



ORTECH Consulting Inc. Pandemic Response Plan (COVID-19)

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3 pages, 1 Attachment

Revision History

Version	Date	Summary Changes/Purpose of Revision
PRP-03/20	March 18, 2020	Original
	March 24, 2020	Updates to address additional client specific requirements
	April 7, 2020	Addition of supplemental information



1. INTRODUCTION

This ORTECH Consulting Inc. (ORTECH) Pandemic Response Plan (PRP) as it relates COVID-19 is supported by an existing ORTECH Health and Safety (H&S) Program and policies including but not limited to:

- Health & Safety Policy
- Drug & Alcohol Policy
- Progressive Discipline Policy

The underlying principles of this PRP are:

- the protection of the health and safety of our employees and the employees of our clients, vendors and sub-contractors
- any protective measures are science based and consistent with guidance provided by Federal, Provincial and Local health agencies updated as warranted
- following these protective measures will enable ORTECH to continue to provide our vital monitoring, testing and consulting services to our clients
- the ORTECH President is designated as the workplace coordinator

We believe COVID-19 is a temporary health crisis that can be managed with the cooperation of all stakeholders resulting in minimal disruption to the business of our clients and ORTECH.

2. COVID-19

As it pertains to COVID-19, protective measures specific to ORTECH employees and work at ORTECH facilities, training of ORTECH employees as well as work at our client facilities are summarized below. Additional supplemental measures, including but not limited to laboratory analysis and field testing services are provided in Attachment 1.

ORTECH Facilities:

- all ORTECH employees are to be “fit for duty” which includes being free of COVID-19 symptoms
- any ORTECH employee who has COVID-19 symptoms are to contact their Local public health agency for instruction (e.g. self-isolation and testing if deemed necessary) and notify ORTECH (President)
- any ORTECH employee who has had direct contact with an individual who has tested positive or has COVID-19 symptoms are to contact their Local public health agency for instruction (e.g. self-isolation and testing if deemed necessary) and notify ORTECH (President)
- regular communication with employees on the importance of following good hygiene practices, enhanced cleaning protocols focused on common touch areas and supply of sanitizer/wipes throughout offices

- ORTECH employees whose job function allow have the option of working from home
- practice self-distancing including minimizing physical contact between coworkers and if necessary ORTECH will adjust work schedules
- minimize travel to the extent practical, especially to high impact areas
- follow post International travel self-isolation guidance provided by Federal, Provincial and Local health agencies

Document Review and Training:

- the PDR will be reviewed annually or more frequently as warranted
- employees are encouraged to provide input, in addition to information received from government health agencies (Federal, Provincial and Local)
- ORTECH will provide updated communications as warranted to employees via email and post on internal bulletin boards
- ORTECH will communicate with employees the importance of immunizations to maintain health
- the PRP is available to external stakeholders, posted on the ORTECH website and available to clients, vendors and sub-contractors upon request

Client Facilities:

- all ORTECH employees working at a client facility will be “fit for duty” which includes being free of COVID-19 symptoms
- should an ORTECH employee experience COVID-19 symptoms within 14 days of being at a client facility, follow the practices outlined above and notify ORTECH (President) who will inform the client (Note: following clearance of any confidentiality concerns)
- follow good hygiene practices and enhanced cleaning protocols focused on common touch areas
- practice self-distancing including minimizing physical contact between ORTECH and client employees
- follow additional client specific practices as reviewed and mutually agreed

ATTACHMENT 1

**Supplemental Information
to the ORTECH Pandemic Response Plan
(5 pages)**

April 7, 2020

Supplemental Information to the ORTECH Pandemic Response Plan

Re: ORTECH SERVICES DURING COVID-19 PANDEMIC, IN EFFECT UNTIL FURTHER NOTICE

The following information is provided as further guidance to performing our work safely in the office and in the field during the Covid-19 Pandemic. This should be viewed as a working document open for discussion and change depending on the task or job being performed. Like all workplace hazards we need to address the issue with common sense, education and training, safe work practices, and personal protective equipment (PPE).

All employees who can work from home should do so even as our offices and laboratories remain open. Field teams are mobilizing, as required, to provide essential services to our customers. When staff is needed in our facilities (office spaces and labs) we will stagger shifts and have modified work practices to reduce the concentration of staff in any one place and time and ensure physical distancing.

The following steps are the general and task-specific actions our employees are directed to take to meet our safety objectives and our quality and customer service goals.

