping
- not be shared with others
- not impair vision or interfere with tasks
- not be made of plastic or other non-breathable materials
- not be secured with tape or other inappropriate materials
- not be made exclusively of materials that easily fall apart, such as tissues
- not be placed on anyone unable to remove them without assistance or anyone who has trouble breathing

All masks must meet the company dress code requirement of maintaining a professional appearance without overtly commercial, political, personal, or offensive messages or images.

## **On-Site Facilities**

Refer to [Facial Coverings/Masks](#) for mask-wearing requirements at company facilities.

## **Entering/Exiting Buildings**

All employees and visitors are expected to clean their hands immediately upon entering ALL buildings on-site. Cleaning prior to exiting is a personal preference. Hand sanitizer stations have been set up at all building entrances. Avoid lingering or congregating in entrances or reception areas.

## **Common Areas**

Signage is posted around facilities to reiterate and encourage physical distancing, respiratory/hand hygiene, and other healthy practices. Barriers have also been installed in shared workspaces where needed.

Hand sanitizer bottles are placed in prominent locations throughout the workplace. Individual hand sanitizer bottles may be available upon request depending on local supply levels.

Refer to [Workplace Cleaning Protocols](#) for common area cleaning measures.

No congregating or loitering will be permitted in hallways to ensure a steady flow of traffic.

Single stall washrooms are available for use. If applicable, separate protocols are posted for multi-stall washrooms.

## **Individual Workspaces**

Employees should remain cognizant of their personal space and position their chair to ensure the 2-meter (6 feet) distance is maintained between others where barriers are not required.

Avoid congregating with other employees – especially in smaller spaces such as individual offices. Move in person discussions into conference or training rooms as appropriate.

Employees are responsible for sanitizing their own work areas, equipment, doorknobs/frames, light switches, tools etc. Employees are expected to sanitize their workspace at least once per day and after anyone else has met or worked in their area.

Refer to [Eating/Sharing Food](#) for restrictions on food in individual workspaces.

## **Lunchroom, Driver Lounge, and Coffee Stations**

Avoid gathering in lunchrooms or driver lounges. Tables and chairs have been spaced to ensure proper physical distancing. Staggered lunch breaks will be assigned as needed to ensure seating availability.

Employees are expected to wash their hands immediately before accessing any shared appliances (coffee machine/supplies, fridge, microwave, etc.) and wipe down all surface areas, appliances, and chairs after use. Soap dispensers, cleaning supplies, and paper towel are available for use in sink areas.

## **Smoking Areas**

Avoid congregating in designated smoking areas. Stagger breaks and ensure proper distancing.

## Moving Between Facilities

While most protocols are in place to help mitigate our risk while inside buildings or vehicles, employees are still required to physically distance while outdoors on company property and wear a mask when this is not possible.

## Meetings and Gatherings

### General Guidelines

Phone, email, and/or videoconferencing are the preferred methods of communication.

In-person meetings with company associates must be limited to the capacity available at our various locations. **Review current restrictions on the room of the door prior to booking a room. Do NOT exceed room capacity.** If the maximum number has been reached, employees are to phone in for the meeting from their personal workspace.

Meeting rooms are to be sanitized **by the meeting host** immediately after the meeting has ended. Checklists will be posted in each room to ensure all surface areas are cleaned. Remain cognizant to ensure adequate time has been allotted for cleaning after the meeting.

### On-Site Visitors

All visitors including employees visiting from other terminals must complete a Health Screening Form prior to accessing the building (Forms are located at <O:\Public-Human Resources\COVID-19 Resources>). They should be met by their host at the entrance of the building and provided with our visitor protocol. The visitor host is responsible for sanitizing all areas accessed by the visitor upon their departure.

Refer to [Facial Coverings/Masks](#) for mask requirements for visitors.

### Company Social Events

Company social events are authorized providing the following guidance is adhered to at all times:

- Maintain mandatory masks protocol when social distancing cannot be maintained.
- Keep all gatherings/events outdoors or in shop space (or largest possible indoor area).
- Space out seating so it is socially distanced (use individual chairs instead of tables, pylons to mark out 6ft distances etc.).
- If there is not enough room to accommodate everyone at once, time groups to come together in “batches”.
- Only company personnel may attend (family, friends etc. are not authorized at this time).
- If conducting at a customer facility/off-site, all third-party requirements must be adhered to in addition to the above protocols.

Refer to [Eating/Sharing Food](#) for restrictions on the sharing of food.

## Travel Guidelines

### Business Travel

All non-essential business travel between countries/states must be pre-approved by an executive. For all travel between terminals/office locations (drivers exempt), please call ahead to confirm visits are being accepted. Refer to [On-Site Visitors](#) for requirements of visiting employees upon arrival.

## Travelling in Multi-Person Vehicles

Employees travelling in company vehicles are always required to wear a face mask if there is more than one person in the vehicle.

## Customer On-Site Requirements

Our customers may have different on-site requirements for our professional drivers. Dispatchers are ensuring guidelines are provided to our drivers. Drivers are expected to follow all restrictions as applicable.

