

2021

Save-On-Foods  
COVID-19 Safety Plan  
Langley & Satellite Offices



Save-On-Foods  
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[saveonfoods.com](http://saveonfoods.com)

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## Langley & Satellite Offices 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 for deep cleaning as necessary, as well as all high touch common areas for team members.

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

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

### Responsibilities of Save-On-Foods team members

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

### Responsibilities of visitors to our Langley & Satellite office locations

Do not visit any of our office locations unless you have an appointment.

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

Do not unnecessarily touch items or surfaces. Limit items that you handle. Use hand sanitizer, supplied throughout the offices, frequently.

Bring your own office supplies including writing utensils.

Whenever possible communicate and share documents electronically.

Maintain physical distancing at all times. Comply with the 2 metre physical distancing floor stickers and signage posted in the office.

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

Follow office policies and signs instructing you how to move throughout the office.

Use alcohol-based hand sanitizer before entering the office and after using Hirsch pads.

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



# Langley & Satellite Offices COVID–19 Safety Plan

## Table of Contents

First level of protection – Elimination of risk .....3

    Protocols in place to maintain physical distancing .....3

        1. Reduction of occupancy is in place in our office locations .....3

        2. Physical distancing is maintained through the following control measures.....3

Second level of protection – Engineering: barriers and partitions .....5

    Engineering control measures.....5

Third level of protection – Standard operating procedures and information .....5

    Standard operating procedures for COVID-19.....5

Fourth level of protection – Using Personal Protective Equipment (PPE) .....6

    PPE provided for protection.....6

Reduce the risk of COVID-19 transmission .....7

    1. Cleaning and disinfecting protocols .....9

    2. Team member COVID-19 reporting requirements.....9

    3. Managing team members with COVID-19-like symptoms.....10

    4. Visitors experiencing symptoms of COVID-19 or returning from travel.....10

    5. Reduce transmission procedures .....10

Training.....11

References and Regulations.....11

### First level of protection – Elimination of risk

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#### Protocols in place to maintain physical distancing

- ✓ Save-On-Foods has completed a COVID-19 Risk Assessment to identify risks to team members and visitors 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.
- ✓ As per the WorkSafeBC guidelines for offices, we have established and posted an occupancy limit for our offices and will not exceed this occupancy in our offices.
- ✓ We have significantly reduced the number of visitors in our workplace by rescheduling or eliminating sales representative visits and using virtual meetings whenever possible.
- ✓ We have implemented standard operating procedures to provide 2 metres of physical distancing between team members and visitors.
- ✓ We have implemented sanitizing and disinfecting protocols to reduce high touch transmission. We have provided hand sanitizing stations throughout the buildings.

#### 1. Reduction of occupancy is in place in our office locations

- Posted room occupancy limits in offices, meeting rooms and boardrooms where team members will conduct meetings
- Posted room occupancy limits for other team member areas
- Reduced team member occupancy in cafeterias, outdoors seating areas, designated smoking areas, reception, first aid room, restrooms and elevators. Maximum occupancy signage posted

#### 2. Physical distancing is maintained through the following control measures

Front reception area, restrooms, hallways, scanner printer stations and areas where 2 metre distancing reminders are needed:

- Installed 2 metre spacing floor stickers
- In LO2 and EVP Office building, established one-way directional flow with the use of arrows, *ENTER this way*, and *DO NOT enter* floor stickers
- In LO1, *STOP – proceed when clear* floor stickers are installed at hallway junctions where visibility is reduced
- In LO1 and LO2 signage has been posted in narrow passages
- 2 metre physical distancing reminder signs posted throughout the offices

Mailroom, Shipping / Receiving

- Plexiglass mounted on courier counter with cut out section for packages
- Delivery zones are clearly marked:
  - Incoming couriers are instructed to place items on wheeler in courier area
  - Once courier leaves the area, mailroom team members will receive packages



## Langley & Satellite Offices COVID–19 Safety Plan

- Outgoing courier process – couriers arriving are instructed to step back and mailroom team members will place packages on counter.
  - Mailroom team members step back and stand on 2 metre physical distance floor sticker and allow courier to take package.
  - If package is too large, courier will be asked to step outside the courier receiving area and larger package will be placed on wheeler or floor.

Departments – team member work areas:

- All re-staffing and workstation plans must be pre-approved by the Health & Safety Team. Moving desks / adding workstations must be pre-approved prior to implementation to ensure we are maintaining of 2 metre distancing and to adhere to the Save-On-Foods Langley Office COVID-19 Safety Plan.
- Workstations require 2 metre minimum spacing. Where this cannot be maintained, workstations are reduced, and a scheduled rotation has been implemented.
- Reduced team member occupancy in cafeterias, designated smoking areas, reception, first aid room, meeting rooms, elevators and office spaces. Maximum occupancy signage posted along with 2 metre physical distance stickers requirement placement marking chair locations.
- Limited access to areas where physical distancing cannot be maintained.

