

Updated 7:30 pm MT March 17, 2020

AutoCanada Inc. has activated a core team that is closely monitoring the rapidly changing Coronavirus/COVID-19 situation both around the world and within our communities and we want to provide support to you with insight on how we are managing the potential impact on our employees. While the news of the virus and its implications for the health of many around the world is concerning, please be assured that the well-being of our employees is our top priority.

The policies that we have implemented at this time are below and subject to change on short notice given the very fluid situation:

### **General Guidelines:**

1. Any employee who is undergoing testing for, or who has tested positive for, COVID-19 must notify their Manager and Angela Merriott, Vice President of Human Resources 780-722-9175 immediately. [updated March 17, 2020]
2. Employees should follow the precautions recommended by health authorities to reduce the risk of infection or spreading infection to others, including: washing your hands often with soap and water for at least 20 seconds (use alcohol based hand sanitizer if soap and water are not available); coughing or sneezing into a tissue or the bend of your arm; avoiding touching your face with unwashed hands; and monitoring your health and contacting your primary health provider or local health authority if you have any questions or concerns about your health.
3. Employees who may have been exposed to an individual who has been diagnosed with COVID-19 must contact their local health authority and follow the recommendations of the health authority.
4. It is of vital importance that employees diagnosed with COVID-19 or at risk of having COVID-19 stay home rather than risk contamination of the workplace. Employees will not be penalized for absenteeism related to controlling the spread of COVID-19.
5. Dealerships should ensure that employees and customers have access to proper hand washing and/or hand sanitizing supplies.
6. Employees should monitor the AutoCanada staff news website for any updates to our policies. <https://staffnews.autocan.ca/> [March 17, 2020]
7. Employees are advised to practice social distancing which includes abstaining from handshakes and body contact, and maintaining enough distance between yourself and another person to reduce the risk of breathing in droplets that are produced when an infected person coughs or sneezes. Put simply, social distancing is the practice of deliberately increasing the physical distance between people to avoid spreading illness, including avoiding crowds or gatherings.
8. While it is normal for people to fear what we don't know, disinformation is mutating and spreading faster than the outbreak itself. Sources such as the public resource websites listed below will have better information than social media. [March 17, 2020]

### **Employee Health and Safety:**

1. Any employee returning to Canada is required to self-isolate for 14 days as per recommendations of the federal government. If employees exhibit potential symptoms of COVID-19, including fever, cough or shortness of breath, please immediately contact your local health authority for guidance. [updated March 15, 2020]
2. If you have potential symptoms of COVID-19, including fever, cough or shortness of breath, and have travelled outside of Canada (or within Canada to a location that has community-based spread of COVID-19) in the prior 14 days (or you have been in close contact with a symptomatic person who has travelled), you must stay home and notify your Manager.
3. If there is community-based spread of COVID-19 in your location and you have potential symptoms of COVID-19, you must stay at home and notify your Manager (even if you do not have any travel history or you have not been in close contact with a symptomatic person who has travelled).
4. If we are notified that an employee or customer has been diagnosed with COVID-19, we will fully cooperate with the local health authority on how to proceed with any potential self-isolation or quarantine of employees.
5. We understand the pressure COVID-19 may place on the healthcare system, so until further notice, employees will not require a doctor's note for potential COVID-19 symptoms.

### **Dealership and Workspace Hygiene:**

1. Sanitize steering wheels and anything else you may touch on the interior of a customer vehicle, both in the service drive and on appraisal. This should be done both before handling the vehicle and before turning the vehicle back over to the customer.
2. Post visible signage to guests and staff to remind them to practice safe hand and respiratory hygiene.
3. Encourage employees to "self-police" these positive-hygiene behaviors.
4. Confirm with your janitorial companies that their staff has been trained with Safe Work Practices & Safe Job Procedures to help avoid the spread of the viruses.
5. Ensure your janitorial company is disinfecting customer lounge, doorknobs/handles, kitchen area, desks, washroom, and other high traffic area surfaces on a recurring basis.
6. Ensure desks (papers etc.) are cleared at the end of each day so janitorial staff can disinfect on nightly basis.
7. Before you start work in the morning, wipe down your workstation with disinfectant.
8. Disinfect your smartphone regularly (Apple said that disinfectant wipes are OK to use on iPhones).

### **Large Business Meetings and Conferences:**



1. We are evaluating all scheduled large gatherings and meetings on a case-by-case basis and where possible, we will look for alternatives to in-person attendance.
2. Employees should not attend any conferences or trade shows. Employees will not be responsible for costs incurred for canceling work-related conferences and events.
3. Large meetings that include external attendees should be limited to essential business needs only. The use of video conferencing technology is encouraged.
4. Instead of face-to-face meetings, we encourage employees to leverage technology, such as teleconferencing (LoopUp, Skype, etc.).

### **Business Travel:**

1. Effective immediately all international and non-essential domestic air travel is suspended. This travel restriction is in effect until April 13 and will be reviewed on a weekly basis. [updated March 15, 2020]
2. Managers should be flexible with their employees with scheduling/canceling travel for business purposes. Employees will not be responsible for costs incurred for work related travel cancellation fees.
3. Instead of travel, we encourage employees to leverage technology, such as teleconferencing (LoopUp, Skype, etc.)

### **Personal Travel:**

1. The Government of Canada has raised the travel advisory risk for all countries to Level 3: Avoid non-essential travel outside of Canada until further notice. <https://travel.gc.ca/travelling/advisories> [updated March 15, 2020]
2. Employees returning from any area outside of Canada are required to self-isolate for 14 days and work from home where able, while closely monitoring for symptoms.
3. Employees that have been in close contact with a person, including a household member, who has returned from any area outside of Canada are to immediately notify your Manager and contact the local health authority to determine any self-monitoring or self-isolation requirements, if any. [updated March 17, 2020]
4. Employees with any pending personal travel are required to inform their Manager where they are going and their scheduled date of return.
5. Employees choosing to travel do so at their own risk.
6. Both Air Canada and WestJet are waiving their change fees should you choose to reschedule your vacation:
  - a. <https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/change-fee-waiver-existing-bookings.html>
  - b. <https://www.westjet.com/en-ca/travel-info/advisories#tabpane-1462317543748-1>

### **Public Resources:**



- <https://www.canada.ca/en/public-health.html>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- <https://www.cdc.gov/coronavirus/2019-ncov/about/>
- <https://travel.gc.ca/travelling/advisories>

The safety and well-being of our employees and customers are our top priority. We are monitoring the COVID-19 outbreak daily and will continue to provide updates.

Please contact Angela Merriott, Vice President of Human Resources at any time with questions related to this communication and/or COVID-19. Our Employee Assistance Program (EAP) is also available to provide you with any required assistance, the details of which are posted on the AutoCanada staff news website.

Yours sincerely,



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<b>Change</b>	<b>Date</b>
Added – Employees with a positive test are to notify manager and VP, HR	March 15, 2020
Added – Federal government requirement for 14-day self-isolation for travelers returning from outside of Canada	March 15, 2020
Added – Federal government increase of travel advisory to Level 3 for all countries	March 15, 2020
Removed – Non-essential from the international travel for business. All international business travel is suspended.	March 15, 2020
Changed – Replaced the DRC link with Employee Resource Centre Link	March 17, 2020
Clarified – Employees in close contact with a returning traveler are to contact their local health authority to determine any self-monitoring or self-isolation requirements.	March 17, 2020

