

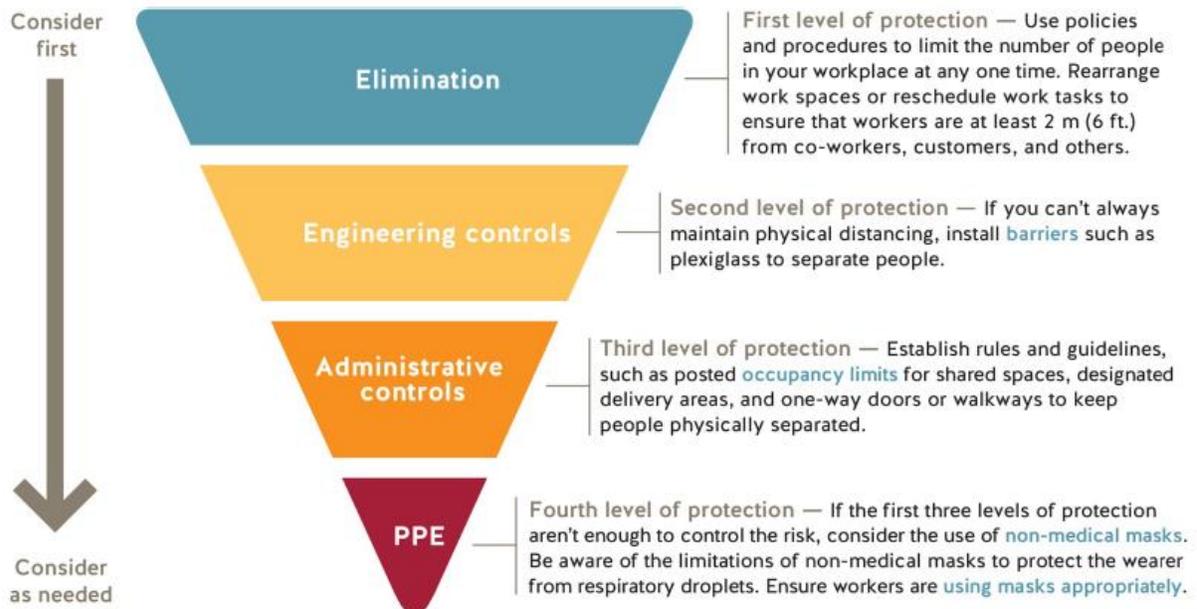
## COVID-19 Safety Plan

June 26, 2020

Sunshine Coast Credit Union (SCCU) is committed to providing a member-centric experience and a safe and healthy workplace for all of our employees; our safety protocols also aim to also protect others that enter our workplace. SCCU continues to use a combination of safety protocols and measures to achieve this objective, as detailed throughout this document. This Safety Plan has been developed through a coordinated effort between staff and management, our Health & Safety Committee, and in accordance with WorkSafe BC recommendations. The protocols included in the Safety Plan are subject to change and SCCU will continue to follow the recommendations from the Public Health Officer, WorkSafe BC and other regulatory offices.

SCCU (the employer) is responsible to ensure the development of a Safety Plan, ensure that safety protocols are developed, implemented, and reviewed, provide require resources, and hold leaders accountable. Leaders are responsible to understand and comply with safety protocols, ensure employees are made aware of the required procedures, have been trained, and monitor to ensure safety protocols are followed. Employees are required to understand and follow safety protocols and report any unsafe conditions or concerns to their leader or the Health & Safety Committee.

The following graphic shows the WorkSafe BC’s guidelines for reducing the risk of person-to-person transmission and has been used to develop this Safety Plan:



## **Elimination:**

**Limiting the numbers of people at the workplace & ensure physical distance whenever possible.**

The following measures are in place:

- SCCU has established and posted occupancy limits, including limits for individual rooms such as lunchrooms and boardrooms. Leaders are responsible to ensure that when approving employees to physically attend work, they are reviewing a centralized schedule to ensure occupancy levels have not been exceeded.
- Attendance at the branches will be limited to comply with occupancy restrictions; this will vary on location based on square footage.
- Where possible, by requiring, encouraging and/or supporting employees to work from home, SCCU is doing our part to reduce the risk of transmission and keep our employees and members safe.

## Entry to the Workplace:

- Any persons exhibiting any of the symptoms are prohibited from entering the workplace. Signage will be placed to provide clear guidelines.
- Members will be encouraged to continue to use other channels for routine transactions
- Employees are not to have visitors to the workplace unless otherwise previously approved by their leader on an exception basis. These interactions will be subject to a maximum time of 15-minutes; however, exceptions may be made. Where required and approved, visitors will be counted in the maximum occupancy limits and will follow all protocols in place.
- SCCU has limited, wherever possible, the movement of employees between locations, however there may be exceptions based on business needs.
- Occupancy limits are posted at the entry to the workplace.
- Vendors and suppliers will be counted in the occupancy limits and will be subject to no more than 15-minutes in the office.

## Physical Distancing:

- All employees and members must maintain 2-metres distance from others wherever possible; masks for circumstances where 2-metres physical distance cannot be maintained.
- Floor markings have been used to outline an appropriate distance between employees and members
- Workstations will be selected and used to allow for 2-metres distance.
- Break Periods will be staggered to ensure that occupancy limits are followed for break periods/washroom facilities.
- One-way pathways have been outlined where appropriate to ensure physical distancing is maintained where possible.
- Stairwells – signs are posted limiting one person in the stairwell at a time.
- Capacity limits and protocol are to be followed when using elevators.

## **Engineering Controls:**

### **Barriers and Partitions**

SCCU has installed plexiglass separators or has provided barriers where employees work directly with members who are conducting business in the branch. The barriers have a hole for the passing of any

items and are cleaned after each usage. These barriers are required to be cleaned/sanitized after each and every member interaction.

### **Administration Controls: Rules and Guidelines**

SCCU has established rules and guidelines for how workers will conduct themselves and have communicated these to workers. Signage has been posted throughout our workplaces as additional reminders. Documents and announcements have been posted on our Intranet, outlining rules/guidelines as they have been established.

#### Those Attending the Workplace:

Employees and leaders have been made aware that no one should attend work if they fall into the below categories:

- Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.
- Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.

Others (members and other visitors) are also prohibited from entering the workplace if they fall into the categories listed above. Signage will be posted to reflect the same.

Reporting to Work Ill – If an employee reports to work or develops COVID-19 symptoms during the day, they are to inform their leader immediately and will be required to go directly home. Leaders are to consult HR in this situation to determine next steps.

Cleaning Protocols: All common areas are to be cleaned/sanitized using the WorkSafe cleaning guidelines for cleaning, every 30 minutes or as below, including but not limited to the following:

- Doorknobs
- Handrails in stairwells (after break periods)
- Keypads for alarms
- Vault doors, locks
- Key rings
- Member kiosks
- Outer and inner doors
- ATMs
- Any other shared areas/work surfaces

All employees are to clean and sanitize the following items after each use:

- Washroom facilities – the places someone has come in contact with, including door handles.
- Counter, Desks and Partitions
- Workstations
- Paper vaults
- Member safety deposit rooms

- Kitchen areas used – Microwave, taps, tabletops, fridge and door handles
- Photocopier/printer touch screens and buttons
- Signature pads and stylus
- Pens, and other desk equipment used by the members
- Vault surfaces, counters, etc.
- Member chairs including armrests

Hand sanitizer and handwashing facilities are located throughout the workplace.

Professional cleaners are continuing their cleaning every evening focusing on high traffic areas/common areas.

#### Personal Protective Equipment (PPE):

- Each employee has been provided with two non-medical masks for their voluntary use.
- Gloves and disposable masks are provided to employees should they choose to use them.
- Adequate hand-washing facilities are available for employees.

#### Unnecessary Shared Tools & Equipment:

Leaders will ensure that unnecessary tools and equipment are removed, including the following: coffee makers; cream, milk, sugar, tea, etc; water dispenser in branch; kettles; shared dishes and utensils; tea towels and wash cloths; cutting boards; books, magazines, newspapers; and any other shared items.

Employees have been asked to bring their own dishware and to keep these separated from others. Employees are requested to not share food during this period, including condiments. Employees are not to have kettles, etc. at their desks.

Employees should not share supplies such as stamps, staplers, pens/highlighters, etc.

#### Washrooms:

Employees are requested to use the same bathroom every time to limit contact with multiple areas as much as possible, close toilet lids before flushing (if applicable), and wipe down/sanitize the places they have come in contact with, including door handles.

#### Employees Attending Off-Site Locations:

SCCU is currently not supporting meeting members in their homes; these meetings should take place in branch offices. SCCU values our member relationships and as such, will review in-person off-site requests on a case by case basis. Employees must continue to follow all safety measures regardless of location, including maintaining physical distancing of 2-meters (or wearing masks if 2-metres cannot be maintained and recommending the member does as well), not meeting with others with COVID-19 symptoms and/or that are required to self-isolate, wearing appropriate PPE where applicable (i.e. gloves), and following hand-washing/sanitizing protocols.

**PPE:**  
**Using Masks**

In certain circumstances where 2-metres physical distance cannot be maintained and there is no plexiglass barrier, employees and members are recommended to wear a provided non-medical masks; there is an exemption from this recommendation for anyone who has breathing problems such that a mask could complicate the wearer's health or children under the age of 2 years. When in doubt, please consult with your leaders, or a member of the Human Resources team for clarification.

Instructions on the proper use of masks have been posted on our Intranet and provided to leaders. Leaders are required to train employee on how to effectively use a mask. Members must also be made aware of how to safely wear a mask.

**Other Protective Protocols:**

First Aid Attendants: First aid Attendants will receive the Occupational First Aid Attendant (OFAA) protocols for COVID-19 and are to follow the protocols outlined for each first aid situation. The appropriate personal protective equipment will be available to first aid attendants. Attendants must wear the appropriate PPE as outlined in the OFAA protocols for COVID-19.

Other protocols:

- Effective Hand washing protocols are posted throughout the workplace.
- Protocols for sneezing and coughing to limit the spread of the virus are posted throughout the workplace.

Audit:

Leaders/Safety Committee members will conduct a weekly audit of the items in Appendix A: Weekly Health and Safety Checklist – COVID-19 and keep a record of this weekly audit

*The items included in the Safety Plan are subject to change. Employees must comply with all company rules, policies, practices, and instructions, including the HR Policy, Work from Home Policy and other Employee Safety Plans (mobile employees). If the information included in this document contradicts the WorkSafe BC, the Employment Standards Act, other legislation/regulations, or ministerial orders or directive, SCCU will comply with those.*

Appendix A: Weekly Health and Safety Checklist - COVID-19

Branch/Workspace: \_\_\_\_\_

Date: _____	Yes	No	Comments/Corrective Action:
Hygiene supplies are adequate and clearly visible to all employees to use (including hand sanitizer, appropriate supply of provided cleaner/sanitizer, cleaning supplies, gloves, etc.)			
Employees have been observed cleaning and sanitizing their workstation.			
Are all posters, floor markings, and other signage present and in good condition (copies can be printed from the Worksafe BC site)?			
Physical distancing of 2 metres/6ft is being observed throughout the branch/workspace (both employees and members) including the lunchroom/meeting rooms and occupancy limits are being adhered to for each area?			
Personal Protective equipment (PPE) are readily available and being used by employees/members where indicated (ie. recommending masks when 2m physical distance cannot be maintained)?			
Are plexiglass barriers in place at the Wickets/workstations?			
Is the first aid kit available and complete (ie. fully stocked)?			
Unnecessary shared items are removed.			
Are all other safety protocols being followed?			
Are there any other safety concerns or issues to be aware of?			