2020

Save-On-Foods

COVID–19 Safety Plan – Retail

Retail Locations COVID–19 Safety Plan

Statement of safety for COVID-19 pandemic

We have, and always will, do the right thing to protect the health and safety of our team members and customers. Should one of our team members test positive for COVID-19, under the guidance of our public health authorities we have a strong plan to make sure that we follow all the right processes.

Over and above our already increased daily cleaning protocols, ongoing plans include deep cleaning and sanitizing of all impacted areas, closing specific departments or stores for deep cleaning as necessary, as well as all high touch common areas for staff and customers around the store.

We will work closely with the local health authorities to notify any team members and customers whom the health authority deems may be at risk of exposure including recommended next steps.

As always, we continue to encourage team members and customers who are feeling ill to stay home.

We have a Violence Prevention Program in place to manage team members safety that addresses violence in the workplace.

Responsibilities of Save-On-Foods team members

Follow all COVID-19 measures, policies and SOP's.

Responsibilities of visitors and customers in our retail store locations

Do not visit any of our retail locations if you are sick or have come into contact with a confirmed or presumptive case of COVID-19.

Limit items that you handle and do not touch items that you do not intend to purchase. Use hand sanitizer before and after handling fresh produce. Avoid touching multiple produce items when making a selection. Only touch the produce items you will be purchasing. Remember to thoroughly wash fruits and vegetables before consuming at home.

Practice physical distancing, at all times, while waiting in line outside the store and while shopping inside the store. Our stores are equipped with 2 metre physical distancing floor stickers and signage.

Respect designated store hours for the elderly, immunocompromised or disabled people,

Do not bring chemicals, sanitizers or disinfectants or cleaning items to our store. These can interact with our chemicals, sanitizers or disinfectants, causing adverse reactions or serious interactions of chemicals. Should you require a surface to be cleaned please see any team member for assistance.

Line control is in place in our stores to ensure your safety and the safety of our team members. Please adhere to these procedures.

Follow store policies and signs instructing you how to move through the store.

Consider using tap, debit and credit whenever possible to avoid handling cash.

Use alcohol-based hand sanitizer before entering the store.

Dispose of used disposable masks and gloves in a garbage can or transport home for proper disposal.

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First level of protection – Elimination of risk

Protocols in place to maintain physical distancing

- ✓ Save-On-Foods has completed a COVID-19 Risk Assessment to identify risks to team members and customers during the COVID-19 pandemic. Together with the federal and provincial health regulations, risks of infection due to COVID-19 or risks associated with changing procedures related to COVID-19 have been addressed with safe work procedures, elimination of risk or the introduction of PPE.

- ✓ In locations where it is necessary, signage and protocols have been translated into different languages

- ✓ As per the Public Health Guidelines for retail and grocery stores, we have established and posted an occupancy limit for our stores. This includes reducing the number of shoppers per household. This is ensuring the 5 square metres of unencumbered floor space per person working and shopping in the stores.

- ✓ We have significantly reduced the number of visitors in our workplace by rescheduling or eliminating sales representative visits, using virtual meetings, reducing the number of customers and visitors in our stores.

- ✓ We have implemented standard operating procedures to provide 2 metres of physical distancing between team members and customers.

- ✓ We have implemented sanitizing and disinfecting protocols to reduce high touch transmission

1. Reduction of occupancy is in place in our retail locations
    - Posted occupancy signage at entrance
        - o Occupancy numbers are based on the 5 square metres of unencumbered floor space per person working and shopping in retail locations
    - Established queues to enter store
        - o Monitoring number of customers entering the store and enforcing capacity numbers
    - E-Comm online shopping
        - o Encouraged to use to reduce the number of customers that are coming into the store
        - o Encouraged high risk individuals to utilize
    - Store specific locations
        - o Revised work schedules including graveyard shift re-stocking in store locations

Support Documents	Occupancy signage
	SOP Social Distancing

Store # _____   Maximum Customer Occupancy is:_____

2. Physical distancing is maintained through the following control measures
   - Checkouts, self-scan checkouts and customer service desk
     - Checkout line control
     - Installed 2 metre spacing floor stickers
   - Sales floor aisles – location specific
     - Established one-way directional flow with the use of arrows, ENTER this way, and DO NOT Enter floor stickers
     - Intercom announcements every 20 minutes to remind team members and customers to practice physical distancing and remain 2 metres part
     - 2 metre physical distancing reminder signs posted throughout store and departments
   - E-Comm contactless curbside pickup available at specific store locations
   - E-Comm contactless home and business deliveries
   - Shipping / Receiving and driver safety protocols
     - Provided SOP (Standard Operating Procedure) to vendors
   - Restaurant Areas
     - seating reduced to provide 2 metre physical distancing
     - 2 metre physical distancing floor stickers
     - 2 metre physical distancing reminder signs posted
   - Departments – team member work areas
     - Service counters and service cases - 2 metre spacing floor stickers
     - Reduced team member occupancy in lounge areas, restrooms, meeting rooms and office spaces
     - Line control and 2 metre spacing floor stickers in high traffic areas or areas where customers may congregate
     - Physical distancing in staircases

Support Documents	COVID-19 Response Tool Kit
	E-Comm PDA Procedures
	SOP Social Distancing 2020.04.16
	E-Comm Personal Shopper Pickup Procedures
	Front End Physical Distancing and Line Control
	COVID-19 Physical Distancing Stairs Poster
	Loop Farm Pickup Procedures
	COVID-19 Physical Distancing Drivers Poster
	Shipper Receiver Driver Coordination
	COVID-19 Social Distancing Poster
	SOP E-Comm PDA Procedures
	SOP Restaurant Department

Second level of protection - Engineering: barriers and partitions

- ✓ We have installed barriers where team members and customers are not able to maintain a 2-metre physical distance

- ✓ We have installed barriers in all departments where customers cannot not able to maintain a 2-metre distance with team members.

- ✓ We have included barrier cleaning in our sanitizing and disinfecting procedures

1. Engineering control measures
   - Stores may be using a central line management system to control customer flow in areas such as checkouts, self-scan and service desk
   - Various types of barriers have been installed in areas such as checkouts, service desk, some service cases, pharmacy counters, restaurants and coffee bars
   - Use of displays or product used to create a physical barrier
   - Stanchions, rope and tape lines are used for line control and barriers

Support Documents	SOP Social Distancing 2020.04.16
	Front End Physical Distancing and Line Control

Third level of protection – Standard operating procedures and information

- ✓ We have developed Standard Operating Procedures (SOP) related to COVID-19

- ✓ We have provided our team members with access to our Employee Assistance Programs to support our team member's well being.

Standard operating procedures for COVID-19
   - Related to team member job tasks and job safety
   - Related to customer safety
   - Personal Protective Equipment (PPE)
   - Protocols for First Aid Attendants during COVID-19

Support Documents	Social Distancing SOP
	HANDS ONLY CPR – First Aid Attendants SOP
	First Aid Attendant Procedures COVID-19
	Face Shield - Security Guard SOP
	Disposable Gloves SOP
	Mask Use - COVID-19 All departments
	Mask Use - COVID-19 Pharmacy
	W.H.O. Master Poster
	Glove and Mask Disposal Signage
	Hand Washing Poster
	Handwashing SOP
	Sanitization and Disinfecting (Retail) SOP
	NCR Cleaning Guide
	E-Comm Personal Shopper Pickup Procedures SOP

E-Comm Van Sanitizing SOP and Checklist
Front End Physical Distancing and Line Control SOP
Shipper Receiver Driver Coordination - Stores SOP
Loop Farm Pickup Procedures SOP
Restaurant Department SOP
Helpful Tips - Taking Care of Your Hands
Helpful Tips - Taking Care of Your Mental Health
Homewood Health Brochure and Poster

Fourth level of protection - Using Personal Protective Equipment (PPE)

✓ We have made disposable masks, reusable masks, disposable gloves, reusable face shields and goggles available to team members and instructed team members on proper use and when to use these PPE items.

✓ We have communicated information regarding the proper use of PPE in our store and the proper disposal measures for disposable masks and gloves.

✓ We have communicated to our team members that disposable gloves do not replace proper hand washing practices. All team members must wash their hands before and after using disposable gloves.

1. PPE provided for protection
   - PPE provided to team members – disposable masks, reusable masks, and disposable gloves
     o Team members are required to wear company provided disposable or reusable masks at all times while working in a store
     o Team members must wear PPE as per SDS (Safety Data Sheets) and SOP's
   - PPE provided to Loss Prevention Officers – face shield, disposable or reusable mask and disposable gloves
   - PPE provided for First Aid Attendants – face shields, disposable mask and disposable gloves
     o First Aid Attendants must follow modified first aid procedures when performing first aid on team members, customers or vendors
     o First Aid Attendants must follow HANDS ONLY CPR during COVID-19 pandemic

Support Documents	
	Disposable Gloves SOP
	Disposable Gloves-Frontend SOP
	Glove and Mask Disposal Signage SOP
	Mask Use - COVID-19 All Departments
	W.H.O. Mask Poster
	Mask Use – All Departments
	Mask Use - COVID-19 Pharmacy
	Face Shield Security Guard SOP
	Updated First Aid Attendant Procedures SOP
	HANDS ONLY CPR – First Aid Attendants SOP
	All Provinces - Using Triple Play for Disinfecting SOP – (Retail)

Reducing the risk of surface transmission - Procedures, cleaning and disinfecting

✓ We have reviewed and are following the provincial health authority recommendations for cleaning and disinfecting surfaces. We are monitoring provincial health authorities daily and make the necessary changes as needed.

✓ Our workplace has handwashing facilities on site for all team members including dedicated hand washing sinks in food preparation areas. These hand washing facilities are visible and easily accessed.

✓ We have restrooms with hand washing facilities for customers and vendors and these are cleaned and disinfected regularly.

✓ We have policies that specify when team members must wash their hands and have communicated good hygiene practices to team members. Frequent handwashing and good hygiene practices are essential to reducing the spread of the virus. Handwashing posters are available throughout the store.

✓ We have implemented cleaning protocols for all high touch points in common areas, and surfaces of all high-touch shared equipment and tools. Our procedures include the frequency in which high touch points must be cleaned and disinfected on a scheduled basis.

✓ Communal items in team member areas have been removed to reduce the risk of transmission.

✓ We have implemented protocols for delivery service as well as cleaning and disinfecting for our E-commerce delivery service including van sanitizing.

✓ We implemented Restaurant protocols as per provincial health authorities to reduce the risk of transmission.

✓ Hand sanitizer stations are located near doors, pay stations and other high-touch locations for customers and team members.

✓ All team members have been encouraged to practice basic infection prevention by coughing and sneezing into elbow.

✓ Clean carry-out bags are provided for purchased food and grocery products.

Supporting Information on Disinfectant used in retail locations:

Health Canada Approved DIN: 02346184

Virucidal claim: Effective against the following organisms according to AOAC Use Dilution method

- Influenza Type A virus, * Herpes simplex type I virus, * Herpes simplex type II virus, * Vaccinia virus, * Rubella virus, * Adenovirus type IV * Paramyxovirus, * Picornavirus, * Retrovirus, * Rhabdovirus, * Pseudorabies virus, * Coronavirus

Support Documents	Sanitization and Disinfecting (Retail) SOP
	COVID Dept Sanitization and Disinfecting Log Sheets
	All Provinces - Using Triple Play for Disinfecting SOP – (Retail)
	NCR Cleaning Guide
	SOF Closed for Cleaning

Social Distancing SOP	
E-Comm Van Sanitizing SOP and Checklist	
SOP E-Comm PDA Procedures	
SOP Restaurant Department	

1. Team member COVID-19 reporting requirements

- Team members are required to adhere to the Government of Canada Emergency Order under the Quarantine Act when returning from travel outside of Canada.
- Team members must contact their location manager about any travel plans.
- Team members are encouraged to use provincial health authorities support line 811 when they feel ill and may be experiencing COVID – 19 like symptoms or contact their personal physicians at any time.
- Team members can contact their Joint Health & Safety Committee, location managers or corporate head office at any time with their concerns and know how to contact them.
- Team members are not to report to work and must contact their manager if they:
  - Are experiencing COVID – 19 like symptoms
  - Reside with a person who has <u>tested positive</u> or <u>is being tested</u> for COVID-19
  - Reside with a person who is <u>displaying</u> COVID-19 like symptoms
  - Have come into contact with a person being tested for COVID –19
  - Have been directed by public health authority to self-isolate

- Team members experiencing COVID-19 like symptoms while at work are required to report to first aid and manager immediately and put on a mask.

