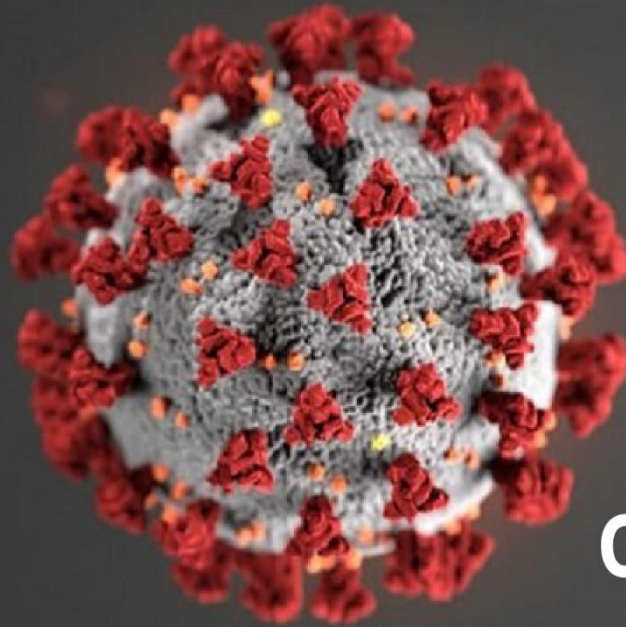


Business Unit Continuity Plan



COVID-19






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ARTICLE I FORWARD

This document is a guide on business continuity planning for QUSAC Decaf Inc, QUSAC Pharma Inc. and GBH Depot Inc, specifically for handling of the COVID-19 outbreak. It is guided by the “Getting your workplace ready for COVID-19” published on 27 Feb 2020 by WHO.

This guide should be read in conjunction with the latest relevant advisories issued by the Ministry of Health and other government agencies.

Due to the evolving situation of COVID-19, VAMCORP reserves the right to make changes to this guide without notice to reflect the latest developments. Users are encouraged to access the latest version of this guide at <http://www.vamcorp.ca/covid-19.pdf>.

ARTICLE II PREAMBLE

1. Scope

This guide covers the business continuity planning (BCP) for all of the ongoing operations of QUSAC Decaf Inc., QUSAC Pharma Inc. and GBH Depot Inc. through to April 30, 2020 (“the Active Period”). It covers the following key business operational risks:

- (a) Human resource management;
- (b) Processes and business functions;
- (c) Supplier and customer management;
- (d) Communications, both internal and external.


2. Guidance

This guide helps with the following:

- (a) Minimize health risk to employees;
- (b) Minimize the risk of premises becoming a node of transmission;
- (c) Ensure plans are in place should employees be on leave of absence, quarantined or infected;
- (d) Ensure alternative arrangements with suppliers and customers so that business operations can continue.

3. Virus Background

COVID-19 belongs to a family of viruses known as coronaviruses, which can cause illnesses ranging from the common cold to more severe diseases, such as the Severe Acute Respiratory Syndrome (“SARS”) and the Middle East Respiratory Syndrome (“MERS”). COVID-19 infections started in China but has since spread to Canada and other parts of the world.

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4. Symptoms

The symptoms of COVID-19 can span from being like the common cold to as serious as pneumonia. Typical symptoms include:

- (a) Fever
- (b) runny nose
- (c) sore throat
- (d) cough
- (e) shortness of breath.

5. Objectives

This Business Continuity Plan (BCP) guide seeks to minimize disruptions to QUSAC's and GBH's operations and ensure that we remain viable during the virus outbreak.

6. Business Units

During the Active Period, staff members will be asked to limit their contact with other staff members as much as possible. Communications can, when possible, be done radio, (ie: cell's, office phones and two-way radios provided in each Business Unit).


7. Active Period

For the purpose of this directive, the Active Period will be the time up to April 30. Be sure to refer to the latest version of this document from time to time to validate the most recent Active Period date.