Basic Steps:

- All office-based employees are to work remotely whenever possible to minimize the potential of spreading or contracting the virus
- If possible develop staggered start times/shift schedule with co-workers to accommodate division of duties in order to maintain client deliverables
- Everyone is directed to employ social/physical distancing of a minimum of 2 meters at all times
- Washing hands frequently with soap and water for at least twenty seconds and using hand sanitizer (> 60 percent alcohol) as frequently as possible is recommended
- Visitor access to our facilities is restricted to essential business needs only, teleconferencing is the preferred method of arranging client meetings (Note: ORTECH is currently trialing ZOOM with a free version available for meetings up to 40 minutes and has an account with Pragmatic Conferencing available for staff to use)
- Employees are required to stay at home if they are symptomatic or have had known exposure
 - » Use pre-shift self-screening available on Government of Ontario website (www.ontario.ca) to identify potential exposure risks

- Existing stop work authority (as with any workplace hazard) is reinforced
- Employees are directed to discuss with your Supervisor or President regarding use of company paid sick time and other company paid time off benefits, if warranted
- Frequently touched surfaces are to be disinfected before and after shift or crew changes
- Everyone should avoid touching of hands to face

Office Work:

- No sharing of workspaces when working at the office and maintaining at least 2 meters of physical separation at all times
- Disinfect office equipment surfaces (focus on man/machine interfaces – handles, switches, knobs, buttons, keyboards and keys, etc.)
- Use your own pens and office supplies in your workspace; do not share with others
- Avoid transferring hard copies of reports, memo's, e-mails, etc. between co-workers. All work should be shared electronically whenever possible
- Use hand sanitizer regularly and frequently wash hands
- Frequent cleaning of lunch room surfaces
- No more than 2 people in the lunch room at any one time maintaining a separation of at least 2 m
- No more than 2 people in a washroom at any one time maintaining a separation of at least 2 m

Preparation for Field Work:

- Verify the customer's Covid-19 screening policy, site conditions, processes, and operations before commencing preparation activities to ensure that the work can be performed in a safe manner
- These safe work measures should be included in the site specific Job Safety Assessment (JSA)
- Work in separate areas of the shop, labs and high-bay when preparing for field work
- If possible develop staggered start times/shift schedule with co-workers to accommodate division of duties in order to maintain physical distancing and client deliverables
- Assemble the necessary PPE to bring to the job site (additional PPE, beyond the site specific PPE, may include masks (if warranted), cleaning wipes, and hand sanitizer)
- Ensure vehicles are stocked with gloves, disinfectant wipes and hand sanitizer
- Bring all sanitizing products needed to clean company and customer touch surfaces that may be encountered
- Arrange workstations to provide for at least 2 meters of separation between co-workers
- Wear appropriate gloves for the work
- Use hand sanitizer regularly and frequently wash hands
- Avoid touching of hands to face
- Disinfect work areas, including mobile lab workspaces, before and after shifts or crew changes
- Disinfect test equipment surfaces (focus on man/machine interfaces – handles, switches, knobs, buttons, keyboards and keys, etc.) before and after shifts or crew changes

Scheduling:

- Where possible form teams with the same field technicians to:
 - » Reduce the exposure of any one field technician to office staff
 - » Minimize exposure of office staff to a single or limited number of field technicians
- If possible, dedicate each mobile laboratory unit to a single project manager/field technician
- Avoid all public transportation
- If possible eliminate air travel
- Allow only one person to ride in each vehicle
- Pay for fuel at the pump, sanitize contact surfaces before touching, use hand sanitizer after
- Do not eat in public dining areas, wash and disinfect hands thoroughly before and after eating
- Maintain a minimum of 2 meters of separation from all personnel
- Where possible arrange pre-job meetings using virtual technology (e.g. ZOOM or Pragmatic Conferencing)
- Conduct face-to-face meetings outdoors for any in-person situations maintaining a minimum of 2 meters separation between all parties involved (e.g. orientation, daily tailgate meetings, etc.)

