



April 2, 2020

UFCW Local 401
#100, 46 Hopewell Way NE
Calgary, AB T3J 5H7

Attention: David Smith

Dear David,

We are responding to the Union's March 25, 2020 letter to us.

As you know, Trophy Foods takes HACCP (Hazard Analysis and Critical Control Points) very seriously. Food safety is critical to our success and essential to our customers. In turn, employee health is an important component of ensuring food safety. We also care for our employees and their well-being. As a result, we have long had in place programs that help ensure the health and safety of our employees and our products.

COVID-19 is obviously a concern for everyone. It is particularly concerning to any business involved in food production, handling, and sales. As part of our effort to address this concern, Trophy has implemented the following risk mitigating procedures for COVID-19:

1. Increased weekly communication to the team to address the developing situation and our company responses (new procedures). This includes the creation of a Trophy information site that employees can go to for updates.
2. Increased scheduled breaks to reduce the number of team members in the lunchroom at one time. This has increased the ability for staff to maintain physical distance.
3. Shift separation for both the hourly team and supervisors.
4. Increased sanitation cleaning between shifts (including lunchrooms, locker rooms, hand wash station, etc.).
5. Increased common area cleaning and sanitation (e.g., lunchroom, locker rooms, etc.).
6. Separate flow of incoming/outgoing shifts by designating separate doors for entering and exiting.
7. Removal of internal doors to reduce the amount of "touch points" that employees have to use. This includes lunchroom cabinet doors. Painted lines on the floors to alert people of physical distance spacing between themselves.
8. Additional hand sanitizers at employee entrances/exits and throughout the plant.
9. Implementation of a "No visitor" policy until further notice.
10. Deferral of maintenance contractor PM's unless it is an essential service.
11. Screening of contractors for out of province travel and symptoms if required for essential services.
12. Screening of new hires and rehires for out of province travel and possible symptoms prior to returning to the site.
13. Revised transport driver protocol for receiving and shipping:
 - a. Drivers call into the office to obtain a door to unload/load. They must remain in their trucks until they have been assigned the door.
 - b. Drivers call in one at a time to obtain signed paperwork.
 - c. Rented port-a-potty for drivers to use so they do not come into the building.
14. Employees who can work from home are equipped/ required to do so.
15. Use of video conferencing instead of group gatherings for meetings.



16. Separate warehouse workstations so no two people are working in the same area.
17. A COVID -19 Emergency Plan should either facility have a case of COVID-19 exposure in the workplace.

We believe these are appropriate and effective measures. We are open to suggestions for further improvements. Fortunately, unlike workers in fields like health care and grocery, our employees do not come into contact with the public in their work, which helps reduce their risks in the workplace. As such, they are like employees in various production facilities, industrial settings, and offices (including the UFCW) who have the opportunity to continue working with relatively little vulnerability. Combined with the precautions we have taken and good hand hygiene, we believe that continuing to work at Trophy Foods is very safe.

The precautions we are taking are important not just for food safety and to meet customer needs, but they also allow Trophy Foods to continue providing gainful employment to our employees. COVID-19 is not just a health crisis; it is an economic crisis. And while hundreds of thousands of Canadians are suffering through unemployment and limited government benefits, we are very proud to be able to continue employing people so that they can provide for their families and themselves. No doubt UFCW supports our efforts to be a source of income for employees.

We are also pleased to report that we have provided employees with a \$500 bonus in appreciation of their efforts and service during the COVID-19 pandemic. We believe this addresses the recognition you are seeking in your letter.

The letter we received raised a number of issues in respect to when employees may or may not be able to attend work. You are aware that we have always been flexible in dealing with employees in respect to scheduling, time off, switching shifts, accommodation, and other needs. We are taking the same approach in dealing with COVID-19. Of course, every situation depends on the individual circumstances. We will continue to take an individualized approach. Adopting blanket rules in respect to these issues does not seem appropriate to us.

One point we do not agree to is the waiver of grievance time limits in the collective agreement. We don't think it is necessary for a few reasons. First, we are fortunate not to get many grievances anyway. Second, we work cooperatively with you to address matters and deal with them in a timely manner. Third, it is inconsistent with your other request for the expedited processing of grievances, which fortunately is also unnecessary. However, we have no problem addressing any issues promptly, should they arise.

We look forward to the end of COVID-19. In the meantime, we will continue to do our best to work the employees and the union to ensure we continue to operate, provide important income to employees, and produce high-quality, cost-efficient, and safe products for our customers.

Sincerely,

TROPHY FOODS INC.

Gloria Horton
Human Resources Manager