

COVID-19 SAFETY PLAN



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Table of Contents

COVID-19 SAFETY PLAN	3
FIRST LEVEL OF PROTECTION – ELIMINATION	3
Physical Distancing.....	3
Working from Home	4
Virtual Meeting Application.....	4
Company Events.....	4
SECOND LEVEL OF PROTECTION – ENGINEERING CONTROLS	4
THIRD LEVEL OF PROTECTION – ADMINISTRATIVE	4
Sick policy for COVID-19.....	4
Hand Washing/Sanitizing	6
Hygiene	6
Cleaning and Disinfecting the Workplace – High Contact Areas	6
Communications and Trainings.....	8
First Aid Attendants	8
Right to Refuse Unsafe Work	9
FOURTH LEVEL OF PROTECTION - P.P.E.	9
Face Masks.....	9
APPENDIX 1 - REFERENCE FOR DISPOSAL SURGICAL TYPE MASKS	11
APPENDIX 2 - REFERENCE FOR CLOTH TYPE MASKS/FACE COVERINGS	15

COVID-19 SAFETY PLAN

The purpose of this document is to provide the company and its staff members with the appropriate information and procedures to prevent and reduce the spread of COVID-19 in the workplace. We have put these measures into place to create a safe workplace for our staff members and for our customers. This is intended to be a daily guide to ensure that the company is adhering to procedures and demonstrates that we have been following the Standard Operating Procedures (SOP) that have been provided to our locations.

We have involved frontline employees, supervisors, and the joint health and safety committee; we have identified areas where people gather, such as lunchrooms, the front dock, meeting rooms, and the smoking area; we have identified jobs tasks and processes where staff members are close to one another or members of the public; we have identified the tools, machinery, and equipment that staff members share while working; we have identified surfaces that people touch often, such as doorknobs, shopping carts, machine buttons, etc.

FIRST LEVEL OF PROTECTION – ELIMINATION

We have established and posted policies and procedures to limit the number of people at the workplace and ensure physical distance whenever possible.

Physical Distancing

In general, the task requirements of work in our Distribution Centers do not require employees to work near each other and a natural measure of physical distancing (employees spaced at least 2 meters apart) is inherent in the work.

We have established and posted policies restricting employees who are unwell or returning from internal travel from entering the workplace and enforced 14 days of self-isolation before employees can return to work.

We maintain a two-meter distance at the workplace. We have issued clear instructions to employees, supervisors, and managers to this effect. We have installed floor markers on the Front Dock to help communicate the required distancing.

We have notified our customers, visitors, and contractors that they are required to follow the two-meter physical distancing while on site. They may not enter if they are experiencing symptoms, have been in close contact with anyone with symptoms, or have traveled outside of Canada. They may not enter without wearing a mask properly.

We have rearranged the workstations, lunchrooms, shared offices, boardrooms, and other shared areas to reduce the number of employees present in the same place.

We have modified work methods for the distribution centers and the office so that employees can facilitate physical distancing.

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We have reduced the number of drivers in a delivery vehicle. 2 meters of distance between drivers is required, when they operate vehicles.

[Working from Home](#)

Employees are considered for a temporary work from home arrangement if feasible based on their job nature, duties, and tasks. Our I.T. department performed a review of our current remote access capabilities and has upgraded our network capacity accordingly.

[Virtual Meeting Application](#)

All meetings have been moved online to replace boardroom meetings.

[Company Events](#)

All company events have been canceled or postponed until further notice.

SECOND LEVEL OF PROTECTION – ENGINEERING CONTROLS

We have implemented the following protocols and signs in our locations to assist physical distancing enforcement.

Floor markings were placed on the floor, mainly on the front dock, to indicate the 2 meters distance for customers, staff members, and visitors.

Directional signages are placed in stairwells and high traffic areas to indicate that the flow of traffic within the office area.

Plexiglass screens were installed in the reception, and workstation to provide a physical barrier between the employee and the customer.

