

Preparedness Plan

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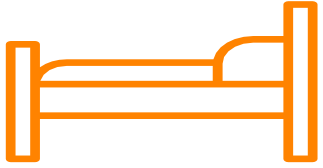
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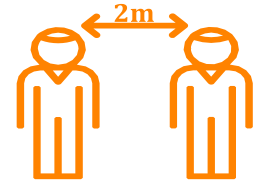
Nordic (NMS) is implementing these social distancing guidelines and precautions to minimize the spread of the COVID-19 virus in our workplaces and the surrounding community.



Stay home if you are sick or show signs of illness. If you show signs of sickness you cannot come to work. Workers must self-isolate if they are feeling flu-like symptoms.



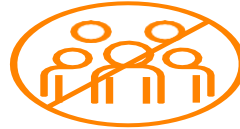
Do not pass or share tools, pens, documents, electronics, etc. between workers.



Workers participating in toolbox/ tailgate meetings are required to be mindful of the distance between each worker each other.



Sanitize work vehicles and reduce the number of passengers travelling in one vehicle at any given time



Do not congregate in work rooms, job trailers or other areas where people generally socialize.



Lunchrooms and communal areas must be cleaned thoroughly on a regular basis. Create a workplace cleaning schedule and keep track of when an area has been cleaned.



Ensure handwashing is being done on a frequent basis with provided wash facilities.



When coughing or sneezing, cough or sneeze into a tissue or the bend of your arm, not your hand. Avoid touching your face with unwashed hands.



Avoid any face to face contact with any direct person-person contact (shaking hands) prohibited

KNOW THE DIFFERENCE: SELF-ISOLATION, AND ISOLATION FOR COVID-19

SYMPTOMS OF COVID-19



FEVER



COUGH



DIFFICULTY BREATHING



SELF-MONITORING



You have:

- ← no symptoms AND
- ← a history of possible exposure to the novel coronavirus that causes COVID-19, in the last 14 days



SELF-MONITOR means to:

- ← **monitor yourself** for 14 days for one or more symptoms of COVID-19
- ← go about your day but **avoid crowded places** and increase your personal space from others, whenever possible

SELF-ISOLATION

You have:

- ← no symptoms AND
- ← a history of possible exposure to the novel coronavirus due to travel outside of Canada or close contact with a person diagnosed with COVID-19

SELF-ISOLATE means to:

- ← **stay at home** and monitor yourself for symptoms, even if mild, for 14 days
- ← **avoid contact with other people** to help prevent the spread of disease in the event you become symptomatic

ISOLATION

You have

- ← symptoms, even if mild AND
- ← you have been **diagnosed with COVID-19** or are waiting for the results of a lab test for COVID-19

You need to **isolate** if:

- ← You have been **diagnosed** with COVID-19 **or** you are **waiting to hear the results** of a laboratory test for COVID-19 **or** you have been **advised to isolate at home** for another reason by your Public Health Authority

Continuity

March 30, 2020

Reviewed March 23, 2021

Dear Client:

In light of the COVID-19 concerns, service work may require extra caution in your facility.

Nordic Mechanical Services Ltd (NMS) is taking precautions and adjusting business practices in ways of adopting a risk-based approach to the delivery of services that recognizes the current environment created by the COVID-19 pandemic.

While public safety is our first priority, service technicians will require personal space at least two meters (6 feet) of social distancing to work.

Multi- occupancy buildings or other sites involving high risk exposure to COVID-19 may be postponed with respect to the provincial requirements for social distancing. Verification of a safe work environment for our employees is of high importance. You may be asked to answer a few questions by our dispatchers in relation to COVID-19 before a service technician or Nordic employee is dispatched to your site.

Nordic will make efforts to deliver services where possible while maintaining the safety for all those involved by adding precautions such as:

- Contacting you before attending the site to determine if anyone on site has been quarantined, sick, or traveled recently.
- Temporarily using technology wherever possible to limit physical interaction by implementing “virtual” or “remote” using video conference software/phone apps
- Utilizing physical barriers, such as doors, or windows for conversation
- Utilizing any additional personal protective equipment as determined by on-site risk assessment, such as gloves, masks, Tyvek suits, etc.

If you have any questions, please contact Nordic and speak with a manager to discuss your needs.

We ask for your patience and understanding during this period as we all share the goal of limiting the spread of COVID-19.

Sincerely,

Rene Cloutier
Managing Partner

COVID- 19 Pre -Work/Service Risk Assessment

TO BE COMPLETED BY A NORDIC EMPLOYEE

As a precautionary measure to protect our workers and our customers, we would like to ask a few questions of you. The information you provide is important in helping manage the risk of COVID-19 transmission.

