



April 28, 2020

To: Thomas Hesse, President - United Food and Commercial Workers Union

**Re: Refresco Response to COVID-19**

We are producing our drinks in an unprecedented situation. Several provinces or local governments have issued 'Stay-at-Home' orders for most residents to stay at home, with only essential critical businesses staying open. The beverage manufacturing industry has been designated by the Government of Canada and the Provincial Government of Alberta an **Essential Critical Business**. This means that at Refresco we are staying open and we have the great responsibility and privilege to continue our manufacturing operations and serve the needs of our customers and those of the consumers that depend on our products. We take this very seriously, and therefore, we must execute to the best of our ability. As such, we will be continuing normal operations.

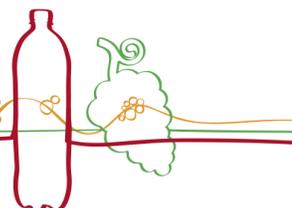
**I. Measures Implemented by Refresco NA**

**1. We have implemented strict guidelines on shift separation. Management does the following:**

- Schedules shifts to avoid contact between shifts. Every shift operates on its own and as a single unit
- Assigns one person to perform daily rounds, and only essential staff members are permitted to join
- Organizes separate lunch and coffee breaks for each shift and within each shift
- Organizes a shift handoff system via telephone and/ or in separate rooms
- Implemented new guidelines for Ingredient Technicians, Batchers and Quality Technicians

**2. We practice social distancing and have handed out mandatory face masks in the Plant for employees working together:**

- We have asked all employees to follow social distancing guidelines while on breaks or in instances where they have to interact;
- We have changed the configuration in the breakrooms to reduce the numbers in the breakrooms and required employees to maintain the recommended distance at all times.
- In all our facilities we have placed tape on the floor to ensure employees keep the recommended distance (i.e. when using the time clocks)





- We have introduced mobile punching so employees can clock in and out using their phone
- We have provided face masks and require all employees to wear them. We also have gloves and hand sanitizer. We have also educated employees on how to safely put on and remove a face mask.

**3. We have implemented expanded cleaning and sanitation guidelines ensuring proper and more frequent sanitation of the cafeteria, and other common rooms.**

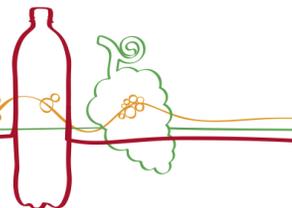
- We have shared hygiene and handwashing best practices, and provided hand sanitizers to all facilities
- All plant employees are given a sanitation kit to clean their work station before and after their shift. The kit contains EPA (U.S. Environmental Protection Agency) registered disinfectants
- Implemented enhance cleaning regiments and more frequent cleaning of common areas takes place in between shifts. All cleaning performed with EPA registered disinfectants
- We have strict sanitation rules we are following in case of any potential exposure to COVID-19

**4. No visitors are allowed in our plants unless they are business-critical and rescheduling such visit is not an option (i.e. Governmental agencies, emergency teams and certification bodies).**

- For those business critical situations only, a risk assessment form is completed and signed by the visitor to determine that they are safe to enter the Plant.

**In the case an Employee tests positive for COVID-19 Situation:** an employee is ill and receives a positive test result for COVID-19. **Refresco response:**

- Once notified that an employee has tested positive for the Coronavirus, Plant Leadership will immediately bring together the Crisis Team.
- Management will compile a list of activities and contacts the employee engaged in on their last day at the plant, this includes areas where the employee worked, as well as lists employees that they were in close contact with (less than 6 ft.) in the facility
- Based on these lists, management will decide which employees need to be sent home for quarantine and/or testing, utilizing guidelines from Health Canada, CFIA, the CDC, FDA, and OSHA.
- The current shift will be sent home (if present at the plant) and a thorough deep cleaning will start. All cleaning will follow Health Canada, CFIA and the CDC issued specific guidance regarding disinfection and using EPA registered disinfectants. Special attention will be paid to high contact surfaces such as:





door knobs, touch screens, control panels, time clocks, table tops, breakroom/cafeteria facilities, handwashing stations, and restroom facilities.

- After the cleaning is complete, the next shift will be allowed to work after approval by the Crisis Team.
- If required by law, health and local authorities will be informed in order to follow local and regulatory instructions and recommendations.
- A communication will be shared with employees from all shifts to inform them that the area has been cleaned and it is safe to resume work.
- The employee will be able to return back to work only after they have recovered fully and can provide a doctor's note certifying they can return to work.

In addition, we showed our employees our appreciation for their continued commitment and hard work during these unprecedented times. To help show that, we instituted a "crisis bonus" from March 22 through May 2, 2020. This consists of a bonus to be paid on May 8, 2020 as a separate check that will give each direct hourly employee across all of our Plants in North America \$1 for every hour they actually work during this period. Normal overtime rules will be applied to this \$1 special bonus for eligible hours worked. And we applied \$1 an hour bonus to bargaining unit employees represented by your Union.

Lastly, Refresco agrees to waive timelines up to an additional 60 working days over what is agreed to in the collective agreement. Any additional time needed to deal with issues should they arise, Refresco would ask for email notification from the Business representative.

Best regards,

**Catherine MacFarlane**  
Director, Human Resources  
Refresco North America

