

BRIDGEPOINT

COVID19 CORONA VIRUS PANDEMIC CONTINUITY PLAN



NAME OF PERSON MAKING CHANGE	ROLE OF PERSON MAKING CHANGE	DATE OF CHANGE	VERSION NUMBER	NOTES
ANURAG ARUN	CEO	02/24/2020	1.0	Initial discussion of COVID19 Pandemic Plan
EKTA ARUN	Head of Communication and Services	03/01/2020	2.0	Guidelines, Mandate and Communication of COVID19
DEVANSH KALIA	Lead Pandemic Implementation	03/10/2020	3.0	Execution of the COVID19 corona virus Pandemic Plan

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Overview of Bridgepoint Approach to COVID 19 Corona Virus

Context: Viral respiratory diseases have the greatest potential to cause pandemics and the key threat of emergence of a pandemic strain of virus lies at the human-animal interface. Every so often there has been emergence of novel influenza strains in animals such as birds and pigs, such as H5N1, H1N1 and H7N9, and these viruses have caused significant morbidity and mortality in humans. To date none of these viruses have caused sustained human to human transmission. Pandemic influenza remains a key global health threat and the broader world health sector is well prepared to respond to an influenza pandemic.

In December 2019, China reported cases of a viral pneumonia caused by a previously unknown pathogen that emerged in Wuhan, a city of 11 million people in central China. The initial cases were linked to exposures in a seafood market in Wuhan where a large range of live animal and animal products were sold. The pathogen was identified as a novel (new) coronavirus (recently named Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)), which is closely related genetically to the virus that caused the 2003 outbreak of Severe Acute Respiratory Syndrome (SARS). SARS-CoV-2 causes the illness now known as Coronavirus disease 2019 (COVID-19). Currently, there is no specific treatment (no vaccine and no antiviral) against the new virus.

Given what we know about pandemic preparedness, response and the significant global impacts of the SARS outbreak in 2003, the influenza pandemic in 2009 and the Middle East respiratory Syndrome (MERS) in 2013 and again in 2015, we cannot afford to be complacent.

Due to heightened global concerns around the pandemic potential of COVID-19, following a meeting of the World Health Organization (WHO) International Health Regulations Emergency Committee, the Director-General declared the outbreak of COVID-19 a Public Health Emergency of International Concern on 30 January 2020.

While there is still much we don't know about the characteristics of COVID 19 virus, Bridgepoint has taken a precautionary approach in line with preparedness and response guidance for a pandemic, working collaboratively with province and whole of government partners to implement strategies to minimize disease transmission at workplace through strong measures and communication activities across its offices.

Bridgepoint Pandemic Plan Statement of Intent

In the wake of novel COVID19 corona virus pandemic, this document defines Bridgepoint policies and procedures for responding to and recovering from the current outbreak that may restrict company staff and negatively impacts our ability to provide unparalleled Customer service as usual. It includes process-level plans for addressing people issues and maintaining Bridgepoint's ability continue uninterrupted business. This document summarizes our procedures to ensure physical safety of our team, our systems and our data. Our mission is to protect staff from the impact of the COVID19 illness, ensure information system uptime, data integrity, availability and overall business resilience.

