

As of 4/17/20 - subject to change as Valard continues to monitor the situation.

Who can I talk to if the answer to my question is not here?

If you are unable to find the answer to your question, please reach out to your supervisor or send your inquiry to corpcomm@valard.com and it will be directed to the appropriate person.

What is COVID 19?

Coronaviruses are a large family of viruses, some cause mild illness, such as strains responsible for some common colds. On December 31, 2019, the World Health Organization (WHO) was alerted to several cases of pneumonia in Wuhan, China. The virus did not match any other known virus, on January 7, 2020, China confirmed the novel coronavirus disease as COVID-19. On March 11, 2020, the World Health Organization officially declared the outbreak of COVID-19 as a pandemic.

<https://qcentral.quantaservices.com/sites/Valard/Safety/COVID19%20Coronavirus/Toolbox%20Talks/What%20is%20COVID-19.pdf>

How is it spread?

COVID-19 is spread by respiratory droplets. Respiratory droplets are liquids that come out when we cough or sneeze. Most people who become infected will experience mild illness and recover, but it can be more severe for others.

How can I prevent the spread?

- Maintain good personal hygiene.
- Wash your hands frequently with soap and water (Scrub your hands with soap for at least 15-20 seconds).
- Use alcohol-based hand sanitizer when soap and water is not available.
- Cover your coughs and sneezes.
- Avoid touching your face (eyes, nose and mouth).
- Regularly clean and disinfect workstations, common areas and shared tools.
- Keep some distance from people who are obviously sick – don't let them cough or sneeze on you.
- Do not share food, drinks and personal items.
- If you have cold/ flu like symptoms STAY HOME.
- If you have been in contact with someone who has flu like symptoms, has been recently tested for COVID and waiting for results, or has tested positive for COVID, do not return to work. Phone your supervisor to notify them.

<https://qcentral.quantaservices.com/sites/Valard/Safety/COVID19%20Coronavirus/Toolbox%20Talks/Protective%20Measures%20Against%20COVID-19.pdf>

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What do I do if I think I am sick?

If you are sick, **STAY HOME**. Contact your Valard supervisor **by phone**. Do not go into the office or worksite.

What do I do if I have flu like symptoms or think I have COVID?

If you have developed symptoms and think you have COVID stay at home; if you are working you must immediately leave the workplace.

Contact your Provincial health authority, notify your supervisor by phone then contact Brian Robinson (brobinson@valard.com).
<https://qcentral.quantaservices.com/sites/Valard/Safety/COVID19%20Coronavirus/Resources/Coronavirus%20in%20Canada%20-%20Where%20to%20get%20help,%20how%20to%20get%20tested,%20symptoms.pdf>

I just got back from a personal trip (from outside of Canada). Can I go back to work?

No, anyone who has recently traveled (on a personal trip) outside of Canada is required to self-isolate for 14 days. You may only return to work after the isolation period, provided you have not developed any flu like symptoms.

If you have developed flu like symptoms while self-isolating, contact your provincial health authority for direction, notify your supervisor by phone then contact Brian Robinson (brobinson@valard.com).

My spouse, child or a member living in my household has recently traveled on a personal trip outside of Canada, what do I do?

Valard requires employees living in the same household as someone who recently traveled to self-isolate and not report to work for 14 days; you must remain symptoms free after 14 days to report to work.

If symptoms develop, contact your provincial health authority, notify your supervisor by phone and contact Brian Robinson (brobinson@valard.com).

I have an upcoming personal trip planned, can I still go?

If you are travelling to any locations identified as high-risk as stated by Health Canada, you must notify Brian Robinson: brobinson@valard.com. Failure to notify will result in discipline, up to and including termination. *This is for the general safety of Valard's employees*.

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The Government of Canada is recommending that any non-essential travel outside of Canada be avoided. If you plan to travel **anywhere outside of Canada**, you must contact Brian Robinson (brobinson@valard.com).

* Choosing to take vacation and travel (on a personal trip) outside of Canada can result in Valard requiring an employee to exhaust their vacation bank before returning to work. As mentioned above, Valard reserves the right to request medical clearance before returning as well.

I had previously booked vacation time but would like to cancel/ postpone, what do I do?

If you have booked vacation time with Valard, and choose to cancel or postpone, Employee Services can have vacation entitlement reimbursed or changed to a later date. Please communicate with your direct supervisor to adjust vacation time if required. Valard encourages taking these measures in light of various organizations allowing postponement of personal travel to alternative dates.

Will I get paid if I require extended time off due to a COVID related issue?

