

Covid Talk Points for FC Management

COVID-19 Safety Message

- Nothing's more important than the health and safety of our employees, and we're doing everything we can to support them through the pandemic. We've invested more than \$961M in safety measures and equipment in our buildings, including masks, temperature screening, plexiglas shields, sanitizing products, additional cleaning teams, and even an on-site testing program.
- We've also made over 150 significant process changes to make sure we're keeping our team safe throughout each day, including new social distancing measures and enhanced cleaning and sanitizing across every site.
- Employees receive full pay for up to 14 days if they are self-isolating because of COVID or if they were identified through contact tracing.

Site Investments and enhancements

- The health and safety of our employees is always our top priority. We have invested more than \$961M globally in safety measures and equipment in our buildings. These measures include:
 - Provided 283 million+ masks thus far
 - Added 2,298 handwashing stations
 - Added 5,765+ janitorial staffers to our typical teams
 - Deployed an additional 287 million gloves
 - Added 513 million ounces of hand sanitizer
 - Added 450 million ounces of Sanitizing Spray and 1.5 trillion Wipes
 - Deployed more than 351,000+ thermometers and 16,500+ thermal cameras
 - Invested \$85M to redeploy more than 3,500 team members from their typical roles to become "social distancing ambassadors"

And additional social distancing measures include:

- Taped markings on the floor throughout our entire buildings to limit congestion and maintain social distancing
- Implemented new time clock software to allow associates to clock in and out from their phone to reduce crowding
- Posted signage educating and reminding employees of the importance of social distancing
- No stand-up meetings during shifts – all business essential information will be shared via boards near main areas and through conversations with managers, or HR team members
- Moving chairs and spreading out tables in breakrooms
- Shift start times and break times are being staggered to promote social distancing
- Staggered staffing at work stations to further promote social distancing
- Training takes place in small formats and with in-app training tools and other equipment
- Implemented social distancing policy where individuals who intentionally violate our social distancing guidelines will receive two warnings – on the second documented offense, termination may occur.
- Every employee who enters the facility is rigorously screened for symptoms including a temperature check.

Region of Peel and testing

- We are committed to working in close partnership with you (LHA) to doing everything we can to reduce the spread of COVID-19.
- We began onsite testing at Heritage on January 19th. We wholeheartedly share the sense of urgency to get as many employees tested as quickly as possible.

- We are working our fastest to take on the extensive task of continuing these while transitioning our workplace and maintaining stringent COVID-19 safety protocols.
- We are working diligently and will continue to streamline our processes to make this an efficient process and positive experience for our valued employees.
- We are committed to partnering with your team to identify asymptomatic cases and stop the spread of COVID-19.

Region of Peel and testing

- We understand a small group of employees may be reaching out to various organizations to express their concerns about COVID-19 management in our facility. We are taking these concerns seriously. We actively communicate with employees and always embrace an open, transparent line of communication for them to voice any feedback they may have.
- We are confident in our health and safety practices at our facility and we will work with you to implement further recommendations.