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Coronavirus (COVID-19) Information Package

This is a live document. Any printed copies may not necessarily be the most up-to-date version.

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Introduction to COVID-19

COVID-19 is the infectious disease caused by the most recently discovered coronavirus originating in Wuhan, China, in December 2019.

As of March 11th, the World Health Organization made the decision to characterize COVID-19 as a pandemic.

Signs and Symptoms

Symptoms may take up to 14 days to appear after exposure to COVID-19.

Some of the most common symptoms of COVID-19 are:

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

Recent evidence indicates that the virus can be transmitted to others from someone who is infected but not showing symptoms (although it is not currently known to what extent). This includes people who:

- have not yet developed symptoms (pre-symptomatic)
- never develop symptoms (asymptomatic)

Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness, which can include difficulty breathing and/or pneumonia. However, symptoms are usually mild and begin gradually, and most people recover without needing special treatment. Some people do not develop any symptoms at all.

If you are experiencing symptoms, contact your local health authority and seek medical attention. Follow the directions of your local health authority.

Risk of Exposure

It is expected that the spread of COVID-19 will continue increasing in number of cases, number of deaths, and number of affected countries in the days and weeks ahead.

Governments and health authorities are taking vigorous action every time a new case of COVID-19 is identified. Be sure to comply with any local restrictions on travel, movement, or large gatherings. Cooperating with disease control efforts will reduce your risk of catching or spreading COVID-19.

It is recommended to avoid all large gatherings such as festivals, concerts, public gym facilities, recreational centers, sporting events etc.

Transmission

COVID-19 can spread from person to person when someone with COVID-19 coughs, sneezes, or exhales. Other people catch COVID-19 by touching infected objects or surfaces, then touching their eyes, nose, or mouth.

Studies suggest that COVID-19 may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature and/or humidity of the environment).

Receiving Packages

The World Health Organization has communicated that the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low.

Caron's Outbreak Containment Measures

Ongoing Communications and Updates

Executive and management members are meeting regularly and keeping informed of all COVID-19 related updates and changes. We are monitoring the success of our action plan and adjusting it as the situation evolves.

Refer to the [COVID-19 Protocols – Office Re-Launch Strategy](#) for additional office protocols in place as of June 11, 2020.

COVID/pandemic training is available and has been assigned via our LMS.

Compliance with Local Restrictions and Bylaws

Local mandates and bylaws are being implemented throughout the various regions our company operates in regarding the use of mandatory face coverings. Different restrictions may apply to different regions. As a result, **employees are responsible for ensuring they always have an available face covering (i.e. mask) to use while on-duty or representing the company off-site**, should wearing it be requested or required of them. Masks will be provided by the company as applicable.

While we do not expect employees to be fully versed on the ever-changing COVID-19 bylaws, we do expect their compliance once they are made aware.

Daily Employee Health Checks

All Terminal Managers and Department Managers – including those at Head Office, 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 will be completed using the template(s) provided. Managers are responsible for ensuring there is a daily documented record of health checks for all applicable staff members and physical distancing is maintained during the checks

Any employee that is found to be not feeling well must be sent home immediately and advised that HR will call them regarding next steps.

Workplace Cleaning Protocols

It is our utmost priority to maintain a safe work environment for all involved. In response to the COVID-19 outbreak, we are working diligently to provide all work areas including our equipment, with the necessary supplies to increase sanitization of work surfaces. Work surfaces include truck cab interiors, shared equipment, desktop, computers and keyboards, AND ALL CELL PHONES/DESKTOP PHONES.

Common areas including high-touch surface areas, shared appliances, and shared office equipment will be cleaned 2 times per day at minimum. Checklists have been provided and will be kept on file as proof of Caron's due diligence should it be required for audit purposes in the future. Employees are responsible for wiping down appliances and equipment handled after use. Cleaning supply stations are placed in prominent locations within the workplace.

Caron uses a variety of options i.e. spray cleaners and/or hot soapy water & bleach. Hot water and soap are used when the bottled cleaners leave residue, for example. Hot soapy water is also an alternative for your personal work area. Nitrile gloves available for cleaning duties upon request.

All drivers are regularly provided with refillable Spray 9 (disinfectant) bottles. All other locations maintain replacement supplies available for all employees through their supervisor.

Our third-party cleaning provider has developed site specific strategies for risk point re-engineering in the event of a localized outbreak. Additionally, they are taking stock of inventory levels and discussing appropriate inventory levels to maintain with their suppliers. (*Sherwood Park specific*)

All protocols are researched by both Safety and HR, referencing regulations from OH&S, WCB, and other applicable regulatory requirements.

