



To: UFCW, Local 401

Compass Group Canada (CGC) has been tracking the spread of COVID-19 (Coronavirus) virus since January 24, 2020. While the COVID-19 virus is new, it has been determined by regulating bodies like the World Health Organization (WHO), Infection Prevention and Control of Canada (IPAC) and the Public Health Agency of Canada (PHAC) that it is a respiratory illness that can be spread from person to person in close proximity (within about 6 feet) when an infected person coughs or sneezes. It is also possible to be transmitted through objects or surfaces that have the virus on it and then touching one's mouth, nose or eyes.

CGC has enlisted our Critical Incident Team to manage this situation. Please find details on our comprehensive approach below.

CRITICAL INCIDENT TEAM

In an effort to stay ahead of this dynamic situation, the Compass Group Canada Critical Incident team comprised of senior leadership representing Food Safety/Quality Assurance, Workplace Safety, Human Resources, Legal and Communications continues to closely monitor developments and follow guidance from the PHAC, Centers for Disease Control and Prevention (CDC), the WHO, along with other health authorities.

For the past nine weeks, we have been providing our operators across the country with updates on prevention, our preparedness efforts and information that reinforces our stringent health and hygiene standards.

We have also updated our comprehensive Pandemic Management Policy that has been successfully used in previous health threat situations and created a new COVID-19 Policy to ensure we are prepared to effectively manage the potential escalation of COVID-19. Given the fluidity of this situation, our COVID-19 Policy has and continues to evolve.

CREATING SAFE WORK ENVIRONMENTS

CGC is committed to providing safe working environments for all our associates, clients, residents and patients during this unprecedented time. Below is high-level overview of the resources that are in place.

All associates have been made aware of where to obtain personal protective equipment (PPE) and instructed on the safe handling of disinfectant chemicals.

Operations have also increased the frequency of our cleaning schedules and switched to food service models that minimize the transmission of COVID-19. CGC continues to provide ongoing H&S resources to our operations in the form policies, job safety assessment, toolbox talks, guidelines, FAQ's, online training resources, etc.

All CGC associates have access to hand sanitizer, soap, and facial tissue throughout all public and private areas of our facilities. We have procured the necessary PPE and hospital grade chemical disinfectants recommended by WHO, IPAC, and PHAC.

PHAC is recommending the most effective ways to protect yourself and prevent the spread COVID-19 is to:

- Exercising frequent and proper hand hygiene
- Exercise proper cough etiquette
- Practice social distancing
- Follow travel advisories, avoid non-essential travel including cruise ships
- Self-monitor

The use of a mask is not recommended for preventing the spread of COVID-19 for healthy individuals.

Wearing a mask when you are not ill may give a false sense of security. There is a potential risk of infection with improper mask use and disposal. They also need to be changed frequently. The WHO advises rational use of medical masks to avoid unnecessary wastage of precious resources and mis-use of masks.

However, your health care provider may recommend you wear a mask if you are experiencing symptoms of COVID-19 while you are seeking or waiting for care. In this instance, masks are an appropriate part of infection prevention and control measures.

SICK LEAVE

Associates have been reminded to stay home if they feel unwell and are being supported in these instances with appropriate provisions in the Collective Agreement or other government support (EI). Additionally, these absences will not be considered in any attendance management program that may be in operation. Additionally, employees should cover their cough or sneeze with a tissue, dispose the tissue and clean or disinfect any frequently touched objects or surfaces.

COMMUNICATIONS

We have also utilized our internal website as a central resource to provide our teams with the latest information on COVID-19, including daily updates.

CGC has established a Crisis Telephone Line that is monitored 24 hours, 7 days a week. This line is ready to direct associates and leaders to key contacts within CGC should someone feel they or someone on their team have contracted the COVID-19 virus. All associates within CGC have been advised of our crisis line availability.

In addition to our Crisis Line, CGC has a dedicated Human Resources Service Centre that serves as a first point of contact for all our unit and associate needs. This team continues to be ready to assist associates with any questions they may have.

CGC is also looking at communicating more information to our associates about coping with stress during COVID-19.

TRAVEL POLICY

At present, we are following appropriate guidance from Health Canada regarding associates who have traveled internationally or have been in contact with any international travelers.

Any associates who returns from abroad (anywhere outside Canada) must self-isolate for 14 days. There are some exceptions based on provincial directives for healthcare workers only but these are EXCEPTIONS as approved personally by the sector President and our Chief People and Culture Officer.

We continue to monitor this situation and amend travel restrictions accordingly.

STAFFING

CGC's management and operational team has the experience of managing challenging staffing levels through the flu season and outbreaks every year. CGC is constantly recruiting, orientating and training new employees to fill any vacancies and bolster our pool of available labour. We also have a number of trained employees in other parts of our business that we may be able to call upon in the event of a major staffing crisis.

During this pandemic, we have been looking at all of our units that may be downsizing their available pool of labour due to public health declarations or client closures of facilities and have, where possible looked to transfer them to other workplaces in their proximity in hopes of being able to offer them reasonable continued employment.

While we all hope that this situation is short-lived, we are trying to do our best to cope with this difficult and constantly changing pandemic. Should you wish to discuss this matter further, I would be happy to do so.

Should you require any further clarifications or have any questions related to this, please feel free to contact me directly.

Yours truly,

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