

The company remains committed to the health and welfare of its customers and employees and as such, will continue to align its' policies and practices with provincial and Public Health recommendations

COVID-19 Safety Plan - updated Jan 18, 2022

Step 1: Assess the risks

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Involve workers when assessing your workplace:

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- ✓ We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- ✓ We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- ✓ We have identified job tasks and processes where workers are close to one another or members of the public.
- ✓ This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- ✓ We have identified the tools, machinery, and equipment that workers share while working.
- ✓ We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

Measures In Place

High touch/traffic surfaces and areas include but are not limited to: Lunchroom, washroom, meeting rooms, cash register, light switches, doors, acrylic barriers, telephones, computers, keyboards, tills, pin pads, lotto trays etc. All these areas and surfaces should be cleaned at a minimum of every 4 hours with appropriate disinfectant products and procedures. Daily walks are completed by store designate to ensure PPE, soap, disinfectant supplies etc. are available for employees. Employees should be physically distancing in breakrooms, wearing 3-ply masks and practicing hand hygiene if not eating.

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

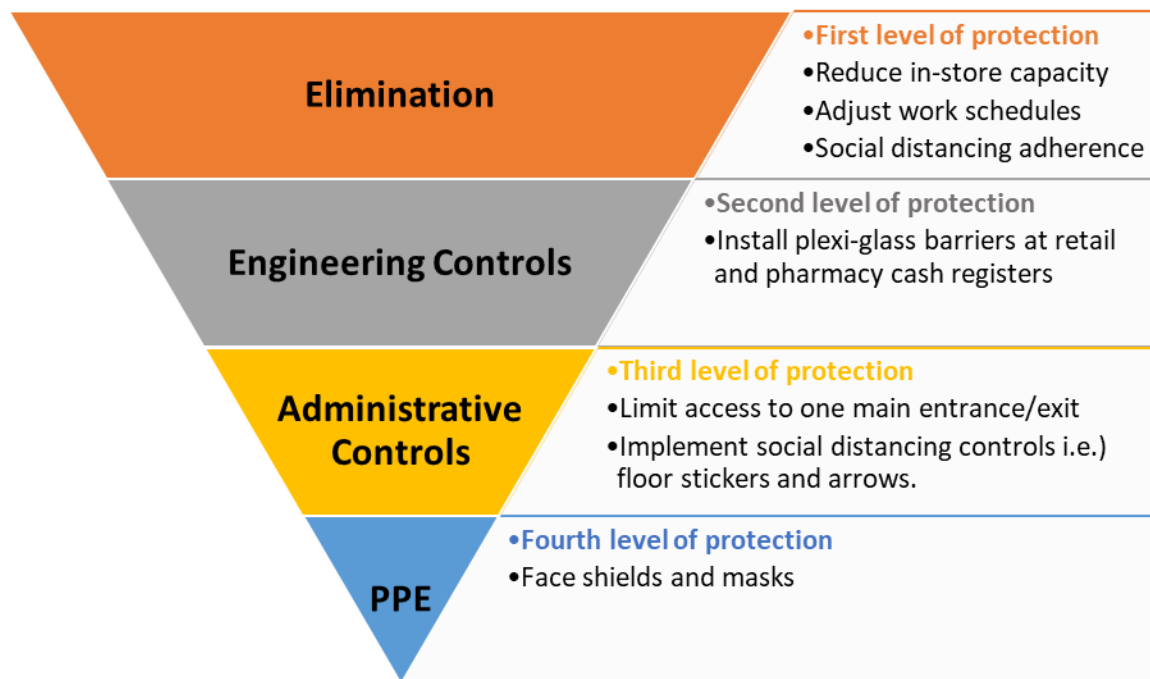
- ✓ Review industry-specific protocols to determine whether any are relevant to your industry.
- ✓ Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- ✓ Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- ✓ Orders, guidance, and notices issued by the provincial health officer and relevant to your industry.
- ✓ Your health and safety association or other professional and industry associations.

Reduce the risk of person-to-person transmission



To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn't practicable or does not completely control the risk. You might likely need to incorporate controls from various levels to address the risk at your workplace.

REXALL MEASURES IN PLACE



First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- ✓ As guided by Public Health, we have established and posted an occupancy limit for our premises. Limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. Capacity limits vary depending on the size of the facility.
- ✓ Steps have been taken to establish virtual meetings, rescheduling work tasks where appropriate and limiting the number of customers and visitors in the workplace.
- ✓ We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- ✓ We have implemented measures to keep workers and others at least 2 meters apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures In Place

- In response to the COVID-19 pandemic, we understand that our existing protocols will need to be amended as required in response to the pandemic as it evolves. As such, health and safety orders issued will be posted on the Health & Safety board for employees to review. The company is committed to taking further action to review and improve their protocols in accordance with recommendations issued by the relevant Public Health



agencies.