8. COVID-19 Kits

Each Business Unit Leader will be provided with a COVID-19 Kit which will contain the following items:

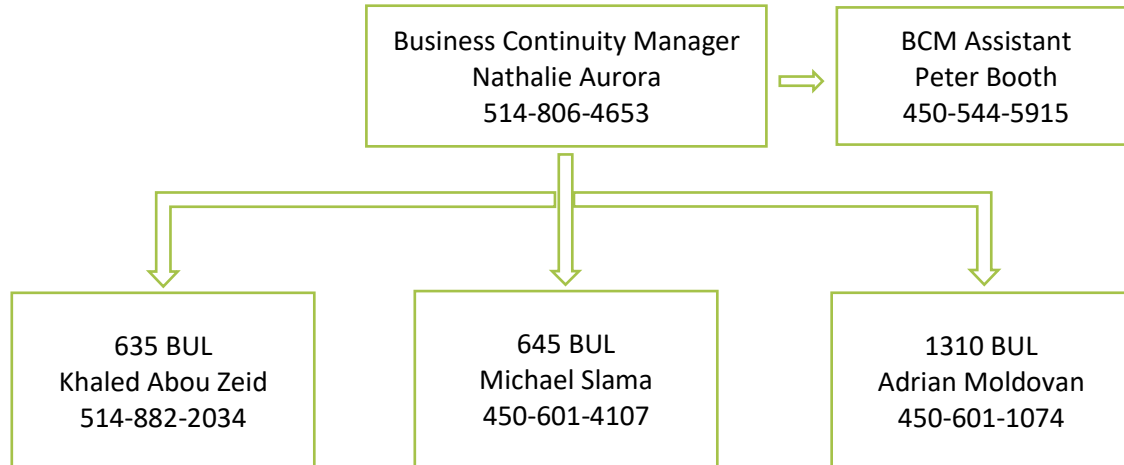
- (a) Infrared thermometer
- (b) Oral thermometer
- (c) Oral thermometer disposable covers
- (d) Vinyl gloves
- (e) N95 Mask

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ARTICLE III BUSINESS UNIT CONTINUITY PLAN

1. Human Resource Management

Our HR Manager, Nathalie Aurora, has been appointed as the Business Continuity Manager to ensure that all the Business Unit Leaders are familiar with the BUCP and comply with the guidelines during the Active Period.



The roles and responsibilities of the Business Continuity Manager can be found in Annex A.

A complete description of the roles and responsibilities of the Business Continuity Leaders are given in Annex B.

2. Common Practices


During the Active Period, all staff are expected to comply with the following directives. Any deviation must be sanctioned by the BCM;

- (a) no business traveling shall be allowed.
- (b) no meeting in person with more than 3 people at a time.
- (c) Social distancing is to be respected by maintaining a 2-meter distance between people at all time whenever possible.
- (d) All staff must record where they visit and who they meet daily in the Tracing Contact Log in Annex N. This is to facilitate effective contact tracing in event of confirmed infection.

3. Process and Business Functions

- (a) IT

During the Active Period, company project or support services for staff will not visit any company locations without permission from Management. This is specific to our outside contractors.

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(b) Employment Redundancy

Each Business Unit Head shall work out the Covering Officer for every business and project role within the company and inform the respective staff.

(c) Finished material inventory

Each Business Unit will prepare a production plan which best meets the demands of each Business Unit.

4. Supplier and Customer Management

(a) Meetings in Person

During the Active Period, staff are not to meet with customers or suppliers in person nor appear at any customer or supplier premises. Exceptions will be handled and a case by case basis via the BCM.

5. Onsite meetings.

(a) During the Active Period, company staff should avoid direct contact with other staff when possible.

(b) During the Active Period, no site meetings are authorized unless cleared by the BCM.

6. Preventative Actions


(a) During the Active Period, all company staff must take their temperatures twice daily and record in the Log attached in Annex L. All appearances of common cold like symptoms (especially temperature 38°C and above when taken Orally and 35.5 and above when taken with infrared non-contact thermometer as explained in Annex M) should be reported to the medical authorities and logged in the Log provided in Annex L.

(b) All company suppliers must submit their BCP to the Business Continuity Manager for collation and review by senior management.

ARTICLE IV HANDLING DELIVERY DRIVERS

1. Couriers delivery personnel

During the Active Period, courier delivery personnel will not be permitted to enter any of our business units. As such each Business Unit will have to setup a package drop area. No signatures for packages will be permitted. All forms of direct contact with a courier delivery person is forbidden for the duration of the Active Period.

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2. Cargo delivery personnel

During the Active Period, cargo delivery personnel will not be permitted to enter any of our business units. New procedure will be implemented to minimize the risk of contracting the virus. Notifications will be sent to the transporters notifying them that entry into the business unit building will no longer be permitted for the duration of the Active Period.

Instead, drivers must be provided with a phone number which they will call upon arrival. They will be required to remain in their truck until a company representative has had the time to perform a risk validation by completing the form provided in Annex J herein.

If risk evaluation is positive, the driver will be asked to remain in his truck for the duration of his time at our business unit. Otherwise the driver will be permitted to disembark from his vehicle.

