

	<p>Social or Physical Distancing: This means making changes in your everyday routines to minimize close contact with others, including:</p> <ul style="list-style-type: none"> • avoiding crowded places and non-essential gatherings • avoiding common greetings, such as handshakes • limiting contact with people at higher risk like older adults and those in poor health • keeping a distance of at least 2 arms-length (approximately 2 metres) from others
Referenced Documents	<p>Privacy Policy Code of Business Conduct and Ethics Policy Office Signage This document makes several direct references to the Government of Canada Coronavirus disease (COVID-19): Outbreak update website Link: https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html?topic=tilelink</p>
Alignment to Current Market and/or Industry Situation	<p>Influenza-type viruses periodically cause worldwide epidemics or pandemics with high rates of illness and/or death. COVID-19 has been reported in over 70 countries. A high incidence of infection in Canada or a region of Canada could result in the need for extraordinary measures, and those decisions are made by the Chief Public Health Officer and/or local authorities in affected provinces or territories.</p>
Communication Plan	<p>This document will be communicated to the organization through an organization wide level e-mail.</p>
Exceptions	
Table of Contents	<p>Section 1.0 COVID-19 Section 2.0 Symptoms & Risk Level Section 3.0 General Prevention (Office & Field) Section 4.0 Protection Measures for Travel Outside Canada Section 5.0 Universal Rail COVID-19 Crisis Management Team Section 6.0 General Protocol Rules for all Employees Section 7.0 Decision Process to Trigger Section 8.0 Section 8.0 Office or Field Service Quarantine Procedure Section 9.0 Employees Potentially Exposed to COVID-19 Section 10.0 Employees who Contract COVID-19 Section 11.0 Employees Required to Work from Home Section 12.0 For Employees Who Are Dealing with Our Customers Section 13.0 Reliable Sources of Information on COVID-19 Section 14.0 Human Resource Contacts Section 15.0 Crisis Management Lesson Learned Assessment Section 16.0 Mental Health & Community Support</p>

Document Name: COVID-19 Protocol

Section 1.0 COVID-19

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

All Company offices will be required to post a **visible sign on the entrance way** of their location advising all guests to immediately identify themselves if they have traveled outside of Canada in the last five weeks. Please see an attached sample that are to be used for your office.

Section 2.0 Symptoms and Risk Level

COVID-19 is a serious health threat, and the situation is evolving daily. The risk will vary between and within communities, but given the increasing number of cases in Canada, the risk to Canadians is considered **high**. The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell.

Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems, immune system compromised or diabetes, are more likely to develop serious illness. **If you feel you are at greater risk due to your specific medical situation, please reach out to a Human Resources representative in confidence and we will address your specific concerns.**

This does not mean that all Canadians will get the disease. It means that there is already a significant impact on our health care system. If we do not flatten the epidemic curve now, the increase of COVID-19 cases could impact health care resources available to Canadians.

There is an **increased risk of more severe outcomes for Canadians:**

- aged 65 and over
- with compromised immune systems
- with underlying medical conditions

There are also increased health risks for Canadian travellers abroad. Because of these risks, the Government of Canada advises you to **avoid non-essential travel outside of Canada until further notice**. This includes **cruise ships**.

It is important for all travellers to:

- **Immediately self-isolate for 14 days after returning from travel outside of Canada.**
- Notify their Human Resources representative if they have **travelled outside Canada since January 2020.**
- If you plan on **traveling across Canada**, please check with **specific provincial travel advisories** as some provinces have new self-isolation rules for those traveling outside the Province.
- **Monitor your health for symptoms** such as for cough, fever or difficulty breathing. If you experience any symptoms, please **DO NOT** come to work, **self-isolate**, and notify your Supervisor/Manager or Human Resources Representative.

Pregnant women

Throughout pregnancy, women experience changes in their bodies that may increase the risk of some illnesses, including viral respiratory infections, such as the flu. At this time, there is **insufficient evidence** to suggest that pregnant women are at a greater risk for more serious outcomes related to COVID-19.

Products shipped from outside of Canada

Coronaviruses generally do not survive on surfaces after being contaminated. The risk of spread from products shipped over a period of days or weeks at room temperature is **very low**. There is no known risk of coronaviruses entering Canada on parcels or packages.

Food

There is currently no evidence to suggest that food is a likely source or route of transmission of the virus. Scientists and food safety authorities across the world are closely monitoring the spread of COVID-19.