We have taken measures to limit the number of people in shared spaces such as lunchrooms, share offices, boardrooms, and washrooms. Maximum seating capacity for lunchrooms are visibly posted and seat locations are marked on tables facilitating two-meter physical distancing.

We have installed effective barriers in lunchrooms and the offices where keeping 2-meters distance can not be maintained.

Employees are responsible for cleaning their own personal work areas.

THIRD LEVEL OF PROTECTION – ADMINISTRATIVE

We have identified rules and guidelines for how staff members should conduct themselves. We have clearly communicated these rules and guidelines to employees through a combination of training, communication, and signage.

[Sick policy for COVID-19](#)

Returning travelers from anywhere outside of Canada must follow current quarantine and public health laws and may not report for work until such requirements have been met.

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All employees are required to self assess the possibility that they may have COVID-19 before commencing work and in specified regions may be required to complete a Self-Screening log as evidence that they have completed the Self Screening and are not prohibited from working by any of the exclusions listed on the Self Screening document. See Self Assessment Posters at the Self-screening stations.

Employees must be educated on the symptoms and signs of COVID-19, which are:

Most Common Symptoms:

- Fever
- Dry Cough
- Tiredness or fatigue.

Less Common Symptoms:

- Aches and pains;
- Sore throat;
- Diarrhea;
- Headache;
- Loss of taste or smell;
- Rash on skin or discolouration of fingers or toes;
- Conjunctivitis (pink eye or inflammation of the eyelid or white part of the eyeball).

Serious Symptoms:

- Difficulty breathing;
- Chest pain or pressure;
- Loss of speech or movement.

Employees who are sick or displaying any of the symptoms of COVID-19 must not report for work, or if at work must be sent home. Employees must advise their supervisor or manager before leaving work or before the start of their scheduled shift if they will not be reporting for work;

Employees have a right to privacy, however, it is in the interests of all employees that an individual worker advise the Human Resources department in the event that the worker has reason to believe that they have symptoms of COVID-19, are residing with or caring for a person that may have COVID-19 or have been told that they have come in to close contact with a person that has or is suspected to have COVID-19.

As with employees, customers, suppliers, delivery persons, and visitors are prohibited from entering the workplace if they are sick or are displaying symptoms of COVID-19.

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Signage is placed at all potential entrances to the workplace advising persons not to enter the premises if they are sick, displaying symptoms of COVID-19, are residing with or caring for a person that may have COVID-19, or have been told that they have come in to close contact with a person that has or is suspected to have COVID-19.

Hand Washing/Sanitizing

Employees are to wash or sanitize their hands frequently during the day: before commencing work; before and after using the restroom; and before and after a rest or meal break.

Restroom facilities are located throughout the building and an adequate supply of soap, warm water, or sanitizer is provided in every restroom;

Posters and information sheets have been posted in all restrooms with instructions and examples of proper handwashing procedures;

Hand sanitizer dispensers are provided at the Time Clock and employees must sanitize their hands after using the Time Clock to clock in or out;

Employees may wear gloves while performing the work, however, gloves do not minimize the risk of transmission of COVID-19 and employees should sanitize gloves each time they are put on or taken off and must wash or sanitize their hands each time gloves are taken off.

Hygiene

All employees must cover their cough or sneeze with a tissue or their arm bend, not their hand.

All employees must dispose any tissues used as soon as possible and wash hands afterwards.

All employees are instructed to avoid touching eyes, nose or mouth with unwashed hands.

Cleaning and Disinfecting the Workplace – High Contact Areas

As an essential service during the COVID-19 pandemic and as our part of our role in keeping our customers and employees healthy and safe, routine cleaning and disinfecting is of great importance. This recommendation document is intended to provide guidance for routine cleaning and disinfecting. It highlights the difference between the meaning of cleaning and the meaning of disinfecting and reinforces the need for appropriate protective wear while cleaning and disinfecting.