On Site Testing:

- Avoid customary greetings (hand shaking/fist bumping, etc.) with clients and site personnel and maintain a physical separation of at least 2 meters
- Follow all site rules at all times
- Avoid hard copy documentation involving multiple touches; this may include JSA's, work permits, etc., post one copy for review or distribute electronically if possible
- If using personnel or cargo elevators to access sample locations there should only be one person in the elevator at a time unless the elevator is large enough to accommodate more people while allowing for sufficient physical distancing
- Arrange workstations to provide for 2 meters of separation between co-workers
- Use your own pens and office supplies in your workspace; do not share pens, binders, etc.
- Avoid sharing tools and disinfect between use
- Disinfect test equipment surfaces (focus on man/machine interfaces – handles, switches, knobs, buttons, keyboards and keys, etc.)
 - » Disinfect frequently touched surfaces before and after operator changes and/or shift or crew changes
- Use field connectivity technology to facilitate customer communication (if possible dedicate a 2-way radio to each field team member on site)
 - » Use voice calls for real-time communication needs
 - » Use E-mail for test, operational, and monitoring data
- Use field connectivity technology to facilitate regulatory agency observation
 - » Facetime leak checks with remote observer if requested
 - » Video conferencing with screen sharing of live test and calibration data collection (if possible)

- Prohibit visitors from physically entering enclosed personal workspaces such as mobile laboratories (post signs with contact information)
- Wear gloves whenever possible
- Create separate on stack work areas for each team member to maintain a minimum of 2 meters of separation
- Use hand sanitizer regularly and frequently wash hands
- Be careful to avoid sample contamination from gloves and disinfectant products
- Disinfect work areas, including mobile lab workspaces, elevator buttons, etc.

Lab Analysis:

- Workspaces must not be shared and must maintain at least 2 meter physical separation between co-workers
- If possible develop staggered start times/shift schedule with co-workers to accommodate division of duties in order to maintain physical distancing and client deliverables
- Use your own pens and office supplies in your workspace; do not share pens, binders, etc.
- Disinfect equipment surfaces (focus on man/machine interfaces – handles, switches, knobs, buttons, keyboards and keys, sample transport containers, etc.)
- Avoid sharing tools and disinfect between use
- Wear appropriate gloves whenever possible
- Use hand sanitizer regularly and frequently wash hands
- Be careful to avoid sample contamination from gloves and disinfectant products

Travel:

- **Vehicles:** One person per vehicle to be managed to the extent possible. When we don't have enough company vehicles available the options would be **1) rentals**; clarify with the rental company what measures they have in place to ensure the cleanliness of the vehicles provided, and **2) personal vehicles**; this is not preferred as your individual insurance may or may not cover you on business and if it does cover you, your personal insurance would kick in first. Personal vehicles used for ORTECH business **must be insured** at the vehicle owner's expense. As each insurance policy may differ, staff is asked to **confirm with your insurance provider that you are covered when using your personal vehicle to "travel to place of business"**. In the event of a loss/claim/accident, the owner's automobile insurance policy would respond first. However, if the owner's liability limit is exhausted, ORTECH's non-owned automobile coverage would then respond.

Aside from the insurance limitation, if use of personal vehicle is deemed the only reasonable option, it should be cleared with the Group Manager. Personal vehicles will likely be limited to the exterior parking lot and not allowed on site so staff will need to figure out how to get people to the ORTECH truck/trailer on site. In accordance with our Expense Claim Policy, to control costs on behalf of our clients, the mileage paid to staff for personal vehicle use will not exceed what is reasonable should you have rented an economy car plus gas. Reasonableness is the guide here.

- **Meals:** If staff are uncomfortable with takeout or delivery options and prefer to bring food from home, ORTECH will accommodate a per diem model in the short term during this crisis, consistent with the budget amounts in our Expense Claim Policy: Breakfast \$14, Lunch: \$18, Dinner: \$33 (Note: including tip and tax). ORTECH will provide personal coolers if requested. Of course, the per diem is determined by what is budgeted for that project. Continue to submit an expense claim for per diem approval and select Receipt Category “no receipt”. We have to treat per diem slightly differently from an accounting perspective but nothing the field staff need to worry about. If staff continues to use takeout or delivery, simply submit expense claim with receipts indicating the HST as usual.
- **Hotel Stay:** As with rental cars, we want to make sure we understand and are comfortable with the processes the hotel has in place for cleaning and sanitizing between guests. The main reputable chains should all have systems in place to ensure additional cleaning measures but it would be prudent to confirm this when making any reservations. Also as with rental cars, in addition we want to add our own supplemental cleaning of high touch surfaces (handles, facets, tv remote, etc.). It would be prudent for one person pay for all rooms and receive receipt by e-mail to limit contact with hotel staff.

If you have any questions please reach out to your Group Manager, the Joint Health and Safety Committee, or Hank Van Bakel for direction.