Animals

There is currently no evidence to suggest that this virus is circulating in animals in Canada. It is possible that some types of animals can be infected with COVID-19 but there is no evidence that pets or other animals can spread the virus. There are still many unknowns about COVID-19 and this is an area that remains to be studied and understood. Please refer to the Government of Canada's website for more specific information around animals.

The Government of Canada continues to reassess the public health risk, based on the best available evidence as the situation evolves. There are now **online self-assessment tools**. Please check out the Government of Canada's assessment tool through the following link: <https://ca.thrive.health/covid19/en>

Section 3.0 General Prevention

Stay aware of the latest information on the COVID-19 outbreak, available on the WHO website and through your national and local public health authority. Many countries around the world have seen cases of COVID-19 and several have seen outbreaks. Authorities in China and some other countries have succeeded in slowing or stopping their outbreaks. However, the **situation is unpredictable so check regularly for the latest news.**

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

- **Regularly and thoroughly clean your hands** with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
- **Practicing Social or Physical Distancing:** Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Social distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. Why? When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease. Social or Physical distancing means making changes in your everyday routines to minimize close contact with others, including:
 - avoiding crowded places and non-essential gatherings
 - avoiding common greetings, such as handshakes
 - limiting contact with people at higher risk like older adults and those in poor health
 - keeping a distance of at least 2 arms-length (approximately 2 metres) from others
- **Avoid touching eyes, nose and mouth.** Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.
- Make sure you, and the people around you, **follow good respiratory hygiene.** Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19. Proper hygiene can help reduce the risk of infection or spreading infection to others:
 - wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
 - use alcohol-based hand sanitizer if soap and water are not available
 - when coughing or sneezing:
 - cough or sneeze into a tissue or the bend of your arm, not your hand
 - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
 - clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1-part bleach to 9 parts water):
 - toys
 - toilets
 - phones
 - electronics
 - door handles
 - bedside tables
 - television remotes
- If you are a healthy individual, the **use of a mask is not recommended** for preventing the spread of COVID-19. 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. 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. The mask acts as a barrier and helps stop the tiny droplets from spreading you when you cough or sneeze.

- **Stay home if you feel unwell.** If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority. Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.
- **Keep up to date on the latest COVID-19 hotspots** (cities or local areas where COVID-19 is spreading widely). If possible, avoid traveling to places – especially if you are an older person or have diabetes, heart or lung disease. Why? You have a higher chance of catching COVID-19 in one of these areas.

Section 4.0 Protection Measures if Traveled outside Canada

The Company is **strictly enforcing** the following protection measures for persons who have recently traveled outside Canada (in the past 14 days):

- Upon **re-entry into Canada**, you will be **required to self-isolate by staying at home for 14 days.**
- Please monitor your symptoms. If you begin to feel unwell, even with mild symptoms such as headache, low grade fever (37.3 C or above) and slight runny nose, until you recover, please contact your local telephone health link service.
- If it is essential for you to have someone bring you supplies or to go out, e.g. to buy food, then wear a mask to avoid infecting other people. Why? Avoiding contact with others and visits to medical facilities will allow these facilities to operate more effectively and help protect you and others from possible COVID-19 and other viruses.

Section 5.0 Universal Rail COVID-19 Crisis Management Team

A **Crisis Management Team** is formed to protect an organization against the adverse effects of crisis. Crisis Management team primarily focuses on:

- Detecting the early signs of crisis.
- Identifying the problem areas
- Sit with employees face to face and discuss on the identified areas of concern
- Prepare crisis management plan which works best during emergency situations
- Encourage the employees to face problems with courage, determination and smile. Motivate them not to lose hope and deliver their very best.
- Help the organization come out of tough times and also prepare it for the future.

The following team will be supervising the management of this protocol on behalf of the Company. It needs to be noted that all employees listed in these roles are expected to adhere to the Company Privacy and Code of Business Conduct and Ethics Policy.

Team Leader (Primary): Heather McKeown, VP, People & Safety

Team Leader (Back-up): JP Bradette, VP, Business Development

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- The Team Leader is responsible for the overall management and implementation of the protocol across the Company. This person will work in close collaboration with the lead roles listed below.
- Only the Team Leader can **authorize procedure** outlined in **Section 8.0**.
- The crisis management team are required to bring all updates **directly** to the Team Leader by way of **Microsoft Teams**. The Team Leader will invite all employees in designated roles to the communication tool once they are confirmed.
- The Team Leader will provide daily updates to team on situation and respond to all inquiries in a timely basis.