Site name: _____ **Date:** _____

Site contact name: _____

- 1) Has anyone in your facility been infected with the COVID-19 virus within the last 14 days?
 Yes
 No

- 2) Has anyone in your facility had close contact with a confirmed or probable case of COVID-19 virus in the last 14 days?
 Yes
 No

- 3) Has anyone in your facility traveled outside of Canada in the past 14 days?
 Yes
 No

- 4) Have you taken precautionary measures in your facility such as hygiene and maintaining social distancing?
 Yes
 No

If there is any site-specific policies/procedures or instructions that a service professional or Nordic employee needs to know before entering the facilities regarding COVID-19 virus. Please forward the information to your dispatcher to be entered into the site specific client Covid-19 protocols.

If you receive a yes answer to any of the first three questions you must let the client know that someone will contact them soon. Do not proceed with any work at the facility until your manager has advised you further. Contact the relevant manager. Forward a copy of the form to your manager.

Form Completed by: _____ (please print name)

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Characteristics	Risk Consideration	Health Rationale	Weight	Risk Mitigation Strategies
Demographics of workforce and clients	Demographic groups at greater risk of severe disease, such as older adults or people with underlying medical conditions.	Older adults, people with immune compromising conditions and chronic diseases appear to be at greater risk of severe disease, so consideration should be given to protecting them from possible exposure to COVID-19 cases.	High importance	Communication about risk to employees/clients should be emphasized; The use of individual measures such as frequent hand hygiene, social distancing, respiratory etiquette and staying home when ill. Options to the medically at risk have been put in place to reduce social contacts at work. Follow COVID-19 Working In Personal Space FHA, SWP and SJP. Nordic's Pre-Work custom questionnaire must also be completed before service is provided to clients..
	Clients at greater risk of spreading the disease	Young children may be at greater risk of amplifying disease transmission because they are generally less compliant with effective hand hygiene and respiratory etiquette practices and tend to socialize with others in a way that is likely to increase transmission. Preventing transmission from these populations indirectly protects the larger population and may reduce demand on the health care system.	Medium importance	Modifying Nordic's service delivery and promoting use of individual measures such as frequent hand hygiene, social distancing, respiratory etiquette. The need for increased frequency of cleaning especially of high touch services.
	Employees at greater risk of being infected due to recent travel or attendance at an identified risk setting	Returning out of province travelers and people who potentially had contact with a case of COVID-19	High importance	Planned absenteeism or alternative working arrangements have been made for Nordic employees. Nordic employees must self-isolate at home for 14 days who have travelled outside of Canada.
Local demographics and epidemiology	Local community experiencing an increased rate of COVID-19 infection?	The risk of exposure to staff/clients may be higher in the workplace if there is ongoing local community transmission.	High importance	Work sites that interact with communities with a high number of elderly residents, higher rates of chronic disease or challenges accessing health care services may want to reduce their activities to limit exposures within the community. Reference the below web site for more information. https://www.albertahealthservices.ca/

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Characteristics	Risk consideration	Health Rationale	Weight	Risk Mitigation Strategies
		Environment: Workplace/Setting		
Service	Working in areas occupied by other workers/public.	<p>The risk of being exposed and/or acquiring the infection is greater if employees/clients interact more closely</p> <p>The duration of the exposure also has an impact on the risk of transmission. The longer the exposure, the higher the risk for transmission.</p> <p>Given that COVID-19 can survive on surfaces and objects for hours to days, work and/or services that are transactional in nature may represent a higher risk of exposure</p>	High importance	<p>Adjusted workplace policies and procedures to reduce social contact, such as clients not needing to sign service reports, teleworking arrangements, flexible hours, staggering start times, use of email and teleconferencing; Practicing hand hygiene after exchange of items.</p> <p>Asking clients and other workers to keep social distancing of 2 meters. Organizing one's day to make only necessary trips to suppliers.</p> <p>Clean all work areas before and after each use with disinfectant wipes provided Follow written Safe Work Practices (SWP's) and written Safe Job Procedure. approved hard surface disinfectants</p>
	Essential Services	Essential workers are considered critical to preserving life, health and basic societal functioning. This includes, but is not limited to, servicing facilities to make sure that facilities mechanical is operational.	High importance	Review and revise, as needed, business continuity plans to prioritize key functions in the event of high workplace absenteeism. Follow the latest updates on the Gov. of Alberta website: https://www.alberta.ca/release.cfm?xID=69918C41565BC-002C-269C-638E958E5912C37B
Setting/Location	workplace/office	COVID-19 due to the number of people coming in and out of the office (i.e., high number of potential introductions of the virus).	High importance	Modifying service delivery/hours to reduce spread. Mailbox and deliveries are outside of office/shop. The office/ shop is locked with authorized entrance at designated doors for employees.
	Service carried out indoors, outdoors	Work/services offered outdoors (i.e. higher ventilation) are likely to be lower risk than those held indoors	Medium importance	Continue to service to clients for the operation their outdoor HVAC and security equipment. (essential)
Planning	Pandemic preparedness plan	Workplaces/businesses with robust pandemic are more likely to be able to adapt their operations/activities based on recommended public health advice.	High importance	Review and revise, as needed, business continuity plans to prioritize key functions in the event of high workplace absenteeism. keep information updated for employees/contractors and clients.
	Continuity plan addressing issues like critical operations, prioritization of work/services, surge capacity planning, cross-training of employees.	Business continuity plans are more likely to be able to adapt their operations/activities based on recommended public health advice.	High importance	Adapt operations/activities based on recommended public health advice. https://www.alberta.ca/release.cfm?xID=69918C41565BC-002C-269C-638E958E5912C37B
	Absenteeism impacting operations	Many employees could be ill or be a caregiver to an ill person, therefore would be unable to attend work for a number of days or weeks.	High importance	Prepare to institute flexible workplace and leave policies for employees who are sick, in self-isolation, or caring for family members. Cross-trained to assume other functions within business. https://www.canada.ca/en/services/benefits/ei.html
	Risk communication plan to share information with employees, contractors and clients	An existing risk communication plan is able to ease fear, anxiety and rumors	Medium importance	Risk communication plans are in place to ensure effective and efficient communication with employees, contractors and clients. Notices are updated weekly or as needed.