Common areas:

- Reduced seating on cafeteria and patio
- Langley Office 1 Restrooms
  - Upper floor – reduced occupancy, applied floor stickers, established a queue
  - Lower floor – created one-way directional flow with 1 door for entry and one door for exit, established queue for entry
- Staggered team members working in specific areas or in pods to maintain 2 metre physical distancing
- Physical distancing signage in staircases
- Developed rotating schedules for team members working remotely and, in the office
- Limit team members from visiting other department in the office. Use electronic or video conferencing whenever possible
- Meetings – wherever possible, hold meetings electronically. Posted reminders at all meeting rooms
- Meeting pods have been closed until further notice
- Deskside Services procedures in place
- Walking for Exercise in Parking Lot procedure in place

First level of protection:  
Support documents

COVID-19 Response SOF Office Signage Toolkit

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Save-On-Foods Coronavirus (COVID-19) Temporary Policy

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Social Distancing SOP

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Disinfecting with Triple Play SOP

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Workplace Flexibility Policy

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PHASE 1 COVID-19 Langley Office Return To Work Plan

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Langley Office Re-Opening Plan – Meeting Rooms

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New World Office Etiquette

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VP Approved Staffing Plans

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Approved Seating Arrangement Floor Plans

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## Langley & Satellite Offices COVID-19 Safety Plan

### Second level of protection – Engineering: barriers and partitions

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- ✓ We have installed barriers in specific areas where physical distancing cannot be maintained
- ✓ We have included barrier cleaning in our sanitizing and disinfecting procedures

#### Engineering control measures

- Annex Building - Customer Service department where trainees work with experienced team members
- Langley Office 1 - Mailroom courier desk
- Langley Office 1 - Reception area
- EVP Office - Problematic work stations

Second level of protection:

Support documents

Social Distancing SOP

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### Third level of protection – Standard operating procedures and information

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- ✓ 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 members well being

#### Standard operating procedures for COVID-19

- Related to team member job tasks and job safety
- Personal Protective Equipment (PPE)
- Protocols for First Aid Attendants during COVID-19
- All team members have reviewed and acknowledged the Save-On-Foods Coronavirus (COVID-19) Temporary Policy

Third level of protection:

Support documents

Social Distancing SOP

Save-On-Foods Coronavirus (COVID-19) Temporary Policy

HANDS ONLY CPR – First Aid Attendants SOP

First Aid Attendant Procedures COVID-19

Face Shield – Security Guard SOP

Disposable Gloves SOP

WHO Poster for Mask Use

COVID-19 Response SOF Office Signage Toolkit

Handwashing SOP

Helpful Tips – Taking Care of Your Hands

Helpful Tips – Taking Care of Your Mental Health

Homewood Health Brochure and Poster

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## Langley & Satellite Offices COVID–19 Safety Plan

### Fourth level of protection – Using Personal Protective Equipment (PPE)

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- ✓ We have made disposable 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 offices and the proper disposal measures for disposable masks and gloves. We have posted the World Health Organization Mask Usage Poster (WHO Poster) in all restrooms and in various locations in all office buildings.
- ✓ 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. We have posted the *Reduce the spread of Covid-19, wash your hands* poster from the Public Health Agency of Canada.

#### PPE provided for protection

- PPE provided to team members – disposable mask, reusable masks and disposable gloves
- Additional masks are available in the mailroom
- Mandatory masks
  - Team members must wear PPE as per SDS (Safety Data Sheets) and SOP’s
  - Team members are required to wear a mask in all indoor areas except for private offices when someone is working alone.
  - If a second team member enters the private office, both the occupant and the visiting team member must wear a mask.
- PPE provided for First Aid Attendants – face shields, disposable mask and disposable gloves
  - First Aid Attendants must follow modified first aid procedures when performing first aid on team members or visitors
  - First Aid Attendants must follow HANDS ONLY CPR during COVID-19 pandemic

#### Forth level of protection:

#### Support documents

- ..... Disposable Gloves SOP
- ..... Disposable Gloves-Frontend SOP
- ..... COVID-19 Response SOF Office Signage Toolkit
- ..... WHO Poster for Mask Use
- ..... Face Shield Security Guard SOP
- ..... Updated First Aid Attendant Procedures SOP
- ..... HANDS ONLY CPR – First Aid Attendants SOP
- ..... Disinfecting with Triple Play SOP
- ..... Save-On-Foods Coronavirus (COVID-19) Temporary Policy

