



COVID-19 Safety Plan

Updated on Aug 12, 2020

This document outlines essential safety protocols that business units operations must implement and follow as business restarts operations during the COVID-19 pandemic.

Overview

Guangson recognizes the importance of worker safety as our businesses look to resume operations following COVID-19 related work stoppages or interruptions.

As an organization, we have made a commitment to health and safety. We focus on safety in all that we do and ensure our workplaces are as safe as they can be. Our employees and clients may have fears of returning to work or using our services. Preparing for and communicating how safety is a top priority and a commitment will allay fears and increase confidence in our business operations.

Guangson has developed this COVID-19 Safety Plan. The plan represents the minimum standards we must meet based on the information from the Provincial Health Officer (PHO), the Ministry of Health, the Province of B.C. and WorkSafeBC.

The Safety Plan is a living document that will evolve based on our commitment to the psychological and physical health and safety of our employees and based on direction and advice from the PHO, the Provincial Government and WorkSafeBC.

To develop this Plan, we have considered "Hierarchy of Controls for COVID-19" as recommended by the PHO. This Plan addresses physical distancing followed by engineering controls, administrative controls and lastly, personal protective equipment (PPE) to reduce transmission. The application of these control measures will assist in mitigating potential hazards to maintain a safe workplace.

Purpose

The purpose of the COVID-19 Safety Plan is to:

- Ensure all operations plan for safety and demonstrate a safety commitment;
- Provide guidance for operations and employees.

Right to refuse unsafe work

Our employees have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an "unwarranted, inappropriate, excessive, or disproportionate" risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps to resolve the issue. The employee must report any undue hazard to their supervisor for investigation. Each refusal of unsafe work is dealt with on a case-by-case basis and will follow the City's Hazard Reporting Procedure available on Citywire.

Six-Step Process Safety Plan

We follow the WorkSafeBC six-step process guideline in developing our COVID-19 Safety Plan.

Step 1: Assess the risks at our workplace

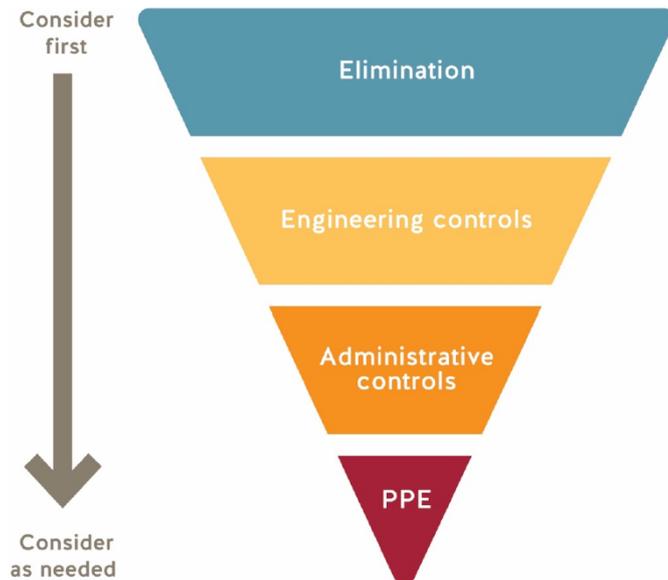
The virus that caused COVID-19 spreads in several ways. The risk of person-to-person transmission increases the closer you come to other people. The risk of surface transmission increases when many people contact the same surface and when those contacts happened over short periods of time.

We have conducted assessment of our workplace and identified potential areas that may be risks:

1. We have identified areas where people may use more frequently, such as meeting room, front desk and hallways.
2. We have identified job tasks and processes where our employees are close to one another.
3. We have identified the office equipment that workers might share while working.
4. We have identified surfaces that people may touch, such as elevator buttons, doorknobs and printers.

Step 2: Implement protocols to reduce the risks

Different protocols offer different levels of protection. Considering the Hierarchy of Controls for COVID-19, we select a combination of safeguards that ensure for employee and our clients' safety. The hierarchy of controls (in order of their effectiveness) is:



1. Elimination/ Physical distancing. We have taken below measures to implement the first level of safety control:

- ✓ We rearranged our work spaces to ensure that workers are at least 2m (6ft.) from co-workers and clients.
- ✓ We have set the occupancy limits as 20 in our office.
- ✓ We have set up designated areas for meeting with clients if face-to-face meeting is a must.
- ✓ Groups meetings are to be held online to avoid group gatherings.
- ✓ Employees are encouraged to work from home to avoid unnecessary travelling and contact with people.
- ✓ We reduce the number of client visits to our office and meetings with clients are to be held virtual.
- ✓ Work tasks are postponed, re-arranged, or planned in a way that employees are not required to work in proximity to one another.

2. Engineering controls. We have taken below measures to implement the second level of safety control:

- ✓ We create distance with various barriers like tape on the floor, rope, cones, tables, or other items in the workplace to prevent staff getting too close.
- ✓ We have used plexiglass to separate our employees in case if physical distance could not be maintained.
- ✓ We have included barrier cleaning in our cleaning protocols.
- ✓ We have installed the barriers so they don't introduce other risks to workers.
- ✓ We ensure good ventilation system in our workplace.
- ✓ We ensure proper function of washrooms, drains and pipes are maintained.

3. Administrative controls. We have established our safety rules and guidelines for office usage and business operation. We have conducted

trainings and clearly communicated these rules and guidelines to all of our employees. All Employees must practice proper “hand hygiene” techniques often, as it is the single-most effective way of reducing the spread of infection. Proper respiratory etiquette should also be followed.

In our shared workspaces:

- ✓ Employees are discouraged from sharing equipment (i.e. pens, phones, other tools).
- ✓ The need to share workspaces and equipment will be minimized.
- ✓ When it is necessary to use a common workstation or piece of equipment, such as photocopiers or cash registers, the surface should be disinfected before and after use. If anyone is in doubt about the cleanliness of an area or item, employees are encouraged to disinfect the area or item before and after use to reduce the risk of contamination.
- ✓ In the event of a potential COVID-19 case in a shared workspace, workstation or with a person using shared equipment, the station/equipment must not be used until a deep clean can be performed which is to be delegated by the employee’s manager. Follow the proper procedural guidelines outlined on Citywire.

4. Personal protective equipment (PPE): We have prepared personal protective equipment such as gloves and face masks in office. We have provided the training to the workers in the proper use of masks. All employees are encouraged to wear masks to protect themselves and others.

Step 3: Develop Policies

We have developed policies to manage our workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that any worker who shows symptoms of COVID-19 is prohibited from the workplace:

- ✓ Anyone who has had symptoms of COVID-19 in the past 2 weeks. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- ✓ Anyone directed by Public Health to self-isolate.
- ✓ Anyone who has arrived from outside of Canada must self-isolate for 14 days and monitor for symptoms.
- ✓ Visitors are prohibited or limited in the workplace.
- ✓ We have a working-from-home policy in place.
- ✓ All of our employees have been provided the training to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace.
- ✓ Any worker who may start to feel ill at work should report to first aid, even

with mild symptoms.

- ✓ Sick workers should be required to wash or sanitize their hands, provided with a mask and isolated. The sick worker should go straight home.
- ✓ If the worker is severely ill, call 911.
- ✓ Clean and disinfect any surfaces that the ill worker has come into contact with.

Pre-mitigation, including reporting and self-screening, will help to identify possible COVID-19 positive employees and proactively remove risks that they could inadvertently introduce coronavirus into the workplace.

Employees with COVID-19 symptoms must stay home and not come to work for at least 10 days, or longer if symptoms have not resolved. As per HealthLink BC, after 14 day self-isolation, employee may return to regular activities if:

- ✓ At least 14 days have passed since any symptoms started; and
- ✓ Fever is gone without the use of fever-reducing medications (i.e. Tylenol, Advil); and
- ✓ You are feeling better (there is improvement in runny nose, sore throat, nausea, vomiting, diarrhea, fatigue). Coughing may go on for several weeks, so a cough alone does not mean you need to continue to self-monitor and self-isolate; or
- ✓ You were self-monitoring and never developed any symptoms.
- ✓ Call 8-1-1 for further guidance or COVID-19 testing.

Employees must also stay at home when sick to avoid spreading illness to others, even if symptoms are not consistent with COVID-19, as you may be non-symptomatic.

Step 4: Develop communication plans and training

We have ensured that everyone entering our workplace, knows how to keep themselves safe while at workplace:

- ✓ We have a training plan to ensure everyone has been provided such training in the workplace.
- ✓ All workers have received the certain policies and procedures for staying home when sick.
- ✓ We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- ✓ All of our business managers and supervisors have been provided such training on monitoring workers and the workplace to ensure policies and procedures are being followed.

Step 5: Monitor our workplace and update safety plan as necessary

The safety plan will be modified as appropriate if we identify new areas of concern. We would take steps to update our policies and procedures accordingly. All of our employees are aware of addressing the health and safety concerns.

Step 6: Assess and address risks from resuming operations

As we restart our business, we have implemented below measures to assess and address risks from resuming operations:

- ✓ We have conducted trainings for employees taking on new roles and responsibilities.
- ✓ We have trainings around changes to our business, such as policies changes, travel restrictions which greatly impact our business.

Upon returning to work after a period of absence where hazards of the work may have changed, our employees have received refresher orientation trainings. Every worker has been informed of new or revised procedures to eliminate or reduce potential for exposure to COVID-19.

We have conducted our trainings, in particular:

- ✓ Explain essential health and safety information, such as employees' rights and responsibilities, work rules, hazards and safe work procedures
- ✓ Include mental health and how to access Homewood, the City's EFAP provider
- ✓ Include information around specific COVID-19 protocols or procedures, including Rules around physical distancing
- ✓ Hand washing
- ✓ Reporting COVID-19 symptoms
- ✓ General cleaning procedures to ensure a consistent approach by all

Ongoing Commitment

Safety is an ongoing commitment. We require our employees to speak up if anything is not appropriate. Collectively we must accept responsibility for each other's health and safety, and never take shortcuts. As we restart, look out for each other. When we all commit to this COVID-19 Safety Plan, a safe restart and ongoing safety we are closer to ensuring that each person goes home safe and healthy every day.

We require each employee of Guangson to lead and promote a safety commitment culture where no one walks past an unsafe act. Thank you for everyone's commitment.

Operation Department