At no time will the driver be permitted to enter the premises.

When asking for a signature, pen sharing will not be permitted. Ample disposable pens must be kept on hand should the driver not have any pen available.

If a driver has touched a pen, the said pen must be left in a bin marked "Items for COVID-19 Decontamination"

Once a day or as required, these items should be cleaned with the COVID-19 Disinfectant.

ARTICLE V OUTSIDE PACKAGES RECEPTION

1. Surface contamination background

A virus can survive up to 3 days under certain conditions. The COVID-19 virus is no different and we must practice caution when handling packages either delivered or picked-up.

2. Disinfectant Formulation


In accordance with the CDC recommendations, "[How to clean and disinfect](https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html)", on the website <https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html> the "Environmental Cleaning and Disinfection Recommendations" page provides guidance on formulation for the preparation of a proper disinfectant.

For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.

Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.

Prepare a bleach solution by mixing:

- (a) 5 tablespoons (1/3rd cup) bleach per gallon of water or
- (b) 4 teaspoons bleach per quart of water

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(c) Place content in a spray bottle labeled “COVID-19 Disinfectant”

3. Packages delivered or pickup

During the Active Period any packages entering any Business Unit must be handled with care.


The following steps are to be observed:

- (a) Use a pair of latex or Vinyl gloves provide by BCM
- (b) Spay package with COVID-19 Disinfectant. Be sure to spray completely and liberally.
- (c) Allow package to sit for 3 minutes
- (d) Wipe access COVID-19 Disinfectant with a throw away paper towel.
- (e) Wipe gloves with paper towel
- (f) Throw away paper towel
- (g) Open package
- (h) Discard packaging
- (i) Remove gloves and discard

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ANNEX A BUSINESS CONTINUITY MANAGER (BCM) ROLES AND RESPONSIBILITIES


1. Actively monitor development of the virus outbreak and work with management to disseminate messages to Business Unit Leaders with clear instructions when measures need to be activated;
2. Educate Business Continuity Leaders on the latest available information on the virus. Brief them on the need for infection control measures and the preventive procedures that have been set in place. Educate Business Unit Leaders on the different types of thermometers, such as oral and infrared thermometer and the proper way of using them;
3. Collate updated employee contact information from of all Business Unit Leaders;
4. 4. Employees are to contact the BCM if they are admitted to hospital with suspected infections for contact tracing purposes;
5. Check the following websites (<https://msss.gouv.qc.ca/professionnels/maladies-infectieuses/coronavirus-2019-ncov/>) daily for updated advisories (e.g. travel advisories) and update employees accordingly
6. Ensure that employees who have travelled to affected areas are quarantined for a enough days, as advised by the WHO. Check on employees' health by phone or email during his/her absence from work
7. The BCM Assistant will have the responsibility to keep quarantined employees informed of events in office
8. Ensure that the Business Unit Leaders have adequate supplies of tissue paper/hand towels, disinfectants, gloves and masks;
9. Ensure common areas e.g. washrooms, meeting rooms are disinfected daily. Liaise with cleaning employees/contractors on this point and reinforce the importance that all procedure me followed;
10. Ensure that each Business Unit Leaders is providing their daily reports as required under this directive;
11. The BCM will be the only person responsible for liaising with Minister of Health (MOH) during activation of contact tracing processes at the workplace;

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ANNEX B

BUSINESS UNIT LEADERS ROLES AND RESPONSIBILITIES

1. Educate employees on the latest available information on the virus. Brief them on the need for infection control measures and the preventive procedures that have been set in place. Educate employees on the different types of thermometers, such as oral and infrared, and the proper way of using them;
2. Update contact information of all employees, i.e. home address/home telephone number/ mobile phone number. Make sure all employees have contact numbers of Business Continuity Manager/Assistant Business Continuity Manager);
3. Inform all employees that they are to contact the Business Continuity Manager if they are admitted to hospital with suspected infections for contact tracing purposes;
4. The BCM will be the only person responsible for liaising with Minister of Health (MOH) during activation of contact tracing processes at the workplace;
5. Ensure that employees who have travelled to affected areas and have returned after March 9th, 2020, are quarantined for 14 days, as advised by the WHO. During this time, check on employees' health by phone or email;
6. Employees are to contact the Business Continuity Manager directly, if they are admitted to hospital with suspected infections for contact tracing purposes;
7. Keep quarantined employees informed of events in office as they evolve and develop;
8. Ensure that your Business Unit has adequate supplies of tissue paper/hand towels, disinfectants and masks;
9. Brief employees on Good Personal Hygiene measures as described in Annex C;
10. Put up notices in washrooms on proper hand washing techniques to supplement existing hand washing procedure already in place;
11. Designate a room/area in the Business Unit nearby toilet facilities as the isolation room/area for the employee(s) with fever to use. Identify the isolation route (a route that is not commonly used by employees/visitors) that leads to an area where the employees with fever can be brought to the clinic/hospital
12. Perform employee temperature readings twice daily (see Annex L: Temperature Monitoring Log)
Once an employee is identified to have fever (above 35.5°C using the infrared method and 38°C and above using the oral method), follow instructions in Annex G: Screening Procedures of Employee.