We continue to monitor events closely, following all government advisories, and adopting new procedures as needed to keep our workplaces safe and these protocols may be amended or updated over time.

Frequency of Cleaning and Disinfecting Required:

We have increased the frequency of cleaning and disinfecting protocols for all common areas and surfaces. A ‘High Touch’ Cleaning and Disinfecting checklist has been created for documenting and tracking that cleaning and disinfecting is performed regularly and properly. It is laminated and posted for daily completion and reuse the next day.

High contact areas on the checklist include:

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- all door handles, including all entrance, exit cooler, freezer and container handles, throughout the premises, as well as swing door surfaces
- PIN pads, which should be cleaned after each customer
- all shopping carts and basket handles
- computer keyboards, mice, and areas surrounding workstation surfaces
- all phones (includes all departments, offices, and warehouse)
- all washroom surfaces
- all staff room surfaces
- trash receptacle touch points
- garbage compactor controls
- cardboard compactor controls
- loading dock controls
- All equipment being used in the warehouse (i.e. forklifts, pickers) must be cleaned and disinfected before and after your shift.

Some facilities may have some additional areas not considered in the list above. These areas will be included in our cleaning and disinfecting processes.

Cleaning Products:

Cleaning products are products that remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Hard surfaces should be cleaned using regular surface cleaning products or soap and water prior to disinfection.

Read and follow manufacturer's instructions for safe use of cleaning products. It is mandatory to wear gloves while cleaning and to wash hands with soap and water for a minimum of 20 seconds immediately on glove removal.

Disinfecting Products:

Disinfecting products (store-bought disinfectant solutions and/or sprays) kill germs on surfaces using chemicals. Read and follow manufacturer's instructions for safe use of disinfection products (e.g. use in well-ventilated area, allow enough contact time for disinfectant to kill germs based on the product being used). It is mandatory to wear gloves while disinfecting and to wash hands with soap and water for a minimum of 20 seconds immediately on glove removal.



Communications and Trainings

Communications to employees with respect to the prevention of COVID-19 transmission is posted on the Health and Safety communications bulleting board(s) in the workplace and employees are responsible to read and understand such communications;

From time to time, supervisors and managers are to communicate to employees and remind them of the safety protocols put in place to prevent the transmission of COVID-19. Any such “Town Hall” meetings must be arranged so as to ensure the appropriate 2 metre physical distancing.

In the event that the company is notified of a positive case of COVID-19 by an employee, customer, supplier or other person that has been in the workplace, all employees potentially affected by that notification will be provided with appropriate information and directions according to the guidance of the local Health Authority. In all cases, the company will comply with all privacy regulations and will provide information to the best of its ability, in compliance with the directions of the Health Authority and respecting all applicable privacy regulations

The Joint Occupational Health and Safety Committee (“JOHSC”) has a responsibility to review and advise the employer and employees on safety plans, protocols and measures relating to the safety of the workplace and is consulted on and contributes to the COVID-19 Safety Plan, which may be revised or updated from time to time as necessary.

First Aid Attendants

First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.

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Right to Refuse Unsafe Work

If a worker has reasonable cause to believe that to carry out any work process would create an undue hazard to the health and safety of any person, he/she has the right to refuse such action;

The worker must immediately report the circumstances of the unsafe condition or matter to the supervisor or employer. The supervisor or employer receiving the report must investigate the concern and:

- Ensure that any unsafe condition is remedied, or;
- If in the supervisor or employer's reasonable opinion it is determined that the report of unsafe conditions is not valid, inform the worker that made the report.

If this does not resolve the matter and the worker continues to refuse to carry out a work process, the supervisor or employer must further investigate the matter. The investigation must be carried out in the presence of the worker that made the report and:

- A worker representative of the JOHSC, or;
- Any other reasonably available worker selected by the worker whom made the report.

If this still does not resolve the matter, and the worker continues to refuse to carry out the work process, both the supervisor or the employer and worker must immediately notify a WorkSafeBC officer, who will investigate the matter and take whatever actions are necessary.