- Cases will be assessed on individual circumstances, as some employees have an ability to work remotely from home (requires pre-approval from Management).
- In the event that the employee cannot work from home, contact Employee Services, Brian Robinson (brobinson@valard.com) who will work with individual Supervisors.
- Service Canada and Employment Insurance benefits do exist if the employee is unable to work due to COVID-19.
- If you are feeling sick or symptomatic, Short-Term Disability benefits exist through Canada Life. Contact Shelly Nyenhuis snyenhuis@valard.com.

I am required to self-isolate, what does that mean?

Self-Isolation means avoiding contact with other people to help prevent the spread of disease to others in your home and your community.

- **LIMIT YOUR CONTACT WITH OTHERS**
- Do not go to school, work, other public areas or use public transportation (e.g. buses, taxis).
- Arrange to have groceries and supplies dropped off at your door to minimize contact.
- Stay in a separate room and use a separate bathroom from others in your home, if possible.
- If you have to be in contact with others in your household, keep at least 2 metres (6 feet) between yourself and other people. Keep interactions brief and wear a mask.
- Avoid contact with individuals with chronic conditions, compromised immune systems and older adults.
- Avoid contact with pets.
- **KEEP YOUR HANDS CLEAN**

As of 4/17/20 - subject to change as Valard continues to monitor the situation.

- Wash your hands often with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth.
- Cough or sneeze into a tissue, or your elbow.
- **AVOID CONTAMINATING COMMON ITEMS AND SURFACES**
- At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes.
- Do not share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- Use regular household disinfectants or diluted bleach (one part bleach and nine parts water) to disinfect.
- Place contaminated items that cannot be cleaned in a lined container, secure the contents and dispose of them with other household waste.
- Put the lid of the toilet down before flushing.

<https://qcentral.quantaservices.com/sites/Valard/Safety/COVID19%20Coronavirus/Toolbox%20Talks/Isolate%20at%20Home.pdf>

If you are being asked by health official to isolate this most likely means the members in your household must do this as well. **Seek information from your provincial health authority and follow their direction.

What's the company's direction on the wearing of masks?

Direction regarding when to wear masks, the types of masks required and other variables around mask use are currently under consideration and will be communicated to Valard staff shortly.

What's the rule on how many people in a truck?

Valard is looking at various options for the safe transportation of employees within trucks. Currently crews have been asked to self-monitor for signs or symptoms of COVID-19 which if encountered by an employee, are a trigger for the employee not to go to work. Crews have also been asked to increase disinfecting/sanitation cleaning protocols within their assigned vehicles to a minimum of once at beginning and end of each day. Various PPE options as well as passenger restrictions are currently under review and will be communicated to Valard staff shortly.

What happens if you get sick onsite (whether in camp or a hotel room)?

Anyone showing signs or symptoms of sickness are to immediately self-isolate in your camp or hotel room and are to contact your supervisor or Safety via phone or email to inform them of your condition. Depending on the job and location, the options for individuals with signs and symptoms will vary. Employees always have the right to call local/regional health authorities for further guidance on what

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to do if they are showing signs and symptoms. Certain projects also have medics available that can assist in checking up on patients and providing further guidance. A specific checkup plan will be created for each of these types of instances between the employee, supervisor and Safety.

How do you get home if you are sick? Are there options? What if you don't want to go home and infect family?

This will vary based on the severity of sickness. Employees that are sick during their shift will be asked to remain in self-isolation for a certain period based on the local/regional health authorities' requirements. Valard has created procedures that allow for employees, in special circumstances and with very specific controls, to travel home alone in a vehicle to continue self-isolation.

What is Valard doing?

Valard is closely monitoring the CDC, WHO and Health Canada for updates. As new information is received, employees will be updated accordingly. Valard has created a COVID Committee and sub committees who are dedicated to review risks and ensure proper measures are taken to protect employees in all areas. These committees meet daily to discuss the current situation and provide information and direction to impacted groups. Updates on actions taken by Valard can be viewed here - <http://www.valard.com/about/newsroom/>.

What if you are asked by someone that's not an employee what we're doing at Valard?

You can relay that we have placed updates for our clients and external partners on our website www.valard.com, under "News".

What else should I do?

Valard employees are encouraged to regularly monitor the CDC, Health Canada, Provincial health authorities and the World Health Organization for updates and information.

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

https://www.who.int/health-topics/coronavirus#tab=tab_1

If you are unable to find the answer to your question above, please:

- 1) Check out the employee website, SharePoint, COVID-19 Section - <https://qcentral.quantaservices.com/sites/Valard/SitePages/HomePage.aspx>
- 2) Check out the public website, employee's COVID-19 page <http://www.valard.com/covid-19-information>
- 3) Reach out to your supervisor
- 4) Send your inquiry to corpcomm@valard.com and it will be directed to the appropriate person.