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ANNEX C

GOOD PERSONAL HYGIENE

1. Adopt the following precautions at all times:
 - a) Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats
 - b) Avoid crowded places (add i.e. parties, restaurants and try to do any required shopping like groceries outside of peak hours) and Avoid close contact (hair dresser) with people who are unwell or showing symptoms of illness.
 - c) Observe good personal hygiene
 - d) Practice frequent hand washing with soap (e.g. before handling food or eating, after going to the toilet, or when hands are dirtied by respiratory secretions after coughing or sneezing)
 - e) Wear a mask if you have respiratory symptoms such as a cough or runny nose
 - f) Cover your mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately; and
 - g) Seek medical attention promptly if you are feeling unwell
 - h) Wash hands Regularly and thoroughly with soap and water
 - i) Before and after preparing food
 - ii) After going to the toilet
 - iii) Before and after eating
 - iv) After coughing and sneezing
 - v) After removing personal protective equipment like mask and disposable gloves
 - i) Maintain good indoor ventilation
 - j) Avoid sharing food, cutlery, crockery, utensils and other personal hygiene items
 - k) Avoid physical contact such as shaking hands and avoid touching your face or rubbing your eyes
2. Maintain good personal hygiene, including hand washing with soap and water, or the use of alcohol-based hand rubs
3. Proper hand washing requires soap and water. The constant rubbing action helps soap break down the grease and dirt that carry most germs. Washing your hands for at least 15 to 30 seconds with soap and water does not just make your hands smell fresh but also reduces germ count by up to 99%

IMPORTANT NOTE

Due to the high demand for hand sanitizers, supply is non-existent. In lieu of the hand sanitizer availability, it is important that we reinforce hand washing as often as possible as explained in Annex D.


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ANNEX D **8 STEPS TO CLEAN YOUR HANDS**

1. Follow these 8 simple steps to keep your hands clean:



These procedures are to be used as a supplement to our existing procedures.

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ANNEX E

HOW TO WEAR A MASK

HOW TO WEAR A MASK?



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



PINCH THE METAL EDGE OF THE MASK so that it presses gently on your nose bridge.



Remove a used mask by **HOLDING ONLY THE EAR LOOPS.**



DO NOT WEAR A MASK IF YOU ARE WELL

There are sufficient masks in the warehouses and government stockpiles, if they are used responsibly.