  - Team members will be required to leave work immediately and call 811 upon returning home and report 811 recommendations to their manager as soon as possible
  - All areas that the ill team member came in contact with must be closed, cleaned and disinfected

Support Documents	Team Member Reporting Requirements During COVID-19 Pandemic
	Positive COVID Incident Checklist
	SOF Closed for Cleaning

2. Managing Sick Team Members and Team Member Travel

✓ Developed Team Member Reporting Requirements During COVID-19 Pandemic

1. Save-On-Foods Corporate Office Health & Safety has established a COVID-19 Response Team with a dedicated:
   - Email for COVID-19 Response Team
   - COVID telephone line that is manned by the COVID-19 Response Team 7 days per week. This line is for store manager use only.

2. Store Management are required to:
   - Track all team member travel using the store's vacation planner
   - Report all team member illness to COVID-19 Response Team via email or *COVID Line including: all team members*
     - Returning from travel outside of Canada
     - Experiencing COVID – 19 like symptoms at home or at work
     - Residing with a person who has <u>tested positive</u> or <u>is being tested</u> for COVID-19
     - Residing with a person who is <u>displaying</u> COVID-19 like symptoms

- o Have come into contact with a person being tested for COVID –19
        - o Any questions or concerns related to COVID-19
    - Remove team members from work based any of the above and contact COVID-19 Response Team
    - Manage the team member's Return to Work Plan with the COVID-19 Response Team

3. COVID-19 Response Team is responsible for:
    - Track all travel of team members still outside of Canada
    - Ensuring team members returning from travel do not to return to work
    - Managing sick team members once they are removed from work and require self-isolation
    - Managing comprehensive Return to Work protocols with store managers to ensure that team members do not return to work until they are cleared.
    - Monitoring changes to policies and procedures

Support Documents   Team Member Reporting Requirements During COVID-19 Pandemic

4. Customers experiencing symptoms of COVID -19 or returning from travel
    - Signage posted at store front asking customers not to enter store if they are sick or returning from travel outside of Canada
    - Store Management has the right to ask any customer who displays COVID-19 like symptoms to vacate the premises for the safety of other customers and team members

Support Documents   Do Not Enter signage

Communication plans and training

Communication

- ✓ We have implemented a dedicated area on our internal intranet system (Leaderboard) to communicate all COVID-19 related information. This is available to all team members and managers.

- ✓ Managers are responsible for communicating all COVID-19 related information to Joint Health & Safety Committee members, team members and supervisors.

- ✓ Each location has a Joint Health & Safety Committee that reviews and participates in COVID-19 measures and reviews and participates in procedures and SOP's.

Training

- ✓ Team members have been notified of the Team Member Reporting Requirements During COVID-19 Pandemic

- ✓ New team members receive orientation and COVID-19 specific training.

- ✓ Managers, supervisors, and team members are trained and signed off on all COVID-19 specific procedures and SOPs.

- ✓ Managers and supervisors have been trained on monitoring team members and the workplace to ensure policies and procedures are being followed.

- ✓ First Aid attendants have reviewed and been trained on Modified First Aid Procedures and Hands Only CPR.

- ✓ E-Comm Personal Delivery Assistants and Drivers have been trained in contactless delivery and disinfecting procedures of delivery vehicles.

- ✓ E-Comm Personal Shoppers have been trained on contactless pickup process.

Support Documents	Team Member Reporting Requirements During COVID-19 Pandemic
	COVID-19 Safety Training Checklist

References and Regulations

Centers for Disease Control and Prevention
https://www.cdc.gov

WHO | World Health Organization
https://www.who.int

Occupational Health - Canada.ca
https://www.canada.ca/.../occupational-health-safety/occupational-health.html

https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1

Province of British Columbia
https://www2.gov.bc.ca/.../current-health-topics/covid-19-novel-coronavirus

WorkSafeBC
https://www.worksafebc.com

Medical Officer of Health | Alberta Health Services
https://albertahealthservices.ca/medstaff/Page7082.aspx

WorkSafe Saskatchewan
www.worksafesask.ca

Province of Manitoba

https://www.gov.mb.ca/covid19/soe.html

Yukon Government

https://yukon.ca/en/orders-and-recommendations-covid-19