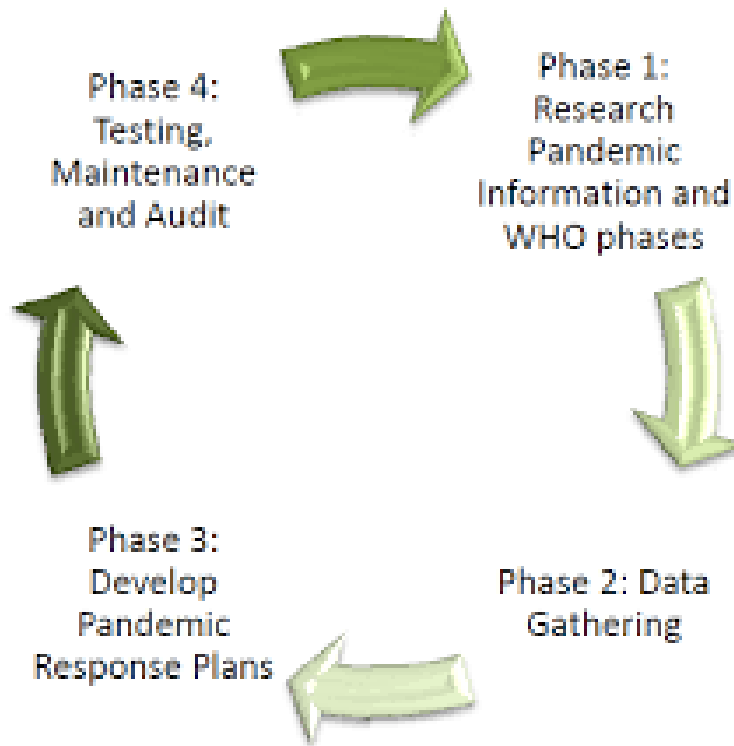


Figure 1 Pandemic Planning Protocol

1 Plan Overview

This is the first Bridgepoint Emergency Response Plan for novel Coronavirus (the COVID-19 Plan) is designed to guide the various office sites response. It should be considered a living document that will be periodically updated. As we learn more about the virus and its key at risk groups, and as potential treatments become available such as antiviral drugs and vaccine, we can target resources and public health interventions to most effectively protect the health of all.

Bridgepoint will approach this novel coronavirus outbreak by undertaking activities to:

- monitor and investigate outbreaks as they occur.
- identify and characterize the nature of the virus and the clinical severity of the disease.
- research respiratory disease-specific management strategies.
- respond promptly and effectively to minimize the novel coronavirus outbreak impact.
- undertake strategies to minimize the risk of further disease transmission; and
- contribute to rapid and confident recovery of individuals and services.

2 Planning Key 1st Steps

2.1. Maintaining Bridgepoint's Critical Business Functions

We need to identify and build Critical Business Functions for Bridgepoint.

Appendix 1 CRITICAL BUSINESS FUNCTIONS AND RESOURCES

Appendix 2 ESSENTIAL SERVICES IDENTIFICATION

Appendix 3 ESSENTIAL SERVICES STAFFING

2.1.2. Staffing Plan

Next, we must identify what staffing resources/alternatives exist to maintain our operation with the option of work from home policy, providing high speed data and additional phone lines to maintain essential/core services. Staff may only need to come into the office once a week for files and supplies.

For staff that must perform their duties in the office, managers must consider whether the employee could work shift work to reduce the face-to-face contact in the office and to have the person travel on transit at off-peak periods. If shift work is an option in a team, managers must with their staff to identify which shift works best for them while still maintaining coverage for the services to the Customer.

2.1.3. Cross-Training of Staff

Having identified the critical business functions that must be performed in our business over the next minimum of a six to eight-week period:

- Identify all the staff that could perform those critical business functions.
- Identify all staff that have been cross trained on the critical business function.
- Consider whether temporary staff from an agency could be called in to perform the critical business functions.

2.1.4. Infection Countermeasures and Education

Staff awareness is a big part of the first stage of COVID19 corona virus planning. It is important that the Services and Communication Manager sends out a circular to all Managers so daily/weekly meetings could be telecommuted to protect their own health and the health of the team. Utilize the information in Appendix "4" to educate staff on ways to protect themselves and others.

3 Communications to Staff and Strategic Stakeholders

The Communications and Services Manager will be contacting major stakeholders to determine and communicate information about COVID19 corona virus to employees, and other key stakeholders.

3.1. Initiate the following Social Distancing Procedures and Information

- All managers/team leads must post notifications in the office, lunchroom, and other areas to raise staff awareness of COVID19 corona virus symptoms (Appendix 5).
- The staff must discontinue sharing cutlery, plates, cups, magazines, etc.
- Staff must eat at their desk or away from others.
- If face-to-face meetings with people are unavoidable, managers must minimize the meeting time, choose a large meeting room and sit at least one meter away from each other if possible; avoid shaking hands or hugging. Consider holding meetings in the open air if weather permits.
- Managers must encourage staff to avoid recreational meetings where they might come into contact with infectious people.
- Managers must encourage people to use on-line services or the telephone to conduct their business where possible. Where possible, reduce exposure between staff and the public.

