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HR104 - Covid-19 Business Continuity Policy

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| Status | Final |
| Version | 1.04 |
| Classification | Confidential |
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The electronic version of this document is recognized as the only valid version.

Approval History

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| APPROVER(S) | TITLE/DEPARTMENT | APPROVED DATE |
| Shamira Jaffer | CEO | December 23rd, 2021 |
| Shamira Jaffer | CEO | Dec 8th, 2020 |
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## Document Sensitivity Level

Confidential

Introduction

Overview

The COVID-19 pandemic has changed various aspects of our day-to-day lives, from the way we interact with others to how we take care of ourselves and others. Taking into consideration that employees’ physical, social, mental and emotional health and wellbeing may be impacted, Signifi has decided to put in place a set of guidelines.

Purpose

Signifi has adopted this policy to develop a prevention and response policy for COVID-19 as part of an emergency preparedness and response plan at the workplace. The aim is to clearly identify requirements and procedures required to control the spread of infection at the workplace while also maintaining business. The policy is based on information available at the time of its development and is subject to change based on further information provided by government, health authorities, and the latest evidence.

Scope

This policy applies to all Signifi employees, part-time and temporary workers, trainees and contractors as per the role demand.

Policy Statement

1.0 General Information

Signifi is committed to the health and safety of the workers and compliance with the requirements of the Occupational Health and Safety Act (OHSA).

We encourage you to adopt the following measures based on your role expectations:

* COVID-19 recovery activities will be gradual and phased in order to allow for physical distancing; note that a return to full building/worksite occupancy may not be possible at this time for the entire workforce.
* Consider working remotely with clients via phone or online, and avoid unnecessary visitors in the workplace.
* Consider using digital documents and eliminating paper documentation as much as possible.
* Clean keypads, touch screens, workplace, tools etc. regularly.
* Use alcohol-based hand sanitizer or wash hands with soap and water.
  1. Remote Work Policy
* Since the onset of the Coronavirus/COVID-19 public health emergency, Signifi has used remote work as a plan to sustain operational continuity while reducing density and exposure for those who must work at the office facility.
* Signifi requires employees other than Assembly line staff to work from home occasionally, based on supervisor authorization. This will be on rotation, so as to avoid physical distancing constraints within the office facility.
* In conditions where work from home is authorized the following factors should be taken into consideration:

1. **Create a workspace**: Employees should find a dedicated workspace where they can focus on their work with minimal distractions.
2. **Secure Connection**: Employees should have a secured Wi-Fi network and work with a trusted virtual private network (VPN). They should keep their laptops to themselves and securely store them when they are not in use.
3. **Confidentiality**: Employees need to ensure that client data is kept safe and secure client information is not compromised or jeopardized. Be aware of phishing attacks. Save company data only on the network, and not personal devices. Set devices to lock automatically for periods of non-use.

* Avoid printing sensitive corporate materials unless there is a valid reason to do so. Do not send sensitive corporate data to personal email or cloud accounts. Do not permit others to access the company’s systems including the personal device that has access to the company’s systems.
* Signifi requires all employees availing flexibility of working from home to follow the below guidelines:

1. Continue requirement to complete the work assignments.
2. Maintain availability during normal business hours.
3. Ensure all work time is recorded.
4. Be able to cope with the reduced social interaction and contact.
5. Be trustworthy, mature, self-disciplined and self-motivated, i.e not to be distracted from working, be able to complete the expected working hours, and be able to work without direct supervision.
6. Be able to arrange their family or other commitments to facilitate a suitable working regime and environment.
7. Be willing and able to use new or different communications (as needed) and IT equipment.
8. Have higher than average self-discipline and self-management skills, particularly time management.
9. Any ad hoc working from home still requires pre-authorisation from the employee’s manager.
   1. Physical Distancing

