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March 31, 2020

Via email: thesse@ufcw401.ab.ca

Thomas Hesse, President
United Food and Commercial Workers Union Local 401
#100, 46 Hopewell Way N.E.
Calgary, Alberta T3J 5H7

Buffalo Catering Employees LP response to COVID-19

Dear Tom,

As you know, the safety of our employees, guests and contractors is always our most important priority. Over the last several weeks as the COVID-19 situation has evolved, we have proactively implemented a series of measures to protect the health and well-being of those we serve and the colleagues with whom we work.

To do so, we have been working in close consultation with medical professionals, government health authorities, third-party experts, our customers and others to align on the most responsible path forward. We have been in regular communication with your organization and have provided your Union with the link to our processes and protocols to deal with the COVID-19 pandemic. As this is a fluid situation we continue to assess and update our response and protocols which can be accessed through the link provided.

While these protocols are constantly evolving, we'd like to share with you some examples of measures that are currently in place across our worksites.

- A **travel advisory protocol** which precludes anyone who has traveled internationally from accessing a Civeo facility or office for a minimum of 14 days after their return, and eliminates any non-essential, domestic business travel for Civeo employees;
- A **screening protocol** that applies to all guests, employees, contractors, and suppliers;
- A **quarantine and isolation protocol** to be implemented in the event our screening protocol identifies anyone who is symptomatic of COVID-19;
- Enhanced **personal protective equipment** requirements for our staff;
- Enhanced cleaning frequency and **sanitization measures** for all common areas and guest rooms;
- Controlled access into common areas coupled with **physical distancing guidelines**;
- Reconfiguration of the seating arrangements in our dining room facilities to comply with **physical distancing guidelines**; and
- Modifications to the food service in both the dining rooms and bag up rooms to reduce the number of touch points for guests.

Behind the scenes, our Crisis Management Team, Incident Management Teams, and their support personnel have been working methodically and with urgency to monitor the situation, establishing new response measures as circumstances evolve.

Our response plans and protocols were put to the test on March 19, 2020 when a guest, at the Borealis Lodge, was observed exhibiting symptoms consistent with COVID-19. Employees and guests were notified and our response plan and protocols to deal with a suspected case were immediately activated. The results for the individual came back as negative for COVID-19. While the test results revealed that these additional measures were ultimately not required, it provided an opportunity to stress-test our protocols and demonstrate their importance to protect our employees and guests.

The Company has moved forward with a number of measures that have directly benefited our employees.

- Allowing employees to bring their private vehicles to site.
- Allowing employees, who are unable to travel or do not wish to travel, to remain on site for their days off.
- Removed the daily room and meal cost for employees who remain on site for their days off.
- Providing employees with the ability to move rooms so that they do not need to share a washroom with other employees.
- Put in place a process where employees on site who would like to be laid off first, based on their seniority, would have that opportunity when lay-offs may occur without affecting their seniority or recall rights.

With the ongoing changes and reductions to transportation options, by the airlines and bus companies, that our employees have to get to Fort McMurray we are making alternative travel options available. We are in the process of finalizing arrangements for travel to Fort McMurray and they will be communicated to the Union and employees within the next couple of days.

We are committed to continue communicating and sharing information with the Union and our employees. It is important that we continue to work together through this crisis and time of uncertainty.

As this situation is constantly changing, we continue to assess and update our responses and protocols. Again, any changes to our protocols and procedures can be accessed through the link previously provided to the Union.

If you have any questions, please contact me.

Sincerely,



Mike Pisak,
Sr. Director, Human Resources & Labour