WEAR A MASK ONLY IF



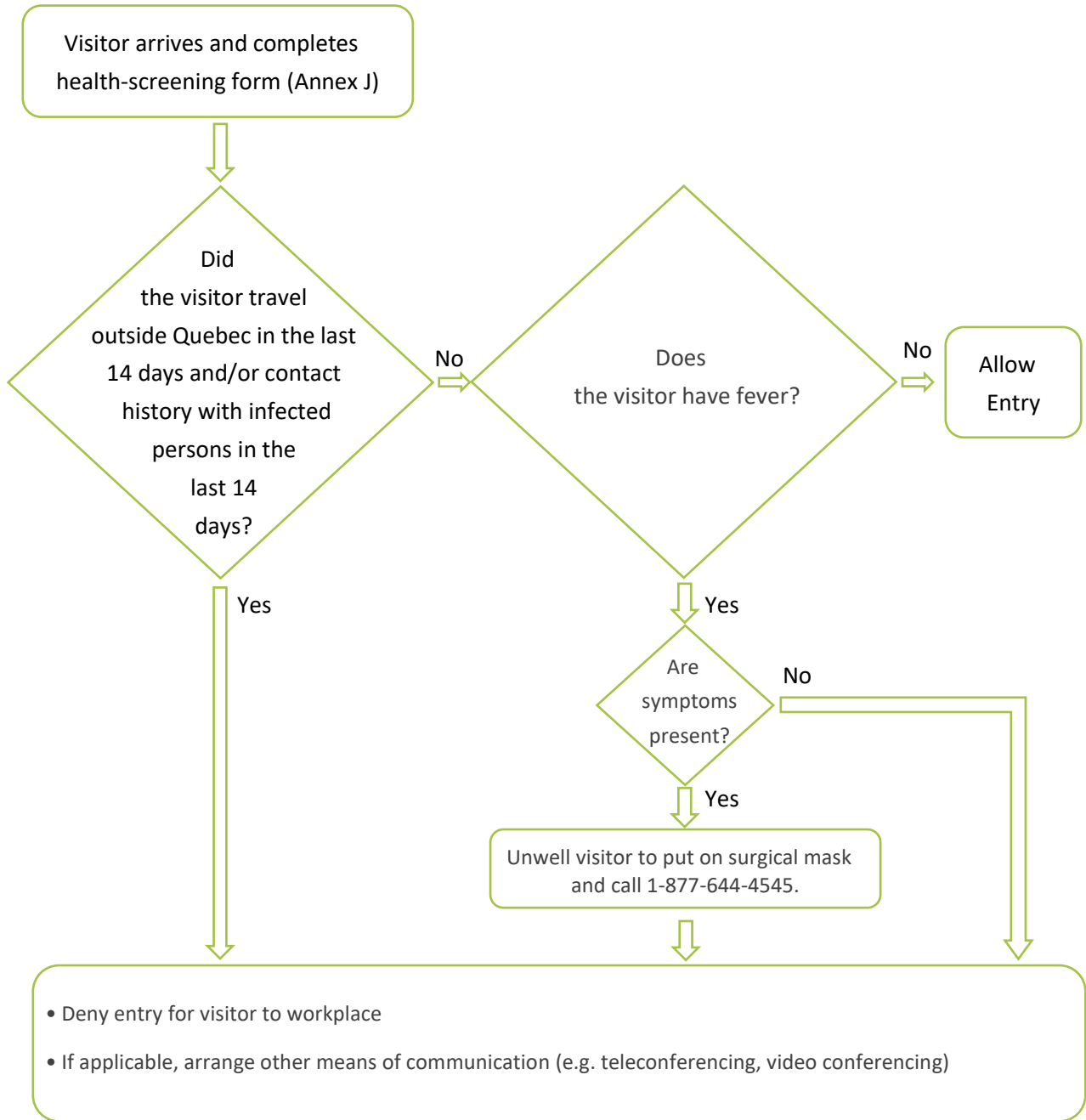
- You have a **FEVER, COUGH OR RUNNY NOSE**
- You are **RECOVERING FROM ILLNESS**


Note:

- Masks are hard to find and in short supply therefore be careful to not damage your mask.
- If you require a new mask, then return the old mask to the Business Unit Leader for a replacement.