## Personal Travel

Employees are expected to follow up-to-date public health recommendations issued regarding their personal travel. Anyone returning from outside of the country should contact their local health authority and follow the current guidelines. Employees will be expected to self-monitor their symptoms for 14 days upon their return to work.

## Workplace Cleaning Protocols

Common areas including high-touch surface areas, shared appliances, and shared office equipment will be cleaned a minimum of **once per day**. Checklists have been provided and will be kept on file as proof of due diligence should it be required for audit purposes in the future. Employees are responsible for wiping down all work surfaces handled after use.

Refer to the [Individual Workspaces](#), [Meetings and Gatherings](#) and [On-Site Visitors](#) sections for additional cleaning measures in place.

Cleaning supply stations are placed in prominent locations within the workplace. All drivers are regularly provided with refillable Spray 9 (disinfectant) bottles. All other locations maintain replacement supplies available for all employees through their supervisor.

Refer to [O:\Public-Human Resources\COVID-19 Resources](#) for additional operational cleaning measures and resources.

## Flexible Work Arrangements

Where justified and practical, flexible work-from-home arrangements are considered for COVID-19 related circumstances.

## In the Event of an Emergency or Drill

Employees should follow all standard procedures while maintaining physical distancing.

## Employee Guidance

### If you are sick or have been in close contact with a confirmed COVID-19 case

The company is following the protocol of regional health authorities in addition to our own internal protocol.

**CALL 911 IF YOU ARE SERIOUSLY ILL AND NEED IMMEDIATE ATTENTION.**

**Advise them if you think you may have COVID-19.**

For all other non-life-threatening symptoms, if you have travelled outside of the country in the last 14 days, or you think you may have been exposed to someone with COVID-19:

1. Go home and/or stay home. **DO NOT COME TO WORK.**
2. Notify your supervisor immediately by phone, text, or email.



3. Contact your health services provider and follow their instructions.
4. Keep us informed of your status. You MAY be asked to self isolate, you MAY be asked to quarantine, or you may be cleared to work.
5. On the day prior to your expected return-to-work date, HR or your supervisor will contact you again to complete a Health Assessment Questionnaire. Based on the results, your return-to-work will be coordinated.

## Confidential Support

We understand these are very uncertain and stressful times for all of us. We encourage you to let your supervisor know if you are struggling.

Be reminded that we do provide employees with confidential support available at:

- ✉ [humanresources@carontransport.com](mailto:humanresources@carontransport.com)
- 📄 [www.workforcenow.adp.com](http://www.workforcenow.adp.com) (LifeCare)

Support each other, watch out for each other, and take good care of yourself.

## Manager Guidance

If you or your employee have any COVID-19 concerns:

- Advise your employee to go home and/or stay home if they are ill or have been in close contact with a COVID-19 confirmed case.
- Contact HR for next steps.
  - a. Email: [humanresources@carontransport.com](mailto:humanresources@carontransport.com)
  - b. Call/Text: 780-400-2399

HR will contact you no later than the morning of the next business day for updates received outside of normal business hours.

## In the Event an Employee Tests Positive for COVID-19

When an employee tests positive for COVID-19:

1. The employee must immediately notify their manager and stay home from work.
2. Managers are to immediately notify [humanresources@carontransport.com](mailto:humanresources@carontransport.com). **ONLY HR SHOULD BE NOTIFIED.** To ensure confidentiality of employee medical information, any other communication of positive results **MUST** be initiated by Human Resources.
3. HR will advise Caron Executives immediately.
4. The employee will be required to immediately isolate and referred their HCP or local health department to disclose any close contacts for contact tracing purposes.
5. HR will conduct a Confirmed COVID-19 Case Investigation to identify any internal close contacts. In addition, the company will collaborate with the local health department, OH&S, and our internal Safety Dept to identify all work areas that require immediate additional cleaning and disinfection. Employees will be notified and directed accordingly if deemed to be at risk.
6. Communication of the confirmed case and completion of the internal investigation will be provided to employees and any external contacts as deemed appropriate.

In all cases, confidentiality of the employee's personal information and medical status will be maintained as required by applicable privacy laws. Only those in a "need to know" position will be provided specific details on where/who the potential COVID-19 exposure has stemmed from (i.e. HR).

## Stay Informed

For the most up to date information on COVID-19 in your area, please refer to both the World Health Organization (WHO) website and/or your local health services website via the links below:

<b>Global</b>	World Health Organization	<a href="http://www.who.int/">www.who.int/</a>
<b>USA</b>	Centers for Disease Control and Prevention	<a href="http://www.cdc.gov">www.cdc.gov</a>
<b>ND</b>	North Dakota State Government	<a href="http://www.health.nd.gov">www.health.nd.gov</a>
<b>TX</b>	Texas Human and Health Services	<a href="http://www.dshs.state.tx.us">www.dshs.state.tx.us</a>

If you are aware of any changes to health updates in your local area(s), please notify HR as soon as possible so they can update communications and/or processes as required.

**STAY SAFE and STOP THE SPREAD.**