### Reduce the risk of COVID-19 transmission

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- We have reviewed the provincial health authority recommendations for cleaning and disinfecting surfaces.
- Our workplace has enough handwashing facilities on site in all restroom facilities and in cafeterias.
- We have policies that specify when team members must wash their hands and have communicated good hygiene practices to team members. Handwashing posters are available throughout the offices.
- Hand sanitizers are located in reception and various areas throughout the offices.
- We have increased janitorial cleaning protocols for all high touch points, areas and surfaces, shared equipment and tools. Janitorial day porters are required to complete COVID-19 – Dayporter Janitorial Specific signoff.
- Team members are encouraged to disinfect their workstations before and after each use.
- All team members entering the mailroom must sanitize their hands using the sanitizing station.

#### Business operations:

- We have discontinued all non-essential team member travel
- Team members have been instructed to remind their business partners or anyone coming to the office for an appointment to reschedule if they are experiencing symptoms typical of COVID-19 or are currently self-isolating.
- Team members have been instructed to conduct as much communication as possible using telephone or other electronic means with individuals both inside and outside the office.
- Visitor Access – if in-person meetings are absolutely necessary:
  - Make an appointment with the visitor
  - Inform the visitor that the office will be locked and instruct them how to contact you upon their arrival
  - Perform an initial health screening of the visitor
  - A second health screening is required on the day of their visit. It is recommended that this screening take place prior to their arrival at the office
  - When the visitor arrives, you are required to meet them in person and ensure they sign in. Front reception will not be admitting visitors to the building
  - If visitor arrives and is showing any form of illness, they are not permitted to enter the building

#### Performing a Health Screening – ask the following questions:

1. Have you travelled outside of the province in the last 14 days?
2. Do you have a cough, fever or other COVID-19-like symptoms?
3. Do you reside with, or have you come into contact with, a person who has a confirmed or presumptive case of COVID-19?
4. If yes, to any of the above questions, re-schedule

#### Office Building and Distribution Centres Access Restricted:

- Restrictions are in place to reduce transmission rates at all offices.
- Office team members are to report to the office building that they are stationed at only and are not permitted to visit any other office building for any reason.
  - Should you need to visit or access any other office other than the office you are stationed at, you will need advance approval from your Vice President.
  - You will be required to sign in and out at the front desk of each office. This will be used for contact tracing in the event of a positive COVID-19 case.
- First aid attendants are not permitted to visit any office building other than the office building they are stationed at unless there is a medical emergency. Each office building first aid attendant team will maintain their own first aid room and supplies.





## Langley & Satellite Offices COVID–19 Safety Plan

### Entry to building(s):

- All Offices
  - Exterior doors will remain locked and only visitors with pre-arranged appointments will be permitted to visit
  - Handshaking should be avoided, and signage is posted to reinforce this message
- Langley Office 1
  - Internal doors will remain open throughout the building during work hours to reduce contact with door handles
  - Reception area has physical distancing posters, floor stickers and barrier on reception desk
- EVP
  - Uniformed Save-On-Foods guards will conduct health check screening with all team members, visitors and drivers before being permitted to enter the building

### Mandatory Self-Screen in ALL Stores and Offices:

- Every team member is required to complete a self-screening before reporting to work.
- Before entering the building, you must read and answer all the self-screening questions located on the self-screening poster.
- Swipe Badge Entry:
  - By swiping in, you confirm that you have answered NO to all the questions on the Self-Screening Poster and are safe to report to work.
- Sign-In Book:
  - By signing in, you confirm that you have answered NO to all the questions on the Self-Screening Poster and are safe to report to work.
- No team member is exempt from this process and we always need to consider the health and wellbeing of our fellow team members, families and communities.

### Desks and workstations:

- Team members have been instructed not to touch or borrow items from other people's workstations. Team members are to use their own equipment only, such as laptops, pens, staplers and headsets.
- Team members have been instructed to go paperless and use electronic documents whenever possible to reduce sharing printers and exchanging of paperwork.
- Accounts Payable – all invoices are electronically submitted.
- Workstation or desk sharing is not permitted, except in the Customer Service department due to business requirements.

