

MAY 20, 2020

Coronavirus (COVID-19) Information Package

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Introduction to COVID-19

COVID-19 is the infectious disease caused by the most recently discovered coronavirus originating in Wuhan, China, in December 2019.

As of March 11th, the World Health Organization made the decision to characterize COVID-19 as a pandemic.

Signs and Symptoms

The incubation period for COVID-19 ranges from 1-14 days, most commonly around five days.

The most common symptoms of COVID-19 are:

- fever
- tiredness, and
- dry cough.

Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness, which can include difficulty breathing and/or pneumonia. However, symptoms are usually mild and begin gradually, and most people recover without needing special treatment. Some people do not develop any symptoms at all.

If you are experiencing fever, cough and difficulty breathing, contact your local health authority and seek medical attention. Follow the directions of your local health authority.

Risk of Exposure

It is expected that the spread of COVID-19 will continue increasing in number of cases, number of deaths, and number of affected countries in the days and weeks ahead.

Governments and health authorities are taking vigorous action every time a new case of COVID-19 is identified. Be sure to comply with any local restrictions on travel, movement or large gatherings. Cooperating with disease control efforts will reduce your risk of catching or spreading COVID-19.

It is recommended to avoid all large gatherings such as festivals, concerts, public gym facilities, recreational centers, sporting events etc.

Transmission

COVID-19 can spread from person to person when someone with COVID-19 coughs, sneezes, or exhales. Other people catch COVID-19 by touching infected objects or surfaces, then touching their eyes, nose or mouth.

Studies suggest that COVID-19 may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature and/or humidity of the environment).

Receiving Packages

The World Health Organization has communicated that the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low.

KJTL's Outbreak Containment Measures

Ongoing Communications and Updates

Executive and management members are meeting daily and keeping informed of all COVID-19 related updates and changes. We are monitoring the success of our action plan and adjusting it as the situation evolves.

Daily Employee Health Checks

All Terminal Managers and Department Managers – including those at Head Office, will complete a daily health check of their staff working on site as well as for staff working remotely who need to come to the office sporadically for paperwork, cheques etc. Dispatchers are responsible for monitoring drivers daily.

Prior to the employee starting their shift, health checks will be completed using the template(s) provided. Managers are responsible for ensuring there is a daily documented record of health checks for all applicable staff members.

Any employee that is found to be not feeling well must be sent home immediately and advised that HR will call them regarding next steps.

Workplace Cleaning Protocols

It is our utmost priority to maintain a safe work environment for all involved. In response to the COVID-19 outbreak, we are working diligently to provide all work areas including our equipment, with the necessary supplies to increase sanitization of work surfaces. Work surfaces include truck cab interiors, shared equipment, desktop, computers and keyboards, AND ALL CELL PHONES/DESKTOP PHONES.

Additionally, our third-party cleaning provider has communicated that they are developing site specific strategies for risk point re-engineering in the event of a localized outbreak. Additionally, they have already begun taking stock of inventory levels and discussing appropriate inventory levels to maintain with their suppliers. (*Sherwood Park specific*)

Additional workplace cleaning protocols will be provided as they become available.

Travel Guidelines

Business Travel

All non-essential business travel between countries, provinces/states, or terminals/office locations (drivers exempt) must be pre-approved by an executive until further notice. Even in the event a visit IS approved, please call ahead to confirm visits are being accepted and expect to complete the verification form upon arrival.

Discussions continue nationally to determine how these guidelines affect the transportation industry directly. Details regarding customer loads between Canada and the US will be updated as they become available.

Travelling in Multi-Person Vehicles

Employees travelling for business purposes are required to wear a face mask at all times while in multi-person vehicles with one or more passengers.

Customer On-Site Requirements

Our customers are also being very prudent with their requirements for our professional drivers. We are being updated daily/hourly as to what those requirements are. Drivers are being provided with any additional PPE required (ex. face masks). Dispatchers are ensuring guidelines are provided to our drivers.

Personal Travel

It is expected that employees follow the up to date public health recommendations issued regarding their personal travel.

It is recommended that you **Do Not Travel** outside of the country at this time.

Any employees who are returning from outside of the country should contact their local health authority. Employees will also be asked to complete a Health Screening Form prior to returning to work. These instructions will also apply if there are any cohabitants of yours (family, roommates etc.) who have recently returned from outside of the country since March 13, 2020.

Meetings and Gatherings

General Guidelines

Avoid any in-person meetings and gatherings where possible. If it is considered essential by management for certain discussions, the maximum number of in-person participants in any business meeting/gathering will be set to 6, providing physical distancing can still be maintained.

All driver meetings have been cancelled until further notice.

Use phone and email whenever possible. Avoid handshakes when greeting someone and maintain physical distancing (i.e. 1 meter, preferably 2).

Customer Meetings

All non-essential customer visits and meetings should be held remotely (ex. phone call, teleconference etc.) effective immediately. Face to face meetings should be postponed.

Driver on-site pickups and deliveries are considered an essential service and will continue as usual until further notice.

Company Social Events

All social gatherings and company events are cancelled until further notice. All locations are to refrain from any shared food and/or group activities.

Interviews

Phone prescreens will continue as usual; however, in-person interviews are to be postponed until further notice. This policy will be monitored and updated should the status regarding public health information change.

Lunchrooms / Driver Lounges

Avoid gathering in lunchrooms or driver lounges. Discourage sharing of food. Encourage the use of disposable cups as a temporary measure. The use of reusable cups will not be allowed.

On-Site Visitors

To lower our risk, we have initiated a specific protocol for on site visits by vendors and visitors. Only essential deliveries are authorized. Specific instructions are in place for accepting deliveries and supplies including the completion of a Health Screening Form daily prior to accessing the building.

Signs have been placed on the entrances of all doors stating that all visits to our building must be pre-arranged until further notice.

Flexible Work Arrangements

Where justified and practical, flexible work-from-home arrangements are being encouraged. Some locations will see workstations and laptops being commissioned for “WORK FROM HOME” set ups. We are systematically working with IT and department heads to manage this process. Our priority is to maintain a SAFE work environment and minimize the number of staff in-house wherever possible, all while continuing to operate our core business and limit any disruption to our payroll processes.

Until a flexible work arrangement has been arranged for them, any staff member in possession of a work laptop are instructed to take it home with them at the end of each shift.

Cross-Training of Key Positions

Cross-training of employees in key positions essential to the continued operation of the company will be prioritized to minimize disruptions to the delivery of services and support to our customers.

Employee Prevention Measures

General Prevention Guidelines

You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- Regularly and thoroughly wash your hands with soap and water or clean your hands with an alcohol-based hand rub. Soap and water are preferred.
- Limit your face to face interactions
- Maintain physical distancing (i.e. 1 meter, preferably 2) between yourself and others.
- Avoid touching eyes, nose and mouth.
- Regularly clean surfaces with simple disinfectant
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose of the used tissue immediately.
- Cancel or reschedule non-urgent meetings/activities
- Do not ride-share; avoid public transit where possible
- Avoid sharing items (food, pens etc.)
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, call your local health provider and follow their directions in seeking medical attention.
- Keep up to date on the latest COVID-19 hotspots and avoid traveling to those places if possible.

If You Are Sick, Recently Travelled Outside the Country, or Have Been Exposed to Someone Who May Have COVID-19

The company is following the protocol of regional health authorities in addition to our own internal protocol.

CALL 911 IF YOU ARE SERIOUSLY ILL AND NEED IMMEDIATE ATTENTION.

ADVISE THEM IF YOU MAY THINK YOU HAVE COVID-19.

For all other non-life-threatening symptoms, if you have travelled outside of the country in the last 14 days, or you think you may have been exposed to someone with COVID-19:

- Go home and/or stay home. **DO NOT COME TO YOUR TERMINAL, SHOP, OR OFFICE.**
- Notify your supervisor immediately. They will inform HR of your symptoms.
- Complete the online COVID-19 Self Assessment Form available through your provincial health services website.
- Contact 811 (or local health authority) if directed and follow their instructions. **DO NOT** go to a physician's office, health care facility or lab without first contacting your local health authority and following their direction.
- You **MAY** be asked to self isolate, you **MAY** be asked to quarantine, or, you may be cleared to work. Please keep us informed.
- HR will contact you to advise you of your compensation options and what your company-required isolation period will be based on your assessment.
- On the day prior to your expected return-to-work date, HR will contact you again to complete a Health Assessment Questionnaire. They will notify your manager of your return-to-work status accordingly.

If Your Family/Household Members Are Sick

Follow the same steps as above.

If You Suspect Another Employee is Sick

Notify your manager or direct supervisor immediately.

Self-Isolation Guidelines

Refer to your local health authority for information and guidelines on self-isolation for COVID-19.

Direct links to websites can be found near the end of this Information Package.

In the Event of a Probable/Confirmed Case

In this unfortunate event that a staff member or third-party who has come into contact with a staff member is determined to be a probable or confirmed case of COVID-19, the following steps will apply:

- The individual in question should contact their local health authority and follow their directions. Employees should also notify their manager immediately.
- Managers are to notify HR immediately.
- HR will receive direction from the local Public Health Services on quarantine and treatment and restrictions on activities, if any.

Once Public Health Services determines there is no longer a risk to employees, the employee(s) will be required to complete a Return-to-Work Questionnaire prior to returning to their regularly scheduled work duties.

In all cases, confidentiality of the employee's personal information and medical status will be maintained as required by applicable privacy laws. Only those in a "need to know" position will be provided specific details on where/who the potential COVID-19 exposure has stemmed from (i.e. HR).

Confidential Employee Support

We understand these are very uncertain and stressful times for all of us. We encourage you to let your supervisor know if you are struggling.

Be reminded that we do provide employees with confidential support available at:

Caron/Interload:	✉ HRC@carontransport.ca
	🖥 www.humanacare.com/humanalife
Caron USA:	✉ humanresources@carontransport.com
	🖥 www.workforcenow.adp.com (LifeCare)
Ken Johnson Trucking:	✉ HRC@carontransport.ca
	🖥 www.fseap.ca (Drivers)
	🖥 www.login.lifeworks.com (Non-Drivers)

Support each other, watch out for each other, and take good care of yourself.

Stay Informed: Health Services Updates

For the most up to date information on COVID-19 in your area and for further information on how to prepare for COVID-19, please refer to both the World Health Organization (WHO) website and/or your local health services website via the links below:

Global	World Health Organization	www.who.int/
USA	Centers for Disease Control and Prevention	www.cdc.gov
CAN	Public Health Agency of Canada	www.canada.ca/public-health
AB	Alberta Health Services	www.albertahealthservices.ca/
BC	HealthLink BC	www.healthlinkbc.ca
SK	Government of Saskatchewan	www.saskatchewan.ca/
ND	North Dakota State Government	www.health.nd.gov
TX	Texas Human and Health Services	www.dshs.state.tx.us

If you are aware of any changes to health updates in your local area(s), please notify HR as soon as possible so they can update communications and/or processes as required.

STAY SAFE and STOP THE SPREAD.