Lead Communication Coordinator (Primary) – Isabell Irvine

Lead Communication Coordinator (Back-up) – Beverly Rampat

- This role is responsible for maintaining an up to date communication list for the Company for both salary and hourly employees. The list needs to include the employee’s physical location and an active cell phone number. Distribution groups will be organized so that quick communication channels can be activated quickly in the event that **Section 8.0** is triggered.
- The Lead will develop communication methods to reach employees in the event that an office will be closed due to possible or confirmed COVID-19 exposure.
- The Lead will develop communication strategies and ensure that office communication coordinators understand their roles and how to implement communication tools for their stakeholders.

Communication Coordinators

- These coordinators are expected to be checking all communication channels outlined in this protocol to ensure that their office (stakeholder group) is informed in a timely manner of changing situations that may impact their health and safety.
- It is critical that a primary listed below notifies the **Team Leader** if they are unable to uphold their responsibility in this role. A new Coordinator will be assigned immediately.

Offices:	Primary
Great Plains:	Steve Ritchot
NARP:	Chris Erhart
Bolton:	Ed Persico
SCT:	Howard Allen
URC NS:	Joey Agnew
Quebec:	Andrew DiLullo
OWS:	Pat Gladwish
URS Sherwood:	Fiona Smith
RNR Sherwood:	Sebastien LeBlanc
A&B Sherwood:	Patrick Cameron
Calgary:	Roger Meneses
Prince George:	Joel Brandner
Vancouver:	Chris McCreath

Lead ITS Coordinator (Primary) – Glenn Cryer

Lead ITS Coordinator (Back-up) – Mark Gannon

- This role is responsible for ensuring that IT resources and equipment needed to support this protocol are effectively managed.

Lead Human Resource Representatives:

East Division & OWS (Primary) – Priya Menezes
East Division & OWS (Back-up) – Beverly Rampat
West Division (Primary) – Patrick Cameron
West Division (Back-up) – Jennifer Barsi
Great Plains, NARP, Corporate (Primary) – Jo-Ann Merkel
Great Plains, NARP, Corporate (Back-up) – Amanda Kettner

- This role is responsible for educating employees around this protocol, providing timely transparent information, and quickly assisting employees with questions and concerns. It is critical that employees understand this protocol to help reduce personal stress around this evolving situation.
- This role will also stay in daily contact with any employee who has been quarantined due to potential or confirmed exposure to COVID-19.

Customer Response Coordinator: JP Bradette, VP, Business Development

Cell: 416-819-0636 E-Mail: JPBradette@universalrail.com

- The Customer Response Coordinator will respond to customer questions and concerns on behalf of the Company.
- All **external media publication** and **public relations events** will be led by the Customer Response Coordinator.
- Please refer all customer inquiries to the Customer Response Coordinator.

Essential Service Function Coordinators

Payroll (Primary) – Sue Hefling

Payroll (Back-up) – Nicole Mingo

Accounts Payable (Primary) – Wes Bell

Accounts Payable (Back-up) – Deb Sabiston

- These functions have been deemed as being “**Essential Services**” to the operation of the Company. Each of these functions will have a representative on the team.
- They will be responsible for ensuring that the services their function provides are maintained throughout the evolving situation.
- Each of these functions must immediately make plans to run remote simulation processes to ensure core processes are maintained.
- As functions are identified, they will be added to this protocol.

Senior Executive Team

- The **CEO, COO, and CFO** will be included in all communication through Microsoft office team surrounding the management of this situation.
- The CEO will be responsible for updating the **Board Chair** in a timely manner on all matters relating to this protocol.

Section 6.0 General Protocol Rules for all Employees

The following will outline special rules for all employees to follow while this protocol is activated.

Active Cell Phone Number

If employees want to stay up to date on **critical changes surrounding this protocol**, employees must provide a cell phone number that they can be reached through text messaging.

- If the employee has a work cell phone already, this number will be **automatically** used.
- If an employee does not have a work cell phone but has a personal cell phone, they will need to provide this number to **Lead Communications Coordinator** and sign a release accepting text messages regarding updates around this protocol.
- If an employee refuses to provide a valid cell phone number that can receive text messages, the employee understands that they may miss vital updates on this emerging situation.
- The Company will also provide e-mail updates, but they may not be as timely as our text messaging communication software.