* Physical distancing means keeping our distance from one another and limiting activities outside the facility.
* Signifi requires all employees to make efforts and maintain at least 2 metres or 6 feet distance from other people whenever possible.
  1. Active Temperature Screening
* Signifi requires all employees visiting the office facility to undergo temperature screening and ensure it is safe to enter the office facility.
* All employees must go through the COVID-19 screening survey on a daily basis, complete self-evaluation on <https://survey.signifivision.com/>
* On any technical issues, employees can reach out to [it@signifi.com](mailto:it@signifi.com) for further assistance.
* All visitors accompanying employees must go through the COVID-19 screening questionnaire and complete the self-evaluation.
* When arriving at the office, the employees will use the wall-mounted thermometer to read their forehead temperature. If over 37.5 C they will go back outside and call their manager or Susan Waung at 905-602-7707 Ext 8103. Please inform them about the temperature read and follow their instructions
  1. Use of Non-Medical Masks
* When all other measures are exhausted, impractical, or not feasible, non-medical masks and/or cloth face coverings are an additional measure that must be used to protect others around them. They are to be worn when physical distancing is not possible or is unpredictable. Benefits of use are greatest when the risk of viral transmission is higher (e.g., local community transmission, busy public settings where employees may not be able to control their contacts with others).
* Signifi requires all employees to adhere to the City of Mississauga’s mandate to wear face coverings/mask while at office premises.
* Face coverings (including a mask, bandana or scarf) are to be constructed of cloth, linen or other similar fabric that fits securely to the head and are large enough to completely and comfortably cover the mouth, nose and chin.
* Please note that non-medical masks and cloth face coverings are not PPE.
* They are an additional measure that people can take to protect others around them.
* Non-medical masks or cloth face coverings should not be placed on anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance
* It is important that non-medical masks or cloth face coverings fit well and are worn safely and disposed of correctly.
* If a non-medical mask or cloth face covering is to be reused, ensure that you temporarily place it in a clean paper bag or envelope between uses during the same workday and until able to have it machine-washed in hot water.
* Non-medical masks that cannot be washed should be discarded and replaced as soon as they get damp, soiled or crumpled.
* Ensure that you dispose of masks in a plastic lined garbage bin and do not leave discarded masks elsewhere in the workplace.
* Supervisors should mitigate against any possible physical and psychological injuries to employees and/or clients that might inadvertently be caused by wearing a non-medical mask or cloth face covering, for example:

1. Physical injury – interfering with the ability to see or speak clearly or becoming accidentally lodged in equipment the wearer is operating.
2. Psychological injury – offensive or inappropriate images or text on a cloth face covering.
   1. Occupational Illness Reporting Procedure

* Employees are advised to stay at home, get tested and inform the supervisor in case of visible symptoms, direct interaction with COVID-19 infected people or is in quarantine due to travel.
* Employee experiencing symptoms while at work should immediately inform their manager/supervisor and be sent home and, advised to self-isolate and contact the office manager for further guidance.
  1. Common Areas, Lunchroom and Meeting Rooms
* Employees are advised to follow social distancing norms and leave the common areas, lunchrooms, washrooms and break out zones clean for others to use.

Compliance

This policy will be officially monitored for compliance by department director and may include random and scheduled inspections.

Enforcement

All instances of non-compliance will be reviewed by the department director. The department director, with the assistance of the Human Resources department has the authority to impose disciplinary actions, up to and including termination of employment or contractual agreement.

Update

This policy and all supporting documentation will be reviewed and updated annually or upon material changes to Signifi business rules, technology processes, organizational goals, or information security objectives to ensure its continuing suitability, adequacy, and effectiveness.

Revision History

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| VERSION | DATE | SUMMARY OF CHANGE | CHANGED BY |
| 1.0 | 2020-09-29 | First version | Aiswarya Krishnan |
| 1.01 | 2020-10-06 | Review and updates | Aiswarya Krishnan |
| 1.02 | 2020-10-16 | Final Review | Caroline Martin & Razvan Anghelidi |
| 1.03 | 2020-12-08 | Added temperature check in the office | Razvan Anghelidi |
| 1.04 | 2021-12-12 | Annual review | Hadeel AlZuhairi |