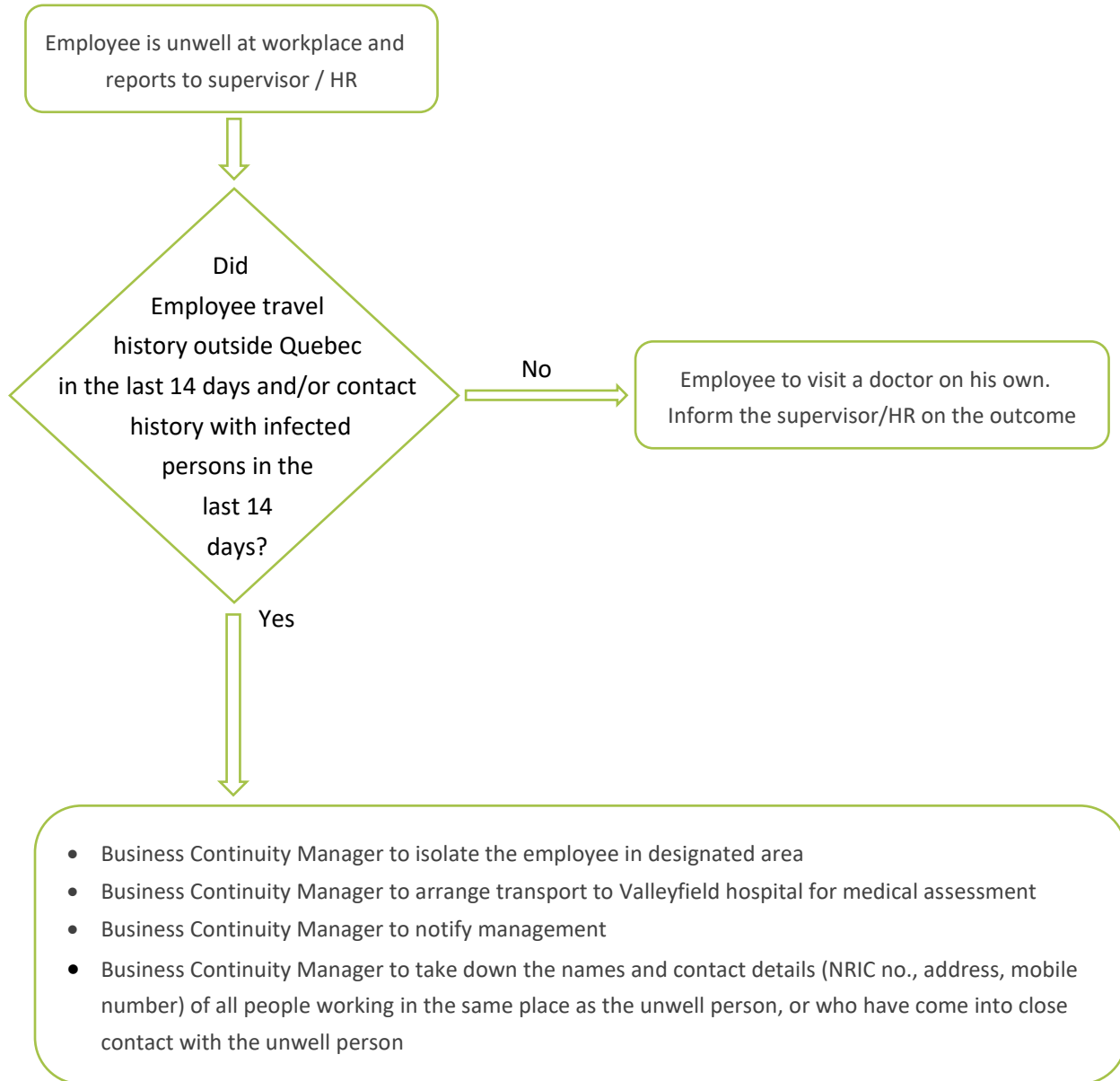
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ANNEX F SCREENING PROCEDURES OF VISITORS



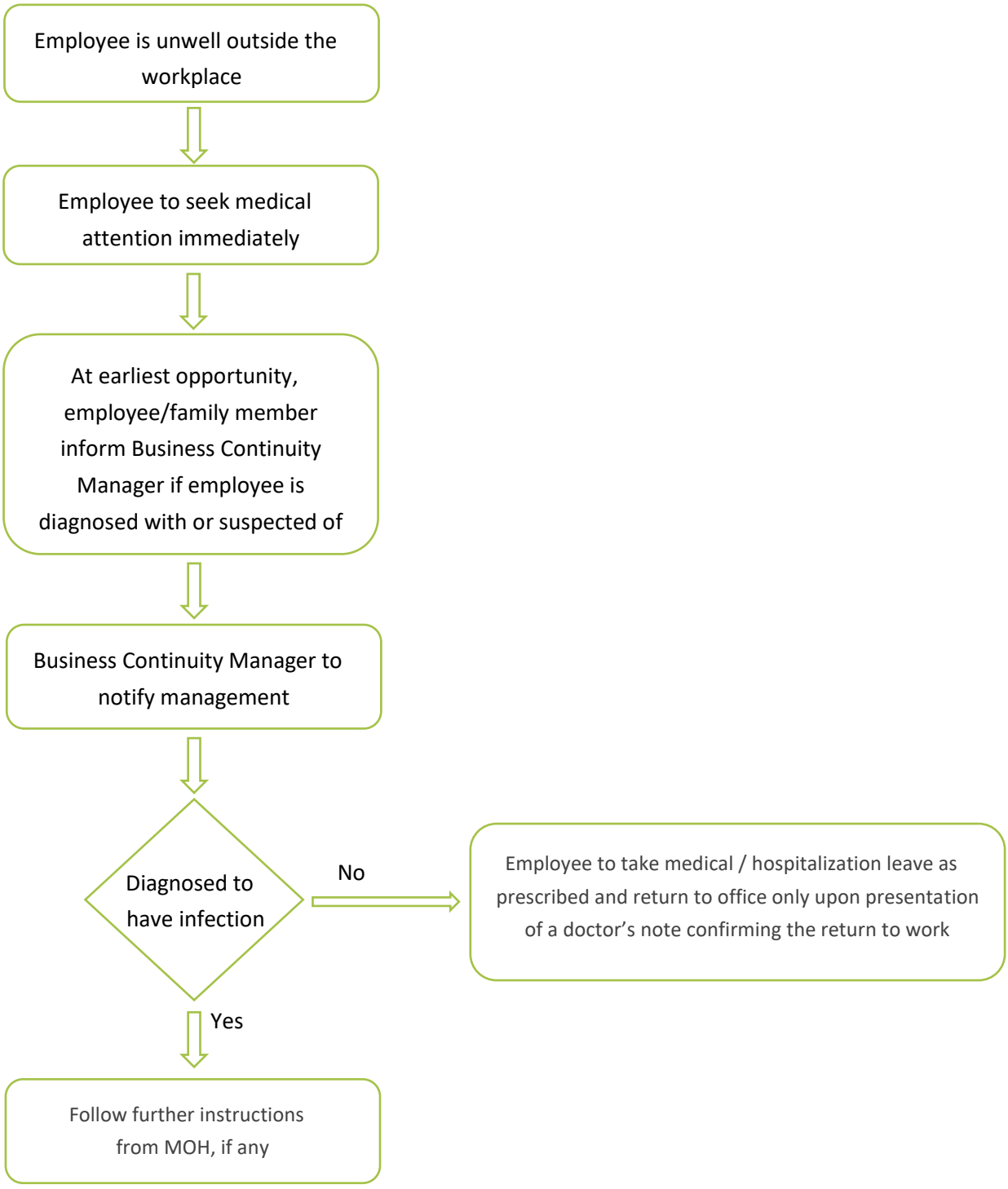
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ANNEX G SCREENING PROCEDURES OF EMPLOYEES



