

## **Managing COVID-19 in our Workplace**

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### **Introduction**

This document outlines all policies and procedures that have been implemented until further notice in response to the COVID-19 virus. It will be an ever-evolving document that could be updated at any time in response to new Government and Health Care recommendations and/or directives.

If you have any questions and/or concerns that are not addressed within this document, please send them directly to your Branch Manager. They will contact Prince George for further direction if required.

### **Employees required to stay home/away from work**

- If they are exhibiting any of the following symptoms, new or worsening: fever or chills, cough, loss of sense or smell or taste, difficulty breathing, sore throat, loss of appetite, extreme fatigue or tiredness, headache, body aches, nausea or vomiting, diarrhea.
- If exhibiting any of the above, employees are required to return home safely, start self-isolating and contact northern health for assessment (1-844-645-7811 or 811)
- If they have returned from travel outside of Canada within the last two weeks (need to self-isolate for 14 days).
- If they have been around someone, including caring for someone, who tested positive for COVID-19 (need to be tested themselves and self-isolate until their results come back; can return to work if results are negative).
- If they themselves have tested positive for the virus (need to self-isolate for at least 14 days).
- If an employee has been told to isolate by public health
- If an Employee is not feeling well (i.e. sore throat, headache, sneezing) but is not displaying the 'typical' COVID-19 symptoms mentioned above, ask them to complete the COVID-19 self-assessment tool ([www.bccdc.ca/health-info/diseases-conditions/COVID-19/](http://www.bccdc.ca/health-info/diseases-conditions/COVID-19/)) as an added precaution and continue to self-monitor

### **Financial support available for Employees if they need to self-isolate**

- Employees will not receive regular wages if they need to self-isolate due to travel outside of the country, being around someone who has tested positive with the virus, if they have tested positive with the virus themselves, or if they choose to self-isolate for any reason.
- In the event of testing positive, the Employee can apply for EI sickness benefits, which the Government has waived the typical one-week waiting period for.
- The HR Department needs to be made aware as soon as an Employee is required to be placed on leave so that we can issue an ROE as soon as possible.

### **Personal hygiene & building cleanliness measures we have in place to help reduce the risk of exposure?**

- All Employees are required to wash their hands as per the standards set by the health care system and use hand sanitizer (if available) if soap and water are not easily available.
- Employees are encouraged to wipe their workstations and items in highly traveled areas (i.e. counters, doorknobs, etc.) with provided sanitizer wipes as often as possible.
- Employees are encouraged to wear disposable gloves when handling cash, credit cards, etc.
- Employees are encouraged not to share common items (i.e. pens, calculators, papers, etc.) whenever possible.
- Practice social-distancing (i.e. stand at least 6 feet from others).
- Technicians are to wear gloves at all times when in a Customer's vehicle, are not to touch their own face while in the vehicle and are to wash their hands with soap and water as soon as the gloves are removed.
- The cleaners at all of our locations have been directed to intensify their cleaning and sanitizing procedures especially around counters, handles, doors and other common touch points.

### **Restrictions on Employee travel**

- All Employee air travel for business purposes has been grounded.
- We cannot stop Employees from going on personal vacations outside of the country, however any Employee that travels outside of Canada for personal reasons will be required to self-isolate for 14 days upon their return commencing on the day that they return to Canada. Remember, you will not be paid for these 14 days.
- All Employees that travel interprovincial are required to self-monitor for 14 days upon return to their province of residence.
- Overnight hotel stays are to be approved by management; all work-related trips are to be scheduled as day trips only.
  - *Should you have already booked an overnight trip prior to the date this was released, please discuss with your direct Manager*

### **In-person sales calls**

- All in person customer sales visits are prohibited and are to only take place via email, telephone and/or video conference unless the customer requests the sales visit.

### **Protective measures for our Outside Sales Representatives**

- Customer calls are to be completed by telephone as much as possible in order to minimize the amount of unnecessary interaction with external Customers.
- OPS Reps will continue to deliver parts to our external Customers, however they have to gain pre-approval from the Customer that they are welcome on-site prior to travel and if approved, they must practice social distancing as much as possible, which can be done via the following:
  - Keep a distance of 6 feet between Customers whenever possible
  - If an order form needs to be signed, the OPS Rep is to go through the form with the Customer and upon confirmation that the order is correct/complete, sign it on the Customer's behalf

### **Restrictions on Business Meetings/Conferences**

- Employees are not allowed to attend in-person conferences/events that are of 50 people or more.
- The maximum number of Employees that are allowed to be present in an in-person, closed room meeting is seven (7), however all meetings, regardless of how small the number of attendees may be, are encouraged to take place via phone and/or video conference.

### **Employees who are affected by school closures and potential daycare closures be accommodated**

- We have asked all Managers to discuss this with their Employees and the HR Department has a running list of those who could be impacted.
- We will do our best to accommodate to the point of undue hardship for these Employees and will be as flexible as possible with our operations the longer that the COVID-19 virus impacts our businesses and communities.
- If an Employee cannot find alternative care for his/her child/children for an extended period of time, we can offer a leave of absence and they can apply for EI benefits; the HR Department needs to be made aware as soon as an Employee is required to be placed on leave so that we can issue an ROE as soon as possible.

### **Option to work from home**

- Due to the nature of our business and our customers business, it is not practical to have employees working from from home.

## **Covid 19 Mask Use Policy**

- One of the most effective ways of preventing the spread of the Covid 19 virus in the work place is with the use of masks inside the building. Masks used must be medical grade disposable masks and not single layer cloth masks. Three layer non-medical or 3-layer cloth are acceptable options as well. Effective immediately masks will be required to be worn in all areas of our building including the front & back parts area, sales office area, service office, lunch room and the shop area. In short everywhere in the building wear a mask. The only exceptions to the mask wearing requirement are the following areas under the following conditions;
  - The shop area providing the mechanic is working alone in his own bay and is not within 2M of a fellow employee. If two mechanics are working in the same bay then both need to wear masks. As soon as the mechanic leaves his bay to buy parts, to receive instruction from the service office or for any other reason masks need to be worn as well.
  - In the coffee room when eating or drinking. At all other times masks are required in the coffee room as well. We have removed some of the seating in the coffee room to ensure there are a maximum of 6 people in the coffee room at any given time to provide the required 2M separation.
  - In an office with the door closed when the employee is alone in that office. As soon as the door is opened or if a customer or fellow employee is in the office masks must be worn by everyone in the office.
  - Anyone who is unable to wear a mask because of a health condition or impairment ( whether that health condition or impairment is physical, psychological, behavioral, cognitive or emotional.) \*

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