



Employee FAQs

COVID-19

March 17, 2020 Update

1. How can I protect myself from COVID-19?

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food;
- use alcohol-based hand sanitizer if soap and water are not available
- ***Do not shake hands with anyone***
- when coughing or sneezing:
 - cough or sneeze into a tissue or the bend of your arm, not your hand
 - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water):
 - toys, toilets, phones, electronics, door handles, bedside tables, television remotes

2. There is a lot of confusing information, please clarify when should I come to work?

We continue to operate the business. You should come to work unless:

- You have been diagnosed with COVID-19;
- You are returning from travel outside of Canada as of March 14 (The travel ban does not apply retroactively unless travel was to China, Iran, Italy); or
- You have been advised by PHAC to self-isolate;
- ***You have been in close contact with someone who has been diagnosed for COVID-19;***
- You have been authorized to work from home by your Vice President.

3. What is close contact?

Close contact means:

- close, prolonged personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands

- exposure to someone's cough or sneeze who hasn't followed our hygiene practices for coughs and sneezes.

4. What if I develop symptoms?

If you develop symptoms (fever, coughing, difficulty breathing) do not come into work, or remove yourself from work, and do the following:

- immediately contact your local public health authority and follow their instructions; and
- Let your HR representative know
- ***Tell your HR representative who you have been in close contact with during your last day at work***

British Columbia, Alberta, Saskatchewan: 811

Quebec: 1-877-644-4545

Manitoba: 1-888-315-9257

Ontario: 1-866-797-0000

If immediate medical attention is needed, call 911.

5. What is the current risk level in Canada?

At this time, the public health risk is increased if:

- You are aged 65 and over;
- You have a compromised immune system;
- You have underlying medical conditions; or
- You have travelled abroad.

6. Has anyone at Sofina tested positive for COVID-19?

No. Nor have any employees who are tenants of ours in Markham.

7. What happens if someone in our workplace tests positive for COVID-19?

Our people's health and safety remains a priority. If one of your co-workers is diagnosed with COVID-19:

- You will be advised by your management team of the diagnosis
- If you have had close contact you will be asked to self-isolate and contact your local public health authority for guidance

8. Should we screen our temporary agency workers?

Yes. HR should contact their temp agency partners to ensure they are screening their employees before sending them to Sofina. We should also conduct our own screening of every temp agency worker each day using the Visitor Screening Form.

9. What if I still want to leave the country?

To limit the spread of COVID-19, the Government of Canada advises that you avoid all non-essential travel outside of Canada until further notice.

Airlines have cancelled flights. New restrictions may be imposed with little warning. Your travel plans may be severely disrupted and you may be forced to remain outside of Canada longer than expected.

While away, you will not have provincial and private healthcare coverage. If you do leave, when you return you will be subject to a 14 day self-isolation period without eligibility for wage replacement.

10. Are my benefits with Medavie Blue Cross (MBC) impacted if I get sick with COVID-19 while travelling?

Yes, your emergency travel coverage with MBC is impacted if travelling outside of Canada.

The federal government issued a global travel advisory to avoid non-essential travel outside of Canada. As a result of the federal travel advisory Medavie Blue Cross Emergency Hospital and Medical expenses related to COVID-19 are NOT COVERED when traveling anywhere outside of Canada, if the employee/dependent departed on or after March 14th, 2020. If you have questions on your emergency travel coverage please contact MBC at 1-800-563-4444.

11. What's the company doing to ensure my workplace is safe?

Sofina is actively monitoring the situation. We have also taken the following steps to minimize any potential risks to employees, our communities and our business. They include:

- a. Ensuring proper supply of sanitizer at each location;
- b. Increasing the frequency of sanitizing and cleaning welfare areas by cleaning crews;
- c. Reinforcing proper hygiene practices;
- d. Activating our Crisis Management Team;
- e. Limiting all visitors

12. Should employees wear masks at work to prevent exposure for COVID-19?

If you are a healthy individual, the use of a mask is not recommended for preventing the spread of COVID-19. Wearing a mask when you are not ill may give a false sense of security. Exercising proper hygiene outlined in yesterday's FAQ's is the most effective way to minimize risk of transmission.

13. Are there instances where wearing a mask at work is appropriate?

Sometimes wearing a mask is required by our normal GMP practices. For instance if an employee has a severe cough, he/she may be asked to wear a mask. If an employee has a mild cough, he/she should cough into their sleeve or inside of the coat.

14. My province has introduced a limit on the number of people that can gather together socially. Why does this not apply at work?

These directions apply to social events (bars, restaurants, theatres, etc.) and not office buildings or manufacturing facilities. This is especially the case for us in the food industry who have a vital role to play in feeding our communities during these challenging times. Sofina is actively monitoring the situation. We have also taken the following steps to minimize any potential risks to employees, our communities and our business. They include:

- a. Ensuring proper supply of sanitizer at each location;
 - b. Increasing the frequency of sanitizing and cleaning welfare areas by cleaning crews;
 - c. Reinforcing proper hygiene practices;
 - d. Activating our Crisis Management Team (CMT);
 - e. Limiting all visitors
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March 16, 2020 Update

1. What are the symptoms of COVID-19?

- Fever
- Cough
- Difficulty breathing
- Pneumonia

2. How can I protect myself from COVID-19?

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Manitoba: 1-888-315-9257

Ontario: 1-866-797-0000

If immediate medical attention is needed, call 911.

5. What is the current risk level in Canada?

At this time, the public health risk associated with COVID-19 is **low** for the general population in Canada but this could change rapidly. There is an increased risk of more severe outcomes for Canadians:

- aged 65 and over
- with compromised immune systems
- with underlying medical conditions

6. Can we have external visitors?

We recommend that you limit all external visitors and proceed only if the visit is necessary. In such cases, please have the visitor fill out the Visitor Screening Form before granting access to the rest of the building.

7. If you have the ability to work from home should you be taking that action now?

Where feasible, and in agreement with your Vice President some people may be able to work from home. Not all roles are able to work remotely due to the nature of work. Some roles require access to systems or the work is directly related to production and distribution of products.

8. Are contractors who have been out of the country also required to self-isolate?

Yes, any one returning from travelling abroad is required to self-isolate at home for 14 days.

9. If I am required to stay at home will I be paid?

We are working with the insurance community to understand what will be covered under our short-term disability (aka weekly indemnity) plans. We will get back to you as soon as we have more details.

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