



Coronavirus Frequently Asked Questions

October 9, 2020

The most current Plan Group information on Covid-19 can be found at
www.plan-group.com/covid-19

If you have questions not covered in this document, reach out to either our hotline or email address:
Hotline: 1-855-255-3603
covidinfo@plan-groupbcp.com

We have updated our parameters for Covid-19 exposure according to Public Health Ontario's guidelines.

- You may have been exposed to Covid-19 if any of these apply to you:
 - Close contact with an infected person in your household
 - Close contact with an infected person outside your household
 - Travel outside of Canada in the last 14 days

If you meet any of the above criteria, we urge you to get tested.



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UPDATED QUESTIONS

I have been tested for Covid-19. What should I do?

The chart below is a general guideline only, and individual cases may vary. We encourage everyone to contact our hotline (covidinfo@plan-groupbcp.com) for a personalized plan.

Summary	If you...	And your Covid-19 test results are...	
		Negative	Positive
✓ Exposure ✓ Symptoms	Have had exposure to Covid-19 and you have symptoms.	<p>Self-isolate for 14 days from your exposure date, regardless of test result.</p> <p>Contact your leader and our hotline: covidinfo@plan-groupbcp.com</p> <p>Please continue to follow provincial Public Health guidelines.</p>	<p>Self isolate for 14 days following the day your symptoms started.</p> <p>You will be contacted by Public Health; please follow their guidance.</p> <p>Contact your leader and our hotline: covidinfo@plan-groupbcp.com</p>
✓ Exposure ✗ No Symptoms	Have had exposure to Covid-19 and do not have symptoms.	<p>We are working with these cases on case-by-case basis.</p> <p>Contact your leader and our hotline: covidinfo@plan-groupbcp.com</p> <p>Please continue to follow provincial Public Health guidelines.</p>	<p>Self-isolate for 14 days following the day you were tested.</p>
✗ No Exposure ✓ Symptoms	Have not had exposure and have symptoms.	<p>Self-isolate until you are feeling better.</p> <p>Contact your leader and our hotline: covidinfo@plan-groupbcp.com</p> <p>Please continue to follow provincial Public Health guidelines.</p>	<p>You will be contacted by Public Health; please follow their guidance.</p> <p>Contact your leader and our hotline: covidinfo@plan-groupbcp.com</p>
No Exposure No Symptoms	Have not been exposed and have no symptoms.	Continue physical distancing and wearing a mask when within 6 ft (2m) of others.	Covid-19 sick leave practices apply.
		Common sick leave practices apply.	Covid-19 sick leave practices apply.



I may have come in contact with the virus (e.g. on public transit or you have been notified by an establishment of a positive case), however I have no Covid-19 symptoms. Do I self-isolate?

- We are working with these individuals on a case-by-case basis.
- Please email details to covidinfo@plan-groupbcp.com or call our hotline at: 1-855-255-3603.
- You may refer to the chart above for further information.

I work at Plan Group's head office in Vaughan. What is the procedure when I arrive to work in the morning?

- Employees and essential visitors at our Ontario offices are required to complete a daily pre-entry Covid-19 screening.
- The screening includes answering a series of questions by scanning a QR code to access a mobile application and may include having your temperature taken.
- We are monitoring public health guidelines for the other provinces we operate in and will adjust our approach locally in line with those recommendations as required.

This is the QR code employees and essential visitors may use to complete their daily Covid-19 screening. >>



EXPOSURE

I have come in contact with someone with the virus, but I have no Covid-19 symptoms. Do I self-isolate?

- Public Health in Ontario is encouraging you to get tested for Covid-19.
- These cases are being evaluated individually, and as a matter of priority.
- Please email details to covidinfo@plan-groupbcp.com or call our hotline at: 1-855-255-3603.
- See chart above for further direction.

I work on-site, or in a Plan Group office, and I'm afraid I will not be able to keep 6 feet of distance between myself and others. What should I do?

- Our first priority is making sure workers are working safely and second, making sure we are working productively.
- Masks have been made available for all Plan Group staff.



IN OFFICES

- Masks have been made available for all Plan Group staff, and we expect everyone to wear them whenever moving around open spaces and when physical distancing is a challenge.
- Masks are mandatory when within 6 feet (2m) of others.

ON SITE

- For all Plan Group field staff, masks are mandatory whenever working within 6 feet (2m) of others.
- Each job site has different criteria for mask wearing, and we expect all Plan Group staff and workers to follow the rules of their project site.
- Please speak with your supervisor if you are unclear about the specifics for your location or work.
- Your supervisor will reference our Exposure Control Program and site-specific JHA and a plan will be developed that keeps everyone safe and comfortable working.
- We encourage everyone to familiarize themselves with our Exposure Control Program, available at www.plan-group.com/covid-19.
 - The program contains an assessment questionnaire, general physical distancing guidelines, and our cleanliness and sanitization protocol.

I am an hourly/field worker and I am uncomfortable working on site. What should I do?

- Every worker has the right to refuse work when they feel unsafe.
- In these cases, your supervisor will notify a member of the Health & Safety Team, and the work stoppage procedure will be activated.
- In these situations, Plan Group is required to make a note on your Record of Employment (ROE), and provide additional comments relative to Covid-19.
- Claims will be evaluated on a case-by-case basis by Service Canada.

ILLNESS

I am an hourly/field worker and I am sick. Should I stay home for 14 days?

- Go home and speak with your health care practitioner or public health.
- Update your leader.
- See the chart above for further direction.

What do I do if I display Covid-19 symptoms while at work?

- Inform your supervisor immediately and go home.
- Contact your medical practitioner or Public Health office for further assessment.
- Notify covidinfo@plan-groupbcp.com



- See chart above for further direction.

PLAN GROUP'S BUSINESS RESPONSE TO COVID-19

What is Plan Group's business continuity plan during Covid-19?

EMPLOYEE SAFETY

- Right now, like many other companies, we find ourselves having to carefully balance the duty of care we have for staff, with our contractual duty to clients.
- We are doing our utmost to ensure the safety of everyone on site and in Plan Group offices.
- Our industry-leading Exposure Control Program was created in January and has been updated frequently to reflect public health guidelines.
- You can review our Exposure Control Program by visiting our Covid-19 webpage: www.plan-group.com/Covid-19
- The health and safety of Plan Group employees is always our first priority and we understand some of our workers may be concerned or anxious.
- To that end, we are asking site leadership to check in with their teams, as a matter of best practice. At the start of each shift and the end of each shift see how the workers are doing.
- We have set up a dedicated hotline, webpage and email address to manage questions staff may have.
- We are committed to continuing to put in place any protocols recommended by the Public Health Agency of Canada.

PROCUREMENT/EQUIPMENT/SUPPLIERS

- It's no secret that the Canadian construction industry has experienced supply chain disruption as the pandemic has unfolded.
- Plan Group has been experiencing some resourcing and supply issues, however, we are proud to have strong relationships with our local, national and international suppliers.
- Throughout the pandemic our Procurement department has been working closely with key suppliers and distributors to ensure our contractual commitments are met.
- Some of the steps we are taking are:
 - Partnering with suppliers to pre-plan large orders;
 - Ensuring vendors are well aware of our project schedules and occasionally pre-awarding jobs to ensure 'first in line' service;
 - Negotiating bulk purchases (sometimes for multiple projects) to lock-in preferred pricing, and other risk mitigation measures (like no restocking fees).

What is Plan Group's process when there is a positive case of Covid-19?

The Health & Safety Team leads our process which is activated immediately upon disclosure of a proven positive case of Covid-19.



1. A member of the H&S Team speaks directly to the person who has tested positive, with an intent to obtain as much information as possible about their whereabouts within their location and people exposure.
2. Then, the H&S Team speak with those who were in direct contact with the person, which is a process that aligns with public health best practices.
3. The Team makes a decision about isolation on a personalized, case-by-case basis, and in line with Public Health guidelines while keeping the safety of everyone top of mind.
4. Communication to staff takes place via email.
5. Cleaning/disinfecting commences, if required.

What are the ways Plan Group is increasing cleanliness on sites and in our offices?

- There are several precautionary measures we are taking to help promote the health and safety of staff. These include:
 - Staggered work breaks and lunches to allow for good physical distancing.
 - Additional hand washing and sanitizing stations are available.
 - Tools are being sanitized at the end of each day.
 - Sharing tools is discouraged.
 - Masks have been made available to all employees, on sites and in offices, and we strongly encourage their use.
 - We have increased cleaning in our offices and on sites. For more information, see the cleaning guidelines section of the Exposure Control Program.
 - For projects that are multi-floor, we are suggesting staff stay in their assigned work area as much as possible, and limit movement to other areas of the building.
 - We are asking all staff to continue to work at their assigned project site and reconsider non-essential travel between Plan Group locations.

For any additional questions contact: covidinfo@plan-groupbcp.com or the hotline: 1-855-255-3603.