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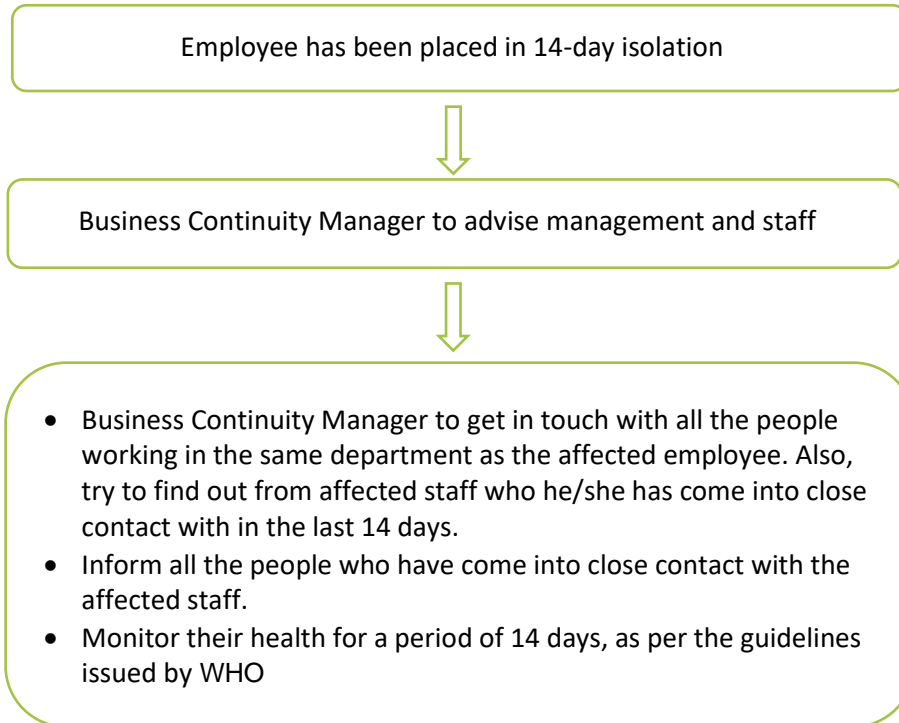
ANNEX H MANAGING EMPLOYEE UNWELL OUTSIDE WORKPLACE




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ANNEX I

CONTACT TRACING



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ANNEX J

VISITOR HEALTH SCREENING FORM

Dear Sir / Madam

To prevent the spread of COVID-19 in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building. Thank you for your time.

