

## TERRAPURE COVID-19 CORONAVIRUS UPDATE

### FAQ for Customers Regarding Terrapure's Response

March 19, 2020

#### ***BUSINESS CONTINUITY***

**Q. What is Terrapure doing to ensure its ability to continue to provide service to customers during this situation?**

Terrapure is monitoring the development of the current COVID-19 outbreak and proactively preparing to manage the associated risks. This includes comprehensive business continuity planning in the event of a potential outbreak in our operating regions.

We have completed a comprehensive company-wide review of our operations, and potential business risks and established contingency plans to be able to continue to provide our essential services to you. These reviews also take into consideration vendor organizations Terrapure relies on to conduct business to ensure they too have business continuity plans in place.

We have established an internal response team and are meeting daily to consider operational adjustments as may be necessary. While we currently do not anticipate any changes to our business, we are confident we are well positioned to continue to provide uninterrupted service at the same high standards you have come to expect.

At the same time, we expect our customers to be taking similar steps to prevent or contain the spread of viruses and respiratory disease. Because our employees often perform work on customer sites, we must do everything we can to ensure their health and safety outside of our locations as much as we are in our own workplaces.

**Q. What is Terrapure doing to provide employees with access to necessary information to ensure they stay healthy and safe?**

We are taking proactive measures to manage the associated risks associated with the current COVID-19 situation. This includes communication with our employees on good hygiene practices (both personal and environmental), updated PPE requirements, what to do if they are unwell, procedures for employees who may be exposed to the virus and restrictions on business travel. We have also instituted work-from-home options for employees, where possible, and implemented a screening process for visitors to Terrapure sites.

## **TRAVEL RESTRICTIONS**

**Q. Has Terrapure imposed any travel restrictions?**

Yes. We have restricted all business travel (land, sea or air) except that which is directly related to ensuring business continuity. This includes all international travel, regardless of destination, and any conference-related travel. Travel necessary for business continuity must be approved by a company executive.

Additionally, we have asked all employees who have travelled internationally to complete a "Screening Questionnaire" to assess risk and potential exposure to COVID-19. All employees returning from international travel must not return to the workplace and must self-isolate for a period of 14 days. Employees must be symptom free for at least 14 consecutive days before returning to the workplace

We are discouraging any personal travel outside Canada. All employees who have personal travel planned outside of Canada in the next 60 days must discuss these plans with their manager.

**Q. Do you have a process for consideration of and tracking where members of the workforce have travelled or come from before entering Canada, and the impacts on risk this may have?**

Yes. We have asked all employees who have travelled outside the country to complete a "Screening Questionnaire" to assess risk and potential exposure to COVID-19. This must be completed prior to coming back to the workplace following international travel to ensure everyone's safety. We are also discouraging any personal travel outside Canada. All employees who have personal travel planned outside of Canada in the next 60 days must discuss these plans with their manager.

**Q. Has your company assessed the impact of the travel restrictions into Canada announced by the Canadian Government and have you initiated any mitigation plans?**

Yes. We have already been discouraging any personal travel outside Canada. We are now in the process of determining how to help any employees who are working outside of Canada (exclusively in the U.S.) to return home. Upon their return, they will be required to self-isolate for 14 days as per federal guidelines. We are also working with our management team to identify any employees currently outside the country on vacation and ensure they follow self-isolation procedures.

## **EMPLOYEE SCREENING PROCESS**

**Q. What pre-screening will be done before Terrapure employees depart to a customer's work location?**

Terrapure has advised all our employees who have travelled internationally in the past 14 days and/or who feel unwell to stay home. If employees are currently experiencing symptoms associated with the COVID-19 Coronavirus, they are to contact their provincial public health authority, as well as their managers and HR.

Additionally, we have developed a Screening Questionnaire for any employees who have 1) travelled internationally in the past 14 days, 2) have been in contact with or cared for someone who has been diagnosed with COVID-19 or is currently being tested for COVID-19, and 3) are currently experiencing symptoms associated with COVID-19. The use of this questionnaire will ensure anyone who poses a risk of exposure to COVID-19 is required to self-isolate and show no symptoms for at least 14 consecutive days prior to returning to work.

**Q. What is your Screening procedure?**

Terrapure has advised all our employees who feel unwell to stay home and, if they have symptoms associated with the COVID-19 Coronavirus, to contact their provincial public health authority, as well as their managers and HR. Everyone is also asked to contact their HR Advisor and stay home if they have travelled internationally in the past 14 days or if they have come in contact with someone who has been confirmed as having COVID-19 or is currently being tested for COVID-19.

The following details illustrate how we are approaching various situations with our employees:

For confirmed COVID-19 case (or employees showing flu-like symptoms):

1. Ensure employees stay at home and isolate until their provincial public health authority advises them they are no longer at risk, and based on recommendations from our third-party disability adjudicator.
2. Employee is requested to contact their respective provincial public health authority and follow their instructions for isolation.
3. Communicate with HR and their manager to determine a plan to return to work once the employee has fully recovered and received clearance from their provincial public health authority and our third-party disability adjudicator.

For employees with close contact with a confirmed COVID-19 patient:

1. Ensure employees stay at home and self-isolate and monitor themselves for symptoms, even if mild, for 14 days.
2. If employee develops any COVID-19 related symptoms, they are requested to contact their respective provincial public health authority and follow their instructions for isolation.
3. Ensure the employee has been symptom free for at least 14 consecutive days before returning to the workplace.

For employees who travelled internationally in the past 14 days:

1. Employees who have travelled internationally in the past 14 days are to stay at home and self-isolate for 14 days.
2. Employees are to stay at home and monitor themselves for symptoms, even if mild.
3. If employee develops any COVID-19 related symptoms, they are requested to contact their respective provincial public health authority and follow their instructions for isolation.
4. Ensure the employee has been symptom free for at least 14 consecutive days since their return from travel before returning to work.

We've also created a COVID-19 Screening Questionnaire to be filled out by all visitors to Terrapure facilities.

## ***FUTURE UPDATES***

**Q. How will you keep customers updated regarding changes to your plan?**

Obviously, the situation is evolving rapidly and we are relying on guidance from credible sources, such as the Public Health Authority of Canada and the World Health Organization, to inform our response. As Terrapure's response plan changes, we will advise customers directly, as well as through a page accessible through a link on the homepage of our website at <https://www.terrapureenv.com/terrapure-covid-19-updates/>. That page is also accessible by visiting any of our social media channels on Facebook, LinkedIn and Twitter.