Travel Guidelines

Business Travel

All non-essential business travel between countries, or provinces/states must be pre-approved by an executive until further notice. For all travel between terminals/office locations (drivers exempt), please call ahead to confirm visits are being accepted and expect to complete the verification form upon arrival.

Discussions continue nationally to determine how these guidelines affect the transportation industry directly. Details regarding customer loads between Canada and the US are updated as they become available.

Travelling in Multi-Person Vehicles

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

Customer On-Site Requirements

Our customers are also being very prudent with their requirements for our professional drivers. We are being updated daily/hourly as to what those requirements are. Drivers are being provided with any additional PPE required (ex. face masks). Dispatchers are ensuring guidelines are provided to our drivers.

Personal Travel

It is expected that employees follow the up to date public health recommendations issued regarding their personal travel.

It is recommended that you **Do Not Travel** outside of the country at this time.

Any employees who are returning from outside of the country should contact their local health authority. Employees will also be asked to complete a Health Screening Form prior to returning to work. These instructions will also apply if there are any cohabitants of yours (family, roommates etc.) who have recently returned from outside of the country.

Meetings and Gatherings

General Guidelines

Avoid any in-person meetings and gatherings where possible. Use phone and email whenever possible. Avoid handshakes when greeting someone and maintain physical distancing (i.e. 1 meter, preferably 2).

Facial coverings are required in ALL instances where physical distancing cannot be maintained. All drivers have been provided with an antibacterial mask, 1 cloth mask, 1 bag of disposable masks, and instructions. All other employees have been provided with 1 cloth mask and instructions.

If it is considered essential by management for certain discussions, meetings with Caron associates must be limited to the capacity available at our various locations, allowing for physical distancing. Review current restrictions on the room of the door prior to booking a room. Utilize Outlook Calendar to book meeting and training rooms. If the maximum number has been reached, phone in for the meeting from your personal workspace.

The Sherwood Park training room can be booked for essential meetings (including driver meetings) up to a maximum of 8 people.

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.

Driver on-site pickups and deliveries are considered an essential service and will continue as usual until further notice.

Customer and Vendor Meetings

All non-essential customer visits and meetings should be held remotely (ex. phone call, teleconference etc.). Any meetings with customers must be approved by the VP of Sales.

Company Social Events

All Caron Canada, Caron US, Interload, and KJTL company functions (award banquets, dinners, social gatherings etc.) are cancelled for 2020. Alternative options are being considered. The HR

Department will continue to communicate with Managers regarding employees who have significant years of service awards, to provide congratulatory cards etc.

All locations are to refrain from any shared food and/or group activities.

Lunchrooms / Driver Lounges

Avoid gathering in lunchrooms or driver lounges. Tables and chairs have been spaced to ensure proper physical distancing.

All shared dishes, cutlery, condiments, snacks etc. have been removed. Please bring your own from home as needed. **No food, drinks, or condiments (potlucks, pizza, donuts etc.) are to be shared with others or accepted by vendors.** Exceptions to this are items that are individually wrapped and packaged (personal pizzas, individually wrapped sandwiches etc.).

Encourage the use of disposable cups as a temporary measure. The use of reusable cups will not be allowed. When using water coolers, avoid touching your water bottle or glass to the faucet.

On-Site Visitors

To lower our risk, we have initiated a specific protocol for on site visits by vendors and visitors. No personal guests are authorized at this time. Essential customer visits must be pre-approved by the VP of Sales. Specific instructions are in place for accepting deliveries and supplies.

All pre-approved visitors including vendors and employees visiting other terminals must complete a Health Screening Form prior to accessing the building. They should be met by their host at the entrance of the building and provided with our visitor protocol. **Unescorted visits should not occur.** Signs have been placed at entrances communicating that all visits must be pre-arranged until further notice.

Visitors are required to wear a face mask inside all company facilities unless seated in an office, meeting, or training room where social distancing measures can consistently be maintained. Masks will be provided by the company where required.

The company has sourced a supply of infrared thermometers in the event that onsite visits open up and/or for potential sick employees on site.

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 completely and comfortably cover the nose and mouth 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

In addition, all masks must meet the company dress code requirement of maintaining a professional appearance with no overtly commercial, political, personal or offensive messages or images.

Flexible Work Arrangements

Where justified and practical, flexible work-from-home arrangements are considered. We are monitoring the localized COVID-19 risk levels and systematically working with IT and department heads to manage this process. Our priority is to maintain a SAFE work environment for staff while continuing to operate our core business and limit any disruption to our payroll processes.

Any staff member in possession of a work laptop are instructed to take it home with them at the end of each shift.