Certifications

If you have expired or soon to be expired safety certifications, please check with your local human resource or safety professional. Many certifications have been extended due to this situation.

Child-care

If your child has been displaced from childcare or school due to COVID-19, employees who can work from home will be allowed to work remotely. Please speak with your Supervisor if this situation applies to your family.

Close Contact:

All employees will be asked to **avoid all personal contact** (including shaking hands) with each other immediately.

Company Equipment:

If an office employee needs to go to an open Company office, they are required to **bring home each day** the following from their workstation or office the following:

- Laptops and power cord
- Cell Phones and chargers
- Personal items that you cannot go more than a day without

COVID-19 Site Specific Evacuation and Quarantine Procedure

It will be required that **every office and every project** have a detailed plan developed for removing employees who are impacted if **Section 8.0** is triggered **prior to deployment of crews** to a site. **Section 8.0** will provide general guidelines applicable to most projects and can be used as a template for specific evacuation and quarantine procedures. This plan must be reviewed at **every job briefing** with employees.

Customers and Vendors:

If you have direct relationships with customers and vendors, it's important that they understand any changing developments for the Company that may impact them. If you have any questions or concerns about these discussions, please contact your Manager proactively. You can also direct any customer questions and concerns to the Customer Response Coordinator listed in section 5.

Only essential employees required for a specific scope of work will have access to a customer's site. Essential employees will include health and safety representatives.

Education & Training:

All Supervisors, Managers, Human Resource, and Safety professionals are required to provide direct training with their teams on this protocol and the Company's response plan as conditions change. This education and training can be done through daily safety moments, job briefings and site hazard assessment processes.

Experiencing Cold or Flu-Like Symptoms

Please **do not** come to the work if **you are sick**, particularly if you have cold or flu-like symptoms (regardless of whether you or a family member has recently travelled). Please report your absence to your Supervisor/Manager and a Human Resources representative.

- Employees who **feel sick when they get up in the morning must remain at home**. Those that are capable of working remotely may do so.
- Please ensure you notify any direct reports, Supervisor/Manager, and Human Resources of any unplanned absences from the work.
- If you have a fever, cough or difficulty breathing, we encourage you to seek medical care early and take all reasonable precautions and please notify a Human Resources representative.

Gloves

Please wash your hands and then wear gloves whenever possible to control the potential hazards of contaminated objects and surfaces in the field.

Group Training Size:

All **non-essential in class training has been cancelled** until further notice. If training has been deemed to be "essential", the training will be **capped at 25 participants** to limit the chance of spreading COVID-19 and the training room large enough to **allow proper social distancing**. General Prevention measures contained in this document will be followed in the implementation of these training classes. "Essential" training can only be approved by the Team Leader.

Hand Washing

Each project will have the appropriate sanitizer supplies or portable hand washing kits made available to employees.

In-Person Meetings with Third Parties:

All routine meetings should be held **via video conference**. All employees will be restricted from attending any non-essential in person meetings, conferences, or functions. Please inform third party that we are restricting in person meetings. If you have an arranged meeting in person, please check with your Manager or Human Resource representative in advance.

- The Company will make all reasonable efforts to provide employees with suitable equipment to help employees work from their personal home.

Immunization:

- There is currently no identified vaccination available for COVID-19. When a vaccine is identified and made available for the general public, the Company will educate employees on how to obtain the proper immunization for COVID-19.

Job Briefing

All job briefings should be held outside. Each employee is expected to have and **fill out their own personal job briefing books** with their **own pens**.

- The Hazard assessment and employee signoff sheet will only be handled by the **Employee in Charge** running the meeting.
- A role call will be done verbally, and the Employee in Charge will ensure they have captured everyone on that document (Please do not share and pass documents around as a group).
- If you encounter push back regarding this physical/social distancing protocol, please call your supervisor to help deal with the situation.
- The **COVID-19 virus should be part of every job briefing discussion until further notice**. Discuss the fact that if anyone has a cough, fever, or difficulty breathing, they should report to their foreman or supervisor immediately

Office Mail

Each office is expected to plan for the processing of mail in the event that section 8.0 is triggered.