- All workers considered “non-essential” including those at our Support Centres are required to work from home until further notice and to avoid any non-essential travel.
- Work schedules for those working at retail sites have been adjusted in accordance with sales volumes and to ensure safe social distancing can be maintained.
- Number of customers entering stores has been limited in accordance with Public Health requirements to ensure safe social distancing can be maintained between customers and employees.
- Signage has been posted both outside and inside the workplace as a reference for customers and employees. Signage references social distancing protocols.
- Business critical visitors and vendors are permitted to access Rexall sites providing they sign the visitor log-book and wear the appropriate PPE which includes a Rexall provided 3-ply mask.

Second level protection (engineering): Barriers and partitions

- ✓ We have installed barriers where workers are unable to physically distance from co-workers, customers, or others.
- ✓ We have included barrier cleaning in our cleaning protocols.
- ✓ We have installed the barriers so they don’t introduce other risks to workers (e.g., barriers installed inside a vehicle don’t affect the safe operation of the vehicle).

Measures In Place

- Acrylic barriers have been installed at all retail and pharmacy cash registers.
- Acrylic barriers are to be cleaned at the start and end of each day as a minimum guideline.

Third level protection (administrative): Rules and guidelines

- ✓ We have identified rules and guidelines for how workers should conduct themselves.
- ✓ We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures In Place

- All employees have been provided with training with respect to interaction with customers and maintaining safe physical distancing.
- Employees are to limit gatherings with each other and maintain safe social distancing when conversing with each other and with customers.
- Floor displays have been limited to avoid congestion in the aisles.
- Cash registers, keyboards, phones, headsets, etc. are to be cleaned with sanitizing wipes are cleaned every 4 hours or at change of shift if earlier than 4 hours.
- Locations with multiple entrances have limited access to one entrance/exit to maintain control of customer limits.

Fourth level protection: Using 3-ply masks (optional measure in addition to other control measures)

- ✓ We have reviewed the information on selecting and using 3-ply masks and instructions on how to use a mask.
- ✓ We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- ✓ We have trained workers regarding the proper use of masks.





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Measures In Place

- All employees are required to wear a 3-ply mask during their scheduled shift. Company provided 3-ply masks are available to all employees. Safe use and removal of the mask has been reviewed with all employees (refer to Proper Use and Wear of PPE).
- Employees are to minimize the touching of their mask to limit potential for contamination. Soiled or damp masks are to be discarded and replaced immediately.
- Employees are permitted to remove their masks during rest periods and meal breaks. At the conclusion of the break the employee is to secure a fresh mask.

Reduce the risk of surface transmission through effective cleaning and hygiene practices

- ✓ We have reviewed the information on cleaning and disinfecting surfaces.
- ✓ Our workplace has sufficient handwashing facilities on site for all workers. Handwashing locations are visible and easily accessed.
- ✓ We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.
- ✓ We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- ✓ Workers who are cleaning have adequate training and materials.
- ✓ We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates.

Cleaning Protocols

- Employees who work at other workplaces are strongly encouraged to change their clothing prior to starting their shift at Rexall.
- Employees are required to wash their hands frequently with soap and water for a minimum of 20 seconds every 30 minutes throughout their scheduled shift. Additionally, they are required to wash their hands at the start and end their shift. Proper handwashing technique is a mandatory course through iLEARN.
- Disinfectants are being utilized in all locations to clean countertops, shields, phones, keyboards, computers, pharmaceutical equipment.
- Disinfection of all common areas including lunchrooms, washrooms, door handles, etc. is required throughout the day.
- All required MSDS information for the cleaning solutions is available on-line and accessible to employees.

Step 3: Develop policies

Develop the necessary policies to manage your 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 workers and others showing symptoms of COVID-19 are prohibited from the workplace.

Our policies provide clear and concise guidelines for COVID-19 reporting of positive or probably COVID-19 test results.



- ✓ Symptoms include but are not limited to fever and chills; OR cough; OR shortness of breath; OR two or more of: runny nose, nasal congestion, headache, extreme fatigue, sore throat, muscle aches/joint pain and gastrointestinal symptoms (vomiting or diarrhea).
- ✓ Anyone directed by Public Health to self-isolate.
- ✓ Fully vaccinated workers who live with a COVID-positive person must isolate for five (5) days.
- ✓ Non-vaccinated employees who live with a COVID-positive person must isolate for ten (10) days.
- ✓ Fully vaccinated employees who have travelled outside of Canada and are asymptomatic are not required to isolate.
- ✓ Visitors are limited in the workplace and must follow company COVID protocols.
- ✓ First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.
- ✓ We have a working alone policy in place (if needed).
- ✓ We have a work from home policy in place (if needed).
- ✓ Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- ✓ Symptomatic workers are to be sent home immediately, even if they present with mild symptoms.
- ✓ Symptomatic workers are to complete a RAT test if available. Otherwise, a worker with symptoms, regardless of severity, is to assume they have COVID-19 and isolate in accordance with Public Health guidelines.
- ✓ If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- ✓ Clean and disinfect any surfaces that the symptomatic worker has come into contact with.