Cross-Training of Key Positions

Cross-training of employees in key positions essential to the continued operation of the company will be prioritized to minimize disruptions to the delivery of services and support to our customers.

Employee Prevention Measures

General Prevention Guidelines

You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- **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.
- **PRACTICE PHYSICAL DISTANCING** at all times by staying a minimum of 2 meters (6 feet) apart from others.
- Limit your face to face interactions.
- Avoid touching eyes, nose, and mouth.
- Regularly clean surfaces with simple disinfectant
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose of the used tissue immediately.
- Cancel or reschedule non-urgent meetings/activities. Continue the practice of teleconferences, email, and electronic documentation where possible.
- Do not ride-share; avoid public transit where possible
- Do not share items (food, pens etc.)
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, call your local health provider and follow their directions in seeking medical attention.

- Keep up to date on the latest COVID-19 hotspots and avoid traveling to those places if possible.
- Continue to follow all safe work procedures. Notify your supervisor of any concerns.

If You Are Sick, Recently Travelled Outside the Country, or Have Been Exposed to Someone Who May Have COVID-19

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 MAY THINK YOU 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:

- Go home and/or stay home. **DO NOT COME TO YOUR TERMINAL, SHOP, OR OFFICE.**
- Notify your supervisor immediately. They will inform HR of your symptoms.
- Complete the online COVID-19 Self Assessment Form available through your provincial health services website.
- Contact 811 (or local health authority) if directed and follow their instructions. **DO NOT** go to a physician's office, health care facility or lab without first contacting your local health authority and following their direction.
- You **MAY** be asked to self isolate, you **MAY** be asked to quarantine, or, you may be cleared to work. Please keep us informed.
- HR will contact you to advise you of your compensation options and what your company-required isolation period will be based on your assessment.
- On the day prior to your expected return-to-work date, HR will contact you again to complete a Health Assessment Questionnaire. They will notify your manager of your return-to-work status accordingly.

Caron has sourced a supply of infrared thermometers in the event that onsite visits open up and/or for potential sick employees onsite.

If Your Family/Household Members Are Sick

Follow the same steps as above.

If You Suspect Another Employee is Sick

Notify your manager or direct supervisor immediately.

Self-Isolation Guidelines

Refer to your local health authority for information and guidelines on self-isolation for COVID-19.

Direct links to websites can be found near the end of this Information Package.

In the Event an Employee Tests Positive for COVID-19

When an employee tests positive for COVID-19:

1. Caron Executive will be advised immediately.
2. AHS (or your provincial authority) will reach out to all persons identified as “close contacts”¹. This identification process is done through an assessment with the employee, getting an understanding of the nature of the work environment and any close contact interactions. This assessment by AHS will determine if any specific co-workers are considered to be a close contact.
3. If self isolation and/or testing for any employee is needed, AHS will contact and direct them accordingly. If an employee has not been contacted by AHS, they were not identified as being at risk.

In addition, Caron will collaborate with AHS, CCOHS, and our internal Safety Dept to identify all work areas that require immediate additional cleaning and disinfection.

Once AHS determines there is no longer a risk to employees, the employee(s) will be required to complete a Return-to-Work Questionnaire prior to returning to their regularly scheduled work duties.

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).

Confidential Employee 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:

Caron/Interload:	✉ HRC@carontransport.ca
	📄 www.humanacare.com/humanalife
Caron USA:	✉ humanresources@carontransport.com
	📄 www.workforcenow.adp.com (LifeCare)
Ken Johnson Trucking:	✉ HRC@carontransport.ca
	📄 www.fseap.ca (Drivers)
	📄 www.login.lifeworks.com (Non-Drivers)

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

¹ **A close contact** is defined as a person who provided care for the individual, including healthcare workers, family members or other caregivers, or who had other similar close physical contact with the person without consistent and appropriate use of personal protective equipment OR who lived with or otherwise had close prolonged contact (within two metres) with the person while they were infectious OR had direct contact with infectious bodily fluids of the person (e.g. was coughed or sneezed on) while not wearing recommended personal protective equipment.

Stay Informed: Health Services Updates

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

Global	World Health Organization	www.who.int/
USA	Centers for Disease Control and Prevention	www.cdc.gov
CAN	Public Health Agency of Canada	www.canada.ca/public-health
AB	Alberta Health Services	www.albertahealthservices.ca/
BC	HealthLink BC	www.healthlinkbc.ca
SK	Government of Saskatchewan	www.saskatchewan.ca/
ND	North Dakota State Government	www.health.nd.gov
TX	Texas Human and Health Services	www.dshs.state.tx.us

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.