3.2. Human Resources Policies and Agreements

Aligning with WHO mandate, current measures in Canada, US and India the current human resource policy will be made flexible, so all Bridgepoint employees are able to cope with health, family and other pandemic related challenges.

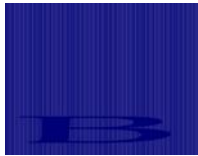
3.3. Managing Staff Who Become Ill at Work

Monitor the health status of employees. If a person feels ill, or if someone observes that another person is exhibiting symptoms of COVID19 corona virus at work, they should notify the ill employee's manager. The manager should take action to send the employee home and to disinfect their work area.

Once the COVID19 corona virus pandemic wave has passed, Bridgepoint will need to evaluate the impacts and begin recovery operations.

CRITICAL BUSINESS FUNCTIONS AND RESOURCES

1.	CRITICAL BUSINESS FUNCTION POSITION
2.	Employee(s) responsible for function
3.	Critical functions performed
4.	Other staff who are cross trained
5.	Cross-training on other positions
6.	Other staff, temps or retirees who could perform the duties
7.	Does the current incumbent have school age children at home?
8.	How does the current incumbent travel to work (i.e. transit, carpool, SOV)
9.	Does the employee(s) work allow for shift work (i.e. 6:00 a.m. to 1:30 p.m. or 2:00 p.m. to 9:30 p.m.)? If so, identify which shift would work better.
10.	How can Logistical access be provided to the team/accounting software to the accounting staff so they can continue to work remotely.



Appendix 2

ESSENTIAL SERVICES IDENTIFICATION

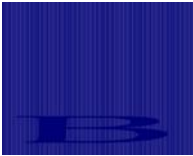
1. The manager/team list must list each core service in Column A. Remember to consider core services that may be seasonal.
2. List the functions associated with that core service in Column B.
3. Using the following planning criteria categorize each function in Column C:

Priority 1	Potential to affect health and safety of the public or is legislated or required by law.
Priority 2	Major inconvenience to our Customer but does not affect health and safety.
Priority 3	Minor inconvenience to the Customer; service probably not missed or could be deferred over the short term (6 weeks).

4. Column D represents Bridgepoint’s assessment of the potential increase in demand for this service during a pandemic.
5. Those service activities listed as Priority 1 are considered **Essential Services** that **must** be maintained during a pandemic.

Department: _____

A	B	C	D
SERVICE	Function	Priority	Potential for Increased Demand (Low, Medium, High)



Appendix 3

ESSENTIAL SERVICES STAFFING
Priority 1 Functions/Services

1. In Column A - List the Priority 1 & 2 functions (identified using Appendix 1 from column B).
2. In Column B, list the current number of staff performing this service.
3. In Column C, list the assessed minimum number of staff that could perform this service.
4. In Column D, calculate the pandemic staff reduction
5. In Column E, calculate the possible staffing shortfall by listing the difference between Column C and Column D

Department/Function: _____

A	B	C	D	E
PRIORITY 1 FUNCTION	Current Staff	Minimum Staff (consider level needed for vacation coverage)	Pandemic Staff Reduction	Potential Pandemic Staff Shortfall

NOTE: This table provides basic information as a basis for planning across Bridgepoint platform. More detailed planning is required. Within a staff complement there will be positions that may be identified as more critical than others because of the number and/or qualifications and these should be examined more closely.

