



Management Crisis Program – Disease Control & Pandemic Outbreaks

Effective Date: July 6, 2020

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Most business continuity or emergency plans focus on what will happen if the building, equipment, products or services are damaged in some way. This policy focuses on a business plan for infectious diseases such as COVID-19 (coronavirus).

The COVID-19 virus is spread mainly from person-to-person through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths, eyes and noses of people who are nearby and possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, and eyes. It is possible for a person to be infected and not show symptoms.

In the event of a global pandemic or outbreak of a communicable disease, this facility will take extra care and precautions to limit the risks to our employees and customers and ensure the safety, quality, authenticity, and supply of our products, as well as the financial well-being of the Company.

Additionally, as circumstances can change quickly and unexpectedly in a pandemic or outbreak situation, Management will regularly monitor developments and react appropriately to any new developments and guidance recommended by the Canadian Government and other relevant authorities.

PURPOSE

To establish essential steps in managing the risks of a pandemic crisis.

OBJECTIVE

To minimize the impact of a communicable disease that threatens workers, products, and the Company.

SCOPE

Senior management has the responsibility to initiate policies and procedures when directed by authorities. All personnel have the responsibility to abide by company policies and practices.

MANAGEMENT CRISIS ACTION PLAN – DISEASE CONTROL & PANDEMIC OUTBREAKS		
AREA	ACTION	RESPONSIBILITY
MANAGEMENT	<ul style="list-style-type: none"> The President initiates the activation of the Crisis Management Team (President, General Manager, and Sales Manager). A vulnerability and risk assessment is conducted to 	<ul style="list-style-type: none"> PRESIDENT GENERAL MANAGER

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	<p>determine steps to be taken to protect the Company, products, and customers.</p> <ul style="list-style-type: none"> ● Business partners (including bank, lawyer, insurance, finance) are contacted to communicate plans. ● IT provider is contacted to ensure support, back up, and changes to procedures. ● A member of the Crisis Management Team is assigned to monitor the ongoing news, updates, Worksafe BC, and government directives. ● Updates and decisions are clearly communicated to the Team via email. ● The Team will determine the frequency of meetings to discuss the situation, issues, supplier and progress. ● Policies for sick leave, family care leave and compensation are clearly communicated. ● Special rules and procedures for the pandemic situation are posted and discussed. ● If altered, traffic and product flows will be revised and posted. ● Employees are instructed to report all illness and if they have been in contact with an infected person. ● In the event of an inquiry from the press or media, employees are instructed to direct the investigator to the President. ● Managers, employees, and health and safety personnel are assigned specific roles for communicating and reporting. ● Reassigned roles, jobs, and tasks are clearly defined, documented, communicated. ● Employees are trained as needed. ● Physical distancing measures are implemented in production, the office, and meeting spaces. ● The Management will assess the effectiveness of the activities, and employee compliance to rules. ● In the event of an outbreak at NovaPak, the infected employee will be advised to stay home. All personnel will be notified to get tested and provide a report of 	
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	<p>results. The governing health authority will be notified. Visitors and contractors that may have been exposed will be informed. Sanitization, and other preventative activities will be reviewed and adjusted as needed.</p> <ul style="list-style-type: none"> • Management will monitor the integrity of the product quality and safety system. 	
CUSTOMERS	<ul style="list-style-type: none"> • Customers are contacted to relate the steps taken to ensure the continuity of supply. • Updates and progress are communicated as deemed necessary. 	<ul style="list-style-type: none"> • PRESIDENT • SALES MANAGER
VISITORS CONTRACTORS VENDORS	<ul style="list-style-type: none"> • Suspend visitor visits. • Vital contractors are contacted to communicate visitation expectations. • Vendors are contacted to secure essential supplies and raw materials. • Freight companies are contacted to ensure continuity of service. • A back-up plan is established in the event there is a shortage of supplies or materials. • Supplies of additional cleaners/sanitizers are procured. 	<ul style="list-style-type: none"> • PRESIDENT • GENERAL MANAGER
ALL PERSONNEL	<ul style="list-style-type: none"> • NovaPak will monitor employee health. Management and Lead Hands will ask employees how they are feeling and observe if employees are exhibiting the following symptoms: <ul style="list-style-type: none"> - Nausea - Vomiting - Fever - Coughing & excessive sneezing - Diarrhea <p>Workers are expected to report to management or supervisors if they have any of the above symptoms.</p> • Employees with these symptoms will stay home for the specified amount of time dictated by the Canadian Government or other relevant authorities before returning to work. • A physician's letter may be requested to indicate the employee has been cleared of the communicable 	<ul style="list-style-type: none"> • PRESIDENT • GENERAL MANAGER • LEAD HANDS • SAFETY PERSONNEL

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	<p>disease.</p> <ul style="list-style-type: none"> All personnel are instructed to follow the communicated hygiene practices to prevent the spread of the disease. Employees returning from overseas travel, cross border or other travel, as defined by relevant authorities, and at the discretion of management, must quarantine at home for the specified amount of time before returning to work. 	
OFFICE STAFF	<ul style="list-style-type: none"> The Office Manager and Clerk will work from home. Hand sanitizers are available & used when visitors, contactors, or vendors enter the facility. Common surfaces are sanitized per predetermined requirements based on risk assessment. Communal office equipment is sanitized as frequently as deemed necessary by the Company. This includes light switches, door knobs, tables, telephones, keyboards, mouse, staplers, paper cutters, photocopy machines, etc. Physical distancing is maintained based on recommendations by governing authorities. The required “physical distance” may vary with specific pandemic outbreaks. Lunch and break times are staggered to accommodate physical distancing. Back-up replacement plans are developed should an employee be off work for a considerable amount of time. 	<ul style="list-style-type: none"> PRESIDENT GENERAL MANAGER
PRODUCTION PERSONNEL	<ul style="list-style-type: none"> Workers are instructed to maintain the specified distance. Hands, equipment, and tools are frequently sanitized throughout the workday and between shifts, as deemed necessary based on risk assessment. Shifts are scheduled to prevent overlapping of employee entrances and exits. Lunch and shift breaks are staggered to support physical distancing. 	<ul style="list-style-type: none"> GENERAL MANAGER LEAD HANDS SAFETY PERSONNEL

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PANDEMIC CRISIS MANAGEMENT TEAM

The Crisis Management Team, as follows, is trained in risk and incident management:

- President
- General Manager
- Sales Manager

In the absence of a Team member, responsibilities will be reassigned as follows:

- President > General Manager
- General Manager > President
- Sales Manager > General Manager

ROLES AND RESPONSIBILITIES

Task	Detail	Responsibility		
		President	General Mgr.	Sales Mgr.
Communications	Business Partners	✓		
	Raw material suppliers	✓		
	IT provider	✓		
	Vendors		✓	
	Contractors		✓	
	Customers			✓
	Employees		✓	
Purchasing	Media (press)	✓		
	Health authorities	✓		
	Raw materials	✓	✓	
	Packaging		✓	
	Essential supplies		✓	
	Transportation		✓	

Pandemic Team Contact Information

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GOOD MANUFACTURING PRACTICES

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Team Member	Position	Business Phone	Mobile Phone
Pat Horahan	President	604-940-8704	604-785-1440
Bill Blayney	General Manager	604-940-8704	403-620-4041
Ante Sakic	Sales Manager	604-940-8704	604-818-8137

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