Measures In Place

- Each day employees are required to fill out a mandatory questionnaire, this questionnaire speaks to all symptoms above, as well as travel restrictions and close contact interactions.
- Employees are directed, should they experience any symptoms to not come to work but rather advise their leader and isolate in accordance with Public Health guidelines.
- Only business critical visitors and vendors are currently attending stores. Vendors are required to adhere to questionnaire requirements and mandatory Rexall 3-ply mask policy.
- Pharmacists are Rexall's primary first aid providers and are required to follow strict first aid requirements as well as the College of Pharmacy requirements.
- Employees must adhere to the Violence in the Workplace policy in relation to their employee and customer/patient interactions.
- Should an employee become symptomatic during their working shift they are to report immediately to their leader, at which point they will be advised to self-isolate and follow Public Health guidelines.
- The Proper Cleaning and Sanitization direction documentation must be adhered to during normal business practice but also if it has been identified that someone has become sick in the workplace.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- ✓ We have a training plan to ensure everyone is trained regarding COVID-19 workplace policies and procedures.





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- ✓ All workers have received the policies for staying home when sick.
- ✓ We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- ✓ We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- ✓ Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Measures In Place

- Upon hire, employees are provided information, knowledge, and training both online and in-person regarding COVID-19 measures, instructions and procedures such as physical distancing, store sanitizing and cleaning directions for mandatory PPE usage.
- Employees are advised of requirements to report any symptoms, travel or close contact via mandatory shift questionnaire as well have been instructed if they are symptomatic not to report to work. Upon completion of questionnaire employee must report to manager to advise of completion.
- Strict handwashing and sanitization checklists have been implemented for all employees
- Rexall has a recorded screening message on all Rexall store phones, signage has been posted at the entrance doors regarding travel history and COVID-19 symptoms and if a customer or patient displays signs/symptoms of COVID-19, appropriate PPE is provided including a 3-ply face mask

Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- ✓ We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- ✓ Workers know who to go to with health and safety concerns.
- ✓ When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Measures In Place

- All existing COVID-19 policies and guidelines are updated regularly in accordance with provincial guidelines and Public Health recommendations.
- District Leaders have been provided with a tool which identifies the steps to be taken in the event of various COVID-19 situations including, but not limited to self-identification of positive screening of employees and customers. In the event that a situation arises the District Leader or Store/ Pharmacy manager will consult with Human Resources regarding next steps and proper protocol.
- In all cases where an employee or customer self-identifies, protocol has been reviewed with management and Health & Safety Committees with respect to communication, privacy of the affected individual and steps to be taken to disinfect and sanitize the work environment.
- Rexall's Health & Safety policy is posted on all Safety Boards and provides guidelines for reporting workplace hazards and concerns. Where applicable, Health & Safety Committees work closely with management in identifying and addressing health & safety concerns including those related to COVID-19 (refer to Rexall's Health & Safety Policy).

Step 6: Assess and address operational risk

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- ✓ We have a training plan for new staff.





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- ✓ We have a training plan for staff taking on new roles or responsibilities.
- ✓ We have a training plan around changes to our business, such as new equipment, processes, or products.
- ✓ We have reviewed the safety requirements for vehicles, equipment and machinery.
- ✓ We have identified a safe process for clearing systems and lines of product that have been out of use.

Measures In Place

- All employees are required to review Rexall's Health & Safety policy and complete mandatory iLEARN courses as part of the New Employee Orientation program.
- All employees are required to complete mandatory iLEARN courses including, but not limited to the following:
 - *Infection Control: Proper Hand Washing and Use of Gloves and Masks*
 - *COVID-19: Training & Support Resources*
- Merchandise returns are accepted in accordance with the company's product return guidelines.
- As per our existing policy we do not accept any returns or refunds on prescription medication.
- Company vehicles used for the purpose of transporting home-health care equipment are to be disinfected and sanitized with Clorox at the end of each shift. Each vehicle is equipped with a copy of the appropriate MSDS information which outlines safe product use and required PPE (refer to Proper Cleaning and Sanitization)
- All company Home Health Care Drivers are required to wear disposable gloves and a mask when picking up equipment. Gloves and masks are changed after each pick up and safely discarded prior to picking up product at each new site.
- Drivers are required to complete a pre and post inspection checklist on their assigned delivery vehicle as per existing protocol.

Rexall is committed to protecting the wellbeing of its employees and customers. Our existing Health & Safety programs have been enhanced in response to the COVID-19 pandemic. As the pandemic evolves, Rexall will continue to adjust its' policies to ensure safety remains a priority.

References:

1. **COVID-19 Response Protocol**
2. **COVID-19 FAQ – Isolation Guidelines & Testing Requirements**
3. **COVID-19 Interim Vaccination Policy for Canadian Employees**

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