No worker is to be disciplined for acting in compliance with these steps. Temporary assignment to alternative work at no loss in pay to the worker until the matter is resolved is not considered to be disciplinary action.

FOURTH LEVEL OF PROTECTION - P.P.E.

Face Masks

The wearing of Face Masks is mandatory for all employees and customers. The company will provide appropriate face masks to all employees that require one and additional or replacements will be provided as and when necessary. Employees are only to wear the company provided masks to ensure that we are consistently applying the appropriate standard of care.

In keeping with Public Health Officers guidance and OHSa recommendations, face masks must be worn at any time that physical distancing cannot be maintained, including in break rooms or staff areas no open to the public except when actively engaged in eating or drinking.

Some employees may not be able to wear face masks due to respiratory issues or other conditions specific to the worker and no worker should be harassed, disciplined or discriminated against for refusal to wear a face mask;

Covid-19 Safety Plan for Distribution Centre Facilities – Van-Whole Produce

Non-medical face masks do not protect the worker from COVID-19 and additional precautions must be taken, including physical distancing, frequent hand-washing, etc. The wearing of a face mask can reduce the spread of COVID-19 by restraining the respiratory droplets of the worker wearing the mask;

Employees wearing a face mask must refer to the Guidance on the Wearing of Masks (Appendix 1).

APPENDIX 1 - REFERENCE FOR DISPOSAL SURGICAL TYPE MASKS





Importance of proper mask use:

Improper donning and removal of a face mask creates greater risk of infection.

If you are going to wear a mask, it is critical that you follow these instructions for proper donning, removal and disposal of your face mask.

How to put on and remove a face mask

Disposable face masks should be used once and then thrown in the trash. You should also remove and replace masks when they become moist.

Always follow product instructions on use and storage of the mask, and procedures for how to put on and remove a mask. If instructions for putting on and removing the mask are not available, then follow the steps below.





How to put on a face mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask or any other part of the mask.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
4. Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.
5. Follow the instructions below for the type of mask you are using.
 - *Face Mask with Ear loops:* Hold the mask by the ear loops. Place a loop around each ear.
 - *Face Mask with Ties:* Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
6. *Face Mask with Bands:* Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
7. Mold or pinch the stiff edge to the shape of your nose.
8. If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
9. Pull the bottom of the mask over your mouth and chin.
10. Once the mask is secured to your face DO NOT TOUCH YOUR FACE OR ADJUST THE MASK! If you do, you MUST wash your hands for 20 seconds with soap and water before touching anything else.





How to remove a face mask

mask.

1. Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask may be contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
2. Before removing the mask or touching ear loops/ties/bands, bend forward slightly at the waist so the mask is away from your body and clothing.
3. *Face Mask with Ear loops:* Hold both of the ear loops and gently lift and remove the mask.
4. *Face Mask with Ties:* Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
5. *Face Mask with Bands:* Lift the bottom strap over your head first then pull the top strap over your head.
6. DO NOT SHAKE THE MASK. Any Covid-19 particles on the mask may be distributed into the air, on to your clothes or other hard surfaces and may become a source of contamination.
7. Place the mask in a plastic bag, double bag in a second plastic bag and then throw the double bagged mask in the trash. DO NOT TOUCH YOUR FACE until you clean your hands with soap and water or hand sanitizer.



APPENDIX 2 - REFERENCE FOR CLOTH TYPE MASKS/FACE COVERINGS



A. Background

The Public Health Agency of Canada (PHAC) and the Centers for Disease Control (CDC) are now advising that the wearing of a cloth face covering in public settings, particularly where other social distancing measures are difficult, cannot hurt and **may** provide some measure of protection to others in the event that the wearer of the mask is contagious for Covid-19 or other respiratory infections. It has been stated that a cloth face covering is not thought to protect the wearer from potential infection, therefore, it is still important to try to maintain the recommended 6-feet of physical distancing even when wearing a face covering.

The information below describes the recommended construction, proper use, and required sanitation of cloth coverings.

NOTE: N95 respiratory and surgical grade masks must be used only by healthcare and first responders. The general public does not need nor should wear these types of masks.

B. Cloth Covering Construction

1. There are four main considerations when designing, constructing, and wearing cloth face coverings:

A. Adequate Size

- Cover the nose and mouth to allow for entry of air only through the covering.
- Knit fabrics have some stretch and can be used to make coverings that fit the face snugly without being uncomfortable, many woven fabrics have no stretch.

B. Adequate Filtration

- Use multiple layers of closely knitted (or woven) fabrics.

C. Breathability

- The layered fabrics must be breathable.
- Dense or close weaved fabrics may inhibit adequate airflow and make it harder to breath.

D. Comfort against the skin

- Important especially with the high humidity conditions created by breathing through the covering and the risk of saturation.

- Using a stay dry, wicking fabric on the inside can move the moisture away from the face would make the covering comfortable to wear.

2. There are a variety of different designs and types of face coverings. The CDC has stated that face coverings can be as simple as a scarf wrapped around the nose and mouth, or as formal as a sewn covering similar to a surgical mask. Any of these options will prevent the expelling of droplets while in public.

C. Proper Use of Cloth Coverings

1. The CDC recommends the following for proper use of face coverings:

- fit snugly but comfortably against both sides of the face
- completely covers nose and mouth
- secured with ties or ear loops to minimize movement
- allow for breathing without restriction

2. How to put on a face mask:

- Clean your hands with soap and water or hand sanitizer before touching the mask.
- Follow the instructions below for the type of mask you are using.
 - Face Mask with Ear loops: Hold the mask by the ear loops. Place a loop around each ear.
 - Face Mask with Ties: Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
 - Face Mask with Bands: Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
- If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
- Pull the bottom of the mask over your mouth and chin.
- Once the mask is secured to your face **DO NOT TOUCH YOUR FACE OR ADJUST THE MASK!** If you do, you **MUST** wash your hands for 20 seconds with soap and water before touching anything else.

3. How to remove a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask may be contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
- Before removing the mask or touching ear loops/ties/bands, bend forward slightly at the waist so the mask is away from your body and clothing.
 - Face Mask with Ear loops: Hold both of the ear loops and gently lift and remove the mask.
 - Face Mask with Ties: Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.

- Face Mask with Bands: Lift the bottom strap over your head first then pull the top strap over your head.
- DO NOT SHAKE THE MASK. Any Covid-19 particles on the mask may be distributed into the air, on to your clothes or other hard surfaces and may become a source of contamination.

D. Required Cleaning and Sanitation of Cloth Coverings

1. Cloth coverings are designed to capture droplets expelled when breathing. These droplets deposit and accumulate on the cloth fabrics while in use. It is critical that these soils be removed on a daily basis to maintain the covering efficiency, and prevent the accumulation of microorganisms on the cloth.

A. Machine Washing (Recommended)

- Use hot water setting on machine
- Use laundry detergent that DOES NOT contain fabric softeners.
- Add an extra rinse cycle as needed.
- Air dry or machine dry on a warm cycle. If machine drying, consider using a mesh bag to prevent damage to elastics or ties.

B. Hand wash

- Use very hot water (>180°F) and ordinary dish washing soap (not lotion/moisturizing soaps).
- Immerse the face covering(s) fully in the water and detergent solution.
- If heavily soiled, add an oxygen cleaner (i.e., Oxyclean) according to the package instructions.
- Agitate, soak, rinse very well in plenty of water. Squeeze well. Let air dry.

2. Sanitizing during use –

A. In between short term uses or if washing a covering is not an option:

- Spray the covering (both inside and out) with either 60% ethyl alcohol, or 70% isopropanol/isopropyl alcohol.
- Make sure all surfaces are damp
- Allow to air dry before reusing