Visitor's name:	Personal contact number (Mobile number/Home):
NRIC / Passport no*.::	Nationality:
Organisation of visitor (If applicable):	
Meeting venue / level / department to visit:	Name of host:
Temperature reading of visitor:	Recorded by staff (name):
Self-declaration by visitor	
1	<input type="checkbox"/> No symptom If you have the following symptom(s), please tick the relevant box(es) <input type="checkbox"/> Fever <input type="checkbox"/> Dry cough <input type="checkbox"/> Body aches <input type="checkbox"/> Headaches <input type="checkbox"/> Sore throat <input type="checkbox"/> Runny nose <input type="checkbox"/> Tiredness <input type="checkbox"/> Shortness of breath Others _____
2	Have you been in contact with a confirmed COVID-19 patient in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No
3	Have you been outside Quebec in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please indicate the affected country(s) or area(s): _____
Signature (visitor): _____ Date: _____	


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ANNEX K**NOTIFICATION FORM FOR EMPLOYEES**

Name:	Department/worksite:	Location of isolation:
Job title:	Nationality:	NRIC / Passport no* .:
Address:		
Contact number (Work)	Contact number (Home)	Contact number (Cell)
Symptoms:		
<input type="checkbox"/> Fever	<input type="checkbox"/> Runny nose	<input type="checkbox"/> Headache
<input type="checkbox"/> Sore throat	<input type="checkbox"/> Body ache	<input type="checkbox"/> Shortness of breath
<input type="checkbox"/> Dry cough	<input type="checkbox"/> Tiredness	<input type="checkbox"/> No Symptoms
<input type="checkbox"/> Other:		
Date & time of fever onset:		
Date & time of isolation:		
Travel/Contact history over the last 14 days		
Places visited:		
Transport taken:		

Details of recording employee

Name:			
Job title:			
Location	<input type="checkbox"/> 635 des Érables	<input type="checkbox"/> 645 des Érables	<input type="checkbox"/> 1310 Gérard-Cadieux
Contact number (Work)	Contact number (Home)	Contact number (Cell)	

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ANNEX M


TIPS ON TEMPERATURE TAKING

1. When to take your temperature:
 - a) Wait for 20 to 30 minutes after smoking, eating, or drinking a hot or cold liquid
 - b) Wait at least 1 hour after heavy exercise or a hot bath before measuring body temperature
2. For best results, the person should be indoors and away from direct sunlight for at least 30 minutes before taking temperature
3. Remove any hair from forehead before measuring temperature. Clean any sweat or dirt or cosmetic away from forehead to improve accuracy
4. Non-contact infrared forehead thermometer
 - a) Non-contact infrared forehead thermometers are held 3 cm to 5 cm from the person's forehead
 - b) Person's head to hold still and to hold the thermometer steady for 2-3 seconds during the measurement. Movement could have an impact the temperature reading
 - c) If the temperature reading is >35.5 C, a second oral measurement is required
5. Oral thermometer
 - a) Oral thermometers are provided in the COVID-19 kit.
 - b) First put on a pair on vinyl gloves provided in the COVID-19 kit
 - c) Use a disposable oral thermometer cover and place on the thermometer.
 - d) Place the oral thermometer under the tongue of the employee.
 - e) Note the result in the log.
 - f) If the temperature reading is >38 C, isolate the employee and notify the BCM immediately for next steps

***** IMPORTANT *****

Questions to ask when taking someone's temperature

- In the last 14 days have you frequented anyone who has travelled outside the province of Quebec?*
 - Have you visited a high-risk venue such as medical clinic, hospital, dentist, barber, hair salon, daycare, restaurant in the last 14 days?*
 - Any positive answer must be recorded in the "COMMENT" column and communicated with the BUCM for further instruction.*
-

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ANNEX O

PDF FILLABLE FORMS WITH WINDOWS 10

Microsoft Windows 10 brings with it a new web browser, Edge. The Edge browser can view PDF files but does not support fillable forms. You will need a PDF reader. Here are some suggestions:

- [Adobe Acrobat](#)
- [Foxit Reader](#)
- [PDF-XChange Viewer](#)

There are however several things you can do to use the fillable forms that we have on our web site.

- Download the PDF file to your computer, open it with your PDF reader:
 1. Right-click on the link to the PDF file, select "Save Target as..."
 2. Select a location to save the file where you can find it again
 3. Open the file with your PDF reader
- Change the default app for PDF files:
 1. Go to Settings → System → Default apps
 2. Scroll down and select Choose default apps by file type
 3. Scroll down to .pdf PDF File
 4. Click Microsoft Edge and choose your PDF reader
- Use a different browser:
 1. Internet Explorer
 2. [Firefox](#)
 3. [Google Chrome](#)