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Characteristics	Risk Consideration	Health Rationale	Weight	Risk Mitigation Strategies
Policies and practices	Workplace/business support flexible workplace policies (i.e., teleworking arrangements, staggered hours).	Flexible workplace policies will reduce transmission amongst staff by reducing close contact between employees and/or clients.	High importance	Self-isolating when ill or returning from travel 14 days. Complete self -check for COVID. Follow 6 feet (2meter) social distancing rule.
Mental health	Mental health support to your employees?	Employees/clients may experience increased stress associated with COVID-19, that can bring up historical traumas, trauma of past emergency events, or exacerbate ongoing personal or community stressors. Mental health support may contribute to a more present and productive workforce.	Low importance	Plans for minimizing stress based on the employee/client situation; Mental health support services are provided through the Manual Life/ Nordic company assistance program .
Infrastructure	Office/ shop infrastructure altered/modified to implement health and infection prevention and control measures	Respiratory droplets tend to fall within 2 meters of their source, so maintaining a 2-metre distance from others is a precaution to prevent spread.	Medium importance	Access to handwashing facilities and sanitizing dispensers are in prominent locations throughout the office/shop. Follow 6 feet (2meter) social distancing rule.
	Restricted points of entrance and exit that force people to be in close proximity and/or pass through high-touch areas (e.g. entries, hallways, doors)	Put employees at increased risk of exposure to respiratory droplets. High-touch surfaces can also be contaminated and increase the risk of transmission.	Medium importance	Cleaning and using disinfectant wipes to clean work spaces and high traffic areas. Follow 6 feet (2meter) social distancing rule See below link for approved hard surface disinfectants. approved hard surface disinfectants
Environmental cleaning	Cleaning procedures and protocols to align with public health advice	Routine cleaning of frequently used surfaces and objects help to prevent the transmission of COVID-19 in order to mitigate the risk of people becoming infected through self-inoculation after touching contaminated surfaces. The virus that causes COVID-19 has the potential to survive in the environment for up to several days.	High importance	Cleaning procedures and protocols with a special attention to high-touch surfaces and object (e.g., phones, copiers, computers, desks, lunch tables, kitchens, washrooms, seating areas, surface counters).
	High-touch surfaces be cleaned and disinfected frequently	The virus that causes COVID-19 may live on surfaces for a few hours or up to a few days.	Medium importance	Cleaning, particularly of frequently touched surfaces, can kill the virus, making it no longer possible to infect people.