### Protocols for Customer Service department:

- Workstations have had all high touch points removed and only monitors and phone remain
- Every team member has their own laptop and chair to use exclusively
- Every team member has been assigned a storage container with a lid and has their name on it containing office supplies required for work. These storage containers are stored separately
- All personal items have been removed from workstations
- Team members will be assigned a workstation for 1-week rotation
- A detailed step-by-step disinfecting checklist must be completed by the team member at the beginning of their 1-week rotation prior to using the workstation



## Langley & Satellite Offices COVID–19 Safety Plan

### Restrooms/Fitness Centre:

- Hand dryers in restrooms have been discontinued until further notice
- Foot operated door openers have been installed in all restrooms
- Fitness Centre, lockers and showers have been closed until further notice
- LO 2 – restroom occupancy is reduced

### Langley Office 1 Mailroom

- No team members shall cross the red line in the mailroom except for designated mailroom team members
- Team member are required to use hand sanitizer prior to entering the supply area
- Internal outgoing mail slots:
  - Team members are no longer permitted to slot their own outgoing mail
  - All outgoing mail must be placed in the white tote near the weigh station. This tote is clearly marked.
- Supply Area and Returned Supplies:
  - Only 1 team member is permitted in the supply area at a time
  - Returned supplies must not be placed back on the shelf. All returned items must be placed inside the white tote to the right of the mailroom entrance. This tote is clearly marked.
  - Returned items will be left in a tote on the top shelf for 7 days prior to returning items to the supply area
  - Re-stocking the supply area will be done by mailroom team members only

### Cafeterias:

- Communal items in cafeterias and team member areas have been removed to reduce the risk of transmission
- Hand sanitizer stations have been placed throughout the cafeteria
- Refrain from providing communal food items unless they are served
- Encourage team members to eat lunch at their workstations or outside

### Supporting Information on Disinfectant used in retail locations:

- Health Canada Approved DIN: 02346184
- Viricidal 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

## 1. Cleaning and disinfecting protocols

- ✓ We have procedures in place to disinfect the workplace. We have comprehensive measures in place to protect the health and safety of our team members and visitors

## 2. 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.
- ✓ We have a Save-On-Foods Coronavirus (COVID-19) Temporary Policy that addresses illness.
- ✓ Team members have an obligation to share their travel destinations with their manager.



## Langley & Satellite Offices COVID–19 Safety Plan

### 3. Managing team members with COVID-19 like symptoms

- ✓ We have developed Team Member Reporting Requirements During COVID-19 Pandemic
- ✓ Save-On-Foods Langley & Satellite 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 company use only.

COVID-19 Response Team is responsible for:

- Tracking all team members travel outside of Canada
- Ensuring team members returning from travel do not 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

### 4. Visitors experiencing symptoms of COVID -19 or returning from travel

- ✓ Have been directed to not visit our offices
- ✓ Management has permission to ask a visitor who is displaying COVID-19 like symptoms to vacate the premises immediately for the safety of other visitors and team members

### 5. Reduce transmission procedures

- Washing hands often with soap and water for at least 20 seconds
- Use hand sanitizer when hands are not visibly dirty, and handwashing isn't immediately available
- Place hand sanitizer with a minimum 70 per cent ethyl alcohol in dispensers or soap and water hand washing stations near doors, and other high-touch locations for customers and team members
- Make wipes and trash bins available for wiping down office equipment and disposing of the wipes
- Practice basic infection prevention by coughing and sneezing into elbows

Reduce the risk of  
 COVID-19 transmission:  
 Support documents

- COVID-19 Response SOF Office Signage Toolkit
- Team Member Reporting Requirements During COVID-19 Pandemic
- Safety Alert - Using Chemicals and Spray Bottles
- Sanitation and Disinfecting Guidelines SOP
- Langley Office Customer Service Disinfecting Checklist
- COVID- 19 – Dayporter Janitorial Specific
- Closed for Cleaning signage
- Public Health Agency of Canada Poster
- Save-On-Foods Coronavirus (COVID-19) Temporary Policy



## Langley & Satellite Offices COVID–19 Safety Plan

### Training

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- ✓ 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 via LMS.
- ✓ Existing managers, supervisors, and team members are trained and signed off on all COVID-19 specific procedures via LMS.
- ✓ Team members are instructed to contact their manager with any concerns.
- ✓ Managers and supervisors are responsible for monitoring team members to ensure that procedures are being followed. The Health & Safety Team will be notified of any issues or concerns.
- ✓ The Health & Safety Team will monitor premises/offices to ensure measures are in place and report any issues to senior management.
- ✓ 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.

### References and Regulations

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Occupational Health – Canada.ca

<https://www.canada.ca/.../occupational-health-safety/occupational-health.html>

WHO | World Health Organization

<https://www.who.int>

Centers for Disease Control and Prevention

<https://www.cdc.gov>

WorkSafeBC

<https://www.worksafebc.com>

Medical Officer of Health | Alberta Health Services

<https://albertahealthservices.ca/medstaff/Page7082.aspx>