Personal Travel

The Company will be requiring all employees to disclose any personal travel (for yourself and/or direct family members) **outside of Canada** taken from **February 17, 2020 up to today**. To disclose this information, please notify your local Human Resources Professional.

Project Planning

It is even more critical that all operational leaders conduct a **detailed project plan** that addresses the **hazards** of COVID-19 **before deploying** employees to sites. We recommend working directly with the safety team to build these plans. Advance considerations will need to be made for access to washrooms, hand washing, access to food, accommodation options, tools, supplies and medical support.

Questions about COVID-19

E-mail us at: covidquestions@universalrail.com. We will make every effort to respond to your questions in a timely fashion.

Reasonable Factor

It is important that all employees know that this protocol requires an element of “reasonableness” employed by all employees. The Company will make every effort to manage this constantly evolving situation.

Remote Working

All office employees should be working with their Managers to **work remotely** from home where applicable. Managers are to contact **URSCconnect** with required IT equipment to support this remote work initiative.

- Employees should not expect that furniture or multiple computer screens will be provided as this is a **temporary situation** in the event that **Section 8.0** is triggered.
- All work done remotely is still under the guidelines outlined in the Privacy Policy and the Code of Business Conduct and Ethics so take precautions to control and safeguard any confidential data.
- All employees must ensure that their laptops have the **TELUS Business Connect App** installed, and a headset will be provided to employee if needed. This will provide the employee with a telephone when working remotely. The employee can also install the Business Connect App on their work or private cell phone. As long as the phone is connected to Wi-Fi there is no cost to the employee. When calling out using the App, the personal number of the Cell phone is **not displayed** - the Business number is displayed protecting your personal number. In this case, no headset is required.
- All employees will be expected to start using **Microsoft Teams** as a communication forum. Please ensure that you familiarize yourself with this software on your laptop. Managers will be expected to create groups for their teams.

Self-Isolation

As per **section 4.0**, upon return from any travel **outside Canada** by you or an immediate member or close family member, depending on the circumstances, the Company will ask that you work remotely and self-monitor for symptoms for a period of up to **14 days prior to returning to work**. Please contact your Human Resources Manager to discuss.

Social Media

To continue to enhance our communication with all employees, the Company is now providing regular social media updates through **Facebook** and **LinkedIn** on the COVID-19 situation.

Sub-contractors

All subcontractors need to be vetted by the guidelines outlined in this protocol.

Text Messaging

Employees should be checking their text messages **before leaving for work** (when it is safe to do) and **throughout the day** to ensure they are current on any evacuation notices. E-mails will be sent out but may be delayed.

Third Party Management

If you notice a contractor who is exhibiting symptoms and refuses to inform his/her foreman or supervisor, call your supervisor. Remember, reporting symptoms for someone else is taking the necessary precautions to keep everyone safe and healthy. **This needs to be taken very seriously.**

Work Travel for Field Service Employees

We are recommending that a **max** of four employees travel per Company vehicle. We further encourage that the same four employees **continue to travel together** each day over the course of the project. Accommodations will be scheduled in a manner to keep the same group of four employees together. To ensure the safety of all employees traveling together, please follow strict adherence to hygiene recommendations in this protocol. In addition, the following recommendations are in place:

- Do not allow contractors/nonemployees to ride along in your company vehicles or company equipment. **No contractors are allowed in the same vehicle as our employees.** If exceptions need to be made, this will be done and approved at the management level.
- Vehicles should always be kept clean and the use of vehicles should be limited to travel only
- If you wake up and feel sick in morning, **do not join your team for the day.** Instead, contact your Supervisor and discuss the situation.

Work Travel for Office Employee's:

- All **non-essential** work travel is **postponed** for an indefinite time period. If you have plans **already arranged**, please **do not assume** that you are authorized to travel. Each Divisional/Functional senior leader will make decisions with regard to what is deemed "essential" travel in consultation with the Human Resources department. Where travel is deemed essential, it will be critical that the hygiene procedures enclosed below are implemented for your protection.

Work Areas:

- Please **wipe down** all door handles, desk, keyboard, mouse, phone, steering wheel, and hand rests on a daily basis as per **section 3.0.**
- Please practice physical distancing at all times while at work.