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Characteristics	Risk Consideration	Health Rationale	Weight	Risk Mitigation Strategies
Occupational Health and Safety - Including use of Personal Protective Equipment (PPE)	Symptomatic individuals in the workplace/office setting.	Although screening may not identify all individuals infected with COVID-19 in the workplace/office	Medium importance	Plans for rapid isolation of a symptomatic employees Individuals if they become ill at the office/shop. The employee will be isolated in the spare office next to the HSE Advisor's office. The entire facility will be cleaned and sanitized.
	Assessed risk associated with employee interactions with the public/clients.	Employees whose duties require them to interact face to face with the public/clients may be at increased risk due to their proximity to people whose health status is not known.	High importance	Employees who interact in person with the public/clients (within 2 m), or with objects handled by the public, or with spaces occupied by the public, should perform hand hygiene often and between every interaction with members of the public/clients. Tools and technologies to minimize contact with the public should be used, gloves are recommended when workers will be in direct contact with an ill person, or a contaminated object or environment. PPE must be used correctly. Follow written Safe Work Practices (SWP's) and written Safe Job Procedure for working in personal spaces.
Traveling	Employees returning from travel	Self- isolation for 14 days following their arrival in Canada. The evolving nature of the outbreak makes planning travel unpredictable, and international travel comes with the risk of increased exposure, being quarantined abroad, or becoming a contact of a case during plane travel.	High importance	Employees who have travelled outside of Canada are required to self- isolate for 14 days. Alternative approaches such as virtually attending meetings; Plans for absenteeism or alternative working arrangements have been put in place. Continued monitoring of the Public Health Advisor (PHA) advice is followed. travel advisories are actively monitored. https://www.canada.ca/en/services/benefits/ei.html

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HAZARD ASSESSMENT # 57

Conducted by: Owen Knorr

COVID-19 Working in someone's personal space

Date: March 20, 2020

Reviewed by: Curtis Winkler & Jeff Wood

Location: Job Sites



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Entering an affected or possibly infected work area COVID-19

contracting COVID-19 virus

3

2

6

Contact dispatch to make sure site Covid-19 Questionnaire has been completed before going to site. Obtain required PPE from HSE Advisor or Field Supervisor COVID-19 PPE kit required. Review SWP #79 Working in someone's personal space. Review SJP #77 Working in someone's personal space.

		SEVERITY		
		Make you uncomfortable	Sent you to the hospital	Kill you / cause a permanent disability
Likelihood		1	2	3
Unlikely	1	1	2	3
Might happen	2	2	4	6
Highly likely	3	3	6	9

Additional notes :

CONTROL MEASURES: First choice - Engineering controls, Second choice - Administration controls, Third choice - Personal Protective Equipment
A combination of controls can be used to provide a greater level of worker health and safety.

Nordic Mechanical Services Ltd.

SAFE WORK PRACTICE # 79

TITLE: Biological Hazard (Covid-19) working in areas or in direct contact with some ones personal space.

GENERAL: Protect workers from coming into contact with biological hazards (Covid-19)

APPLICATION: To prevent the reduce the chance of coming in contact with biological hazard also to prevent the spread of the hazard.

PROTECTIVE

MECHANISMS: Safe work practice, safe job procedures, and PPE.

SELECTION

AND USE: As per safe work procedures

PPE worn as per manufacturers specifications

Call center: 811

SUPERVISOR

RESPONSIBILITIES: Managers are responsible to provide proper instruction to their Employees on protection requirements and training.

WORKER

RESPONSIBILITIES: Workers are only to perform this task if properly trained and are Competent. Must follow safe job procedures. Wear appropriate PPE

Developed by: Owen Knorr

Date: March 20,2020

Reviewed by: Curtis Winkler

Date: March 23, 2021

SAFE JOB PROCEDURE (SJP) # 77

Revision Date: March 23, 2021

SEQUENCE OF STEPS	POTENTIAL ACCIDENT OR HAZARDS	SAFE JOB PROCEDURE
1) Call dispatch	Contracting COVID-19 virus	Confirm dispatch has completed the COVID-19 questionnaire
2) Review for Biological hazards COVID-19	Contracting COVID-19 virus	Review Formal Hazard Assessment (FHA), Safe Work Practice (SWP) and Safe Job Procedure (SJP)
3) Complete Field Level Hazard Assessment (FLHA)	Contracting COVID-19 virus	Complete a Field Level Hazard Assessment (FLHA)
4) Fit proper Personal Protective Equipment (PPE)	Faulty PPE, rip or torn	Inspect all PPE once you have it on, make sure that there are no rips, or tears in coveralls, booties and gloves. Inspect n95 face mask for in-perfections. Use as per manufactures specifications.
5) Enter work space and carry out required work	Exposure to unknown COVID-19 virus	Identify to the person occupying the workspace that you will be using the social distancing policy of keeping at least 2 meter from others.
6) If required to enter- exit then re-enter occupied area	Spread of potential COVID-19 virus	Dispose of all PPE in a sealed garbage bag, sanitize or wash hands. Repeat step 4.
Completion of work	Spread of potential COVID-19 virus	Once work is completed and client has approved work, take all personal PPE off that was used outside. Dispose of used PPE in a sealed garbage bag. Sanitize tools that were used for job and clean hands before getting back in service vehicle.

Developed by: Owen Knorr & Jeff Wood
 Reviewed by: Curtis Winkler
 Date: March 23, 2021