Appendix 4

COVID 19 Virus COMMUNICATIONS FOR TEAM

- **Hand washing** – Hands can play a significant role in acquiring and in transmitting a virus from one person to another. Good hand washing habits are more likely to prevent infections than excessive cleaning and disinfection. Most people do not wash their hands for long enough or in the correct manner. See the following hand washing guidelines: Wash your hands often, especially before, during, and after you prepare food. Before you eat, and after you use the washroom. After handling animals or animal waste. When your hands are dirty, and More frequently when someone in your home is sick
 - **Touching your eyes, nose or mouth** – Try to refrain from touching your face unless you have just washed your hands. It is especially important when using contact lenses that your hands have been washed well.
 - **Cough etiquette** – Turning your head and coughing or sneezing into a disposable tissue or the inside of your elbow will assist in reducing the spread of germs. Remember that you are contagious and spreading germs before you ever start feeling the symptoms of the flu. Also, use disposable tissues once and ensure that you place them in the garbage right away so that they do not contaminate surfaces.
 - **At the washroom sink** - Use a paper towel to turn off the tap in the washroom after you have washed your hands so that you don't contaminate your hands again. Use the same paper towel to open the door of the washroom and other doors that you may have to open to get back to your work area.
 - **Hand Sanitizer** – use alcohol based waterless sanitizers where water basins are not possible. Hand sanitizers don't clean visibly soiled hands, but they do kill germs on hands. Hand sanitizers should not be confused with antibacterial soaps, where concerns have been raised about their possible role in antibiotic resistance. Alcohol based hand sanitizers do not pose this risk.
 - **Shared work areas** – If you share a workspace with others, ensure that you clean telephones, keyboards and other surfaces that may be touched by many people. Office Services provides wipes that can be used for this purpose.
 - **Getting an annual flu vaccination** – It is a good idea to get your annual flu vaccination and ensure your family members do as well. While this will not protect from the pandemic new virus strain, it will prevent other forms of influenza in 70% of the healthy population.
 - **Maintain a good diet** – Try to get adequate sleep, a well-balanced diet and drink plenty of water.
-

- **Knowing the difference between a cold and the flu** – You will likely know the difference between a cold and the flu. Most flu symptoms typically appear so quickly that people can recall the exact moment they first felt sick. Know the similarities and differences in symptoms of the flu and a cold as noted below:

SYMPTOM	COVID19 Corona Virus	COMMON COLD
Fever	Usual, sudden onset 38° - 40° and lasts 3-4 days	Rare
Headache	Usual and can be severe	Rare
Aches and pains	Usual and can be severe	Rare
Fatigue and weakness	Usual and can last 2-3 weeks or more after the acute illness	Sometimes, but mild
Debilitating fatigue	Usual, early onset can be severe	Rare
Nausea, vomiting, diarrhoea	In children < 5 years old	Rare
Watering of the eyes	Rare	Usual
Runny, stuffy nose	Usual, early onset can be severe	Usual
Sneezing	Usual, early onset can be severe	Usual
Sore throat	Usual	Usual
Chest discomfort	Usual and can be severe	Sometimes, but mild to moderate
Complications	Respiratory failure; can worsen current chronic conditions; can be life threatening	Congestion or earache
Fatalities	Well recognised	Not reported
Prevention	No vaccine; frequent handwashing; cover your cough/sneeze	Frequent handwashing, cover your cough

Hand Sanitizing Stations

Bridgepoint has installed hand sanitizing stations for staff at all the office facilities and has provided front-line staff with their own bottles of sanitizer. The team must not replace this for hand washing with soap and water. However, there are times when it may not be convenient or practical to get to a sink to wash your hands and the hand sanitizing stations will allow staff to kill germs without water.

COVID19 Coronavirus NOTIFICATION

COVID19 Corona Virus is a contagious disease. There is currently an increase in the numbers of people in the world with COVID19 Corona Virus. To reduce the spread in this workplace, the following actions are required from all Bridgepoint employees:

DO NOT COME TO WORK if you have:

- Chills, shivering and a fever (temperature above 38° C).
- Onset of muscle aches and pains.
- Sore throat.
- Dry cough.
- Trouble breathing.
- Sneezing.
- Stuffy or runny nose.
- Tiredness.

If some of the above apply to you, please go home and wait until you have recovered before returning to work.

If you have recently arrived from overseas or returned from overseas, please advise your Manager/Team Lead.

**If you start to feel ill at work, PLEASE DO NOT leave your work area.
Call your Manager/Supervisor and advise them that you are feeling unwell.**

WORKPLACE CLEANING

During the COVID19 Corona Virus pandemic, Bridgepoint has implemented additional measures to minimize the transmission of the virus through environmental sources, particularly hard surfaces (e.g., sinks, handles, railings, objects and counters). Transmission from contaminated hard surfaces is unlikely but influenza viruses may live up to two days on such surfaces. COVID19 Corona Virus are inactivated by alcohol and by chlorine. Currently, the