Section 7.0 Decision Process to Trigger Section 8.0

The decision to trigger **Section 8.0** will be made in collaboration between Team Leader (see Section 5), CEO, CFO and COO. Any **suspected** situations involving **conditions** below should be **immediately escalated** to your Human Resources representative who will be in contact with the Team Leader to assess situation. Please expect that your Human Resources representative will be speaking with the specific employee directly to ensure compliance with the Privacy Policy before any decisions regarding conditions is deemed triggered.

The following **conditions** will need to be realized for **Section 8.0** to be **triggered for a specific office or field crew**:

Conditions to Trigger Section 8.0:

- Someone in a specific office or crew has a **confirmed case of COVID-19 or**
- Someone in a specific office or crew has been **directly exposed** to someone who has **confirmed COVID-19 or**
- Someone in a specific office or crew has COVID-19 symptoms, and after going through government online assessment with Human Resources, they are deemed as **probable COVID-19 case**,
- **AND** they have been in that specific office or crew **after exposure date**.

Section 8.0 Office or Field Service Quarantine Procedure

If a decision under **Section 7.0** has been confirmed, this section will be deemed to be triggered. The Lead Communications Coordinator will be advised that **Section 8.0** should be triggered. All employees are required to follow this protocol **immediately**.

Office Employees:

1. Notification will occur as per the following:
 - a. Employees in the **office impacted**:
 - i. Will be **immediately notified** through their **Communications Coordinator** via the **text messaging** app that will be required to **immediately remove themselves** from their office or workstation and to **evacuate building**.
 - ii. Anyone found to be making **false text messaging** claims on behalf of the company will be subject to immediate disciplinary action.
 - iii. A sign will be posted on all doors that the building is closed. **These signs should already be prepared in advance by reception or office manager**. Please ensure that offices with reception phones have been properly forwarded and monitored.
 - b. Any employee(s) potentially exposed or who have contracted COVID-19 will be required to follow instructions laid out in Section 9 and 10 respectively.

2. Equipment and Personal Belongings:

- a. **Please take all your IT equipment with you and essential personal belongings** that you will need to work remotely from home. We recommend that you keep yourself organized so that this is a simple process if required to exit the building. Please understand that entry back into the building may not be possible if you have forgotten something so please be organized and plan ahead.
3. Please exit the office in a **calm manner** and **limit contact and conversations with other employees on your way out**. Please use the rest of your workday to set yourself up at home so you can start working the next day at your regular working hours.
4. Each employee will need to **assess their personal situation** and take precautions appropriate for the situation to protect their family. If you become ill, please inform your Human Resources contact right away. You will not be expected to work at home if you are sick.
5. Please ensure that you have **Microsoft Teams open on your laptop** so that you can stay tuned to discussion across your teams.
6. If you have any IT issues, please continue to e-mail **URSCONnect** with your concerns.
7. If an office has been exited, it will be closed for a **minimum of 14 days** before it will be re-opened again.
8. Once it has been deemed safe to **re-open the office**, a decision that can only be communicated by the Team leader to Lead Communications Coordinator, employees will be sent a **text message** and **e-mail** informing them of the details surrounding the re-opening of that office.

Field Service Employees Working on Projects:

1. **Notification** will occur as follows:
 - a. **Team Leader** (see Section 5) will notify Human Resources Representative that **Section 8** has been triggered.
 - b. The Human Resources Representative will immediately notify the operational leader for that specific project with further instructions and next steps.
 - c. The Supervisor at site will be informed by either **Human Resources** or **Operational leader**, dependent on situation.
 - d. Employees will then be immediately notified by their Supervisor that **Section 8** has been triggered. They will be advised that they are required to **safely stop their work** and to **remain at site, in a safe location**, until advised further by Supervisor.
 - e. Employees will be asked to **not leave the site** until the Supervisor gives them specific instructions on how to safely **evacuate** and **quarantine** based on "**COVID-19 Site Specific Evacuation and Quarantine Procedure**" (see section 6).
 - f. **Operational leader**, in consultation with **Customer Relations Coordinator** (see Section 5), will contact customer immediately.
2. **Evacuation** from project location:

- a. As we have many different types of projects across Canada, it will be important that Supervisors follow the “**COVID-19 Site Specific Evacuation and Quarantine Procedure**” developed for the site (see Section 6).
- b. Please ensure you safely **lock out** any **energized equipment**. Put all small tools away and back in the truck. All compromised equipment and tools need to be **tagged** that item is being removed from “**Do NOT USE until Sanitized**”. Anyone handling these tools and equipment must have completed **job hazard risk assessment** and take all necessary precautions to ensure their safety. There are many commonly used, and readily available hard-surface disinfectant products that meet Health Canada's requirements for emerging viral pathogens. These authorized disinfectants may be used against the coronavirus that causes COVID-19.
 - Just a few of these disinfectant products are:
 - Isopropyl alcohol
 - Hydrogen Peroxide (3%)
 - Spray-Nine Multi-purpose cleaner
 - Lysol Disinfectant Cleaner
 - Clorox Bathroom Cleaner
 - Pine Glo Antibacterial Kitchen & Bathroom Cleaner and Disinfectant
 - PURELL Multi Surface Disinfectant
 - Simple Green Clean Finish
 - Zep Quick Clean Disinfectant
- c. **Evacuation method must ensure** that any crew members compromised do not expose other individuals who have **NOT** been exposed directly.

3. Quarantine Considerations:

- a. **Employees who have travelled to project in their own personal or assigned Company vehicle AND live in a reasonable driving distance to project:**
 - I. Employee will be asked to go **directly home** and place themselves in **quarantine** (as per Section 9 and 10).
 - II. Employees **MUST NOT** go back into their hotel room or any other public area.
 - III. The Company will make arrangements to have any personal items left behind sent to employee.
- b. **Employees who DO NOT have a personal vehicle or assigned Company Vehicle at site AND do not live in reasonable driving distance from site:**
 - I. Will be **quarantined immediately** in that local area with suitable accommodations arranged by the Company.
 - II. Accommodations will be paid directly by the Company.
 - III. Employees will be eligible for standard daily living out allowances.
 - IV. **Employees found to be in breach of quarantine may be subject to disciplinary actions.**

4. Immediate Employee Support:

Each employee in quarantine will be contacted directly by the Human Resources Department to discuss employee specific concerns and questions regarding their quarantine and return to work plans.

Please ask questions if you have any concerns. While we have tried to think through many possible scenarios, we cannot cover off all situations. Please stay tuned to your phones, e-mail and Microsoft teams for information. You can always contact your Human Resource representative for more information.

Section 9.0 Employees Potentially Exposed to COVID-19

All employees must **immediately notify** their Supervisor/Manager and Human Resources Representative if they have been potentially exposed to COVID-19. These employees will be expected to self-isolate and be quarantined. **Self-isolation time frames will be guided by provincial health authority requirements.**

A Human Resources professional will work with impacted employees directly via telephone to walk them through support, self-isolation and return to work clearance procedures. Employee information will be handled as per our privacy policy.

Before an employee can be cleared to return to work, our **Corporate Human Resource and Disability Manager, Jo-Ann Merkel**, will need to **complete an assessment process** with employee to authorize their release to full duties.

Employees who have been potential exposed, but are not experiencing any symptoms, will be **allowed to work remotely from home**. Overtime will not be paid while working from home unless their Manager has approved it.

Employees that are unable to work remotely will be contacted by Human Resources to discuss eligibility for government benefits.

Section 10.0 Employees Who Contract COVID-19

All employees must **immediately notify** their Supervisor/Manager and Human Resources Representative if they have contracted COVID-19. Medical certification of illness will **not be required** by the Company. Employees who contract COVID-19 will be **prohibited from attending the workplace**. These employees will be expected to immediate self-isolate and be quarantined. **Self-isolation time frames will be guided by provincial health authority requirements.**

A Human Resources professional will work with impacted employees directly via telephone to walk them through available support, self-isolation and return to work clearance procedures. Employee information will be handled as per our privacy policy.

Before an employee can be cleared to return to work, our **Corporate Human Resource and Disability Manager, Jo-Ann Merkel**, will need to **complete an assessment process** with employee to authorize their release to full duties.

Section 11.0 Employees Required to Work from Home

Employees that have been notified that they have to work from home will continue to receive their current income. Its is expected that employees will continue to work their normal hours remotely and proactively

participate in all conference calls. Overtime will not be paid while working from home unless the Manager has approved it.

Section 12.0 For Employees Who Are Dealing with Our Customers

Our customers continue to be critical partners during this crisis and open information-sharing is crucial to ensure that we continue to meet our customers' needs. We encourage you to continue communicating with our customers, subject to the rules of this protocol.

- Please direct ALL COVID-specific customer questions and concerns to the Customer Response Coordinator listed in Section 5; additionally Customers can send in their questions to covidquestions@universalrail.com
- All customer-facing meetings and travel plans are to be postponed until further notice; meetings should be held via video or teleconference facilities.
- If you are working directly on a customer site:
 - Please check with your Supervisor to ensure that you are fully aware of and understand any customer-specific rules, guidelines, and protocols
 - **Please do not report for work** if you are sick, particularly if you have cold or flu-like symptoms; report your absence to your Supervisor and a Human Resources representative.
 - **Please do not report for work** immediately upon return from any travel outside Canada by you or a close family member; stay at home and self-monitor for symptoms for a period of 14 days prior to returning to the work site; report your absence to your Supervisor and a Human Resources representative (please refer to **Section 4.0**)

Section 13.0 Reliable Sources of Information on COVID-19

- **Public Health Agency of Canada website or information hotline: 1-833-784-4397**
 - <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- **World Health Organization**
 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- **Government of Canada Travel Advice and Advisories**
 - <https://travel.gc.ca/travelling/advisories>

Section 14.0 Human Resource Contacts

East Division & OWS

Priya Menezes, Regional HR Manager

Cell: 647-455-1298

Great Plains, NARP, Corporate Office

Jo-Ann Merkel, Corporate HR & Disability Manager

Cell: 587-784-5475

West Division

Patrick Cameron, Western HR Manager

Cell: 587-589-0651

Canada

Heather McKeown, VP, People & Safety

Cell: 780-619-1746

Section 15.0 Crisis Management Lessons Learned Assessment

The Team Leader will conduct a post-crisis management review with all critical team members after the protocol has been lifted. A formal “lessons learned” report will be produced. Any recommendations to this crisis management plan will be updated and reviewed annually by Safety team.

Section 16.0 Mental Health & Community Support

Mental Health

Employees may be experiencing a high degree of uncertainty, worry, anxiety and stress about the health and safety of their loved ones, and how COVID-19 (coronavirus) may disrupt their work and personal lives.

It is important for all of us to **acknowledge these impacts** and to **engage in an open dialogue** about them, including on ways to maintain and support our mental health. **Here are some tips to take care of your Mental Health:**

- Get information from **reliable sources**, such as Canada.ca/coronavirus.
- Stay informed but follow news coverage about COVID-19 in **moderation**. Take breaks from watching, reading, or listening to news stories. It can be upsetting to hear about the crisis and see images repeatedly.
- **Take care of your body**. Take deep breaths, stretch or meditate.
- Try to eat healthy, well-balanced meals, exercise regularly, and get plenty of sleep.
- Make time to step back and consider how to take advantage of unexpected flexibility in your daily routine.
- **Stay connected**. Talk to friends or family about your feelings and concerns.
- Maintain healthy relationships and respect other people’s feelings and decisions.
- Show support and empathy to those dealing with difficult situations.
- Identify what is within your control and try to direct your energy towards what most worries you within your own control.

It is particularly important to recognize and support those who are more directly involved in the management of the situation, and those who have been **instructed to self-isolate** or who are **suffering from symptoms of COVID-19**.

Please reach out to our **confidential** Employee and Family Assistance Plan at **1-844-300-2925** or go online: guidanceresources.com, our Company ID is **RAIL**.

If you are having symptoms and looking for health care advice, call 8-1-1 (where available) or your local or provincial public health authority.

Community Support

As a Company, we encourage everyone in our industry to be proactive and help each other by getting involved where they can do so safely in the communities we live and support. Here are some ideas to consider, please check them, out in your area:

- Donate any surplus N95 masks and PPE to medical facilities,
- Donate your expertise and services, <https://buyandsell.gc.ca/calling-all-suppliers-help-canada-combat-covid-19>,
- Donate to, volunteer at your local food bank,
- Support local non-profit organizations,
- Donate blood safely, there is a shortage,
- Stay informed with your community,
- Adopt a pet,
- Be aware of mental health and people around you, <https://www.canada.ca/en/government/publicservice/covid-19/covid-19-mental-health-work.htm>,

Let’s collaborate and come together to help.

Policy Approval		
Chief Executive Officer	Signature:	Date:
Chief Operating Officer	Signature:	Date:
Chief Financial Officer	Signature:	Date:
Functional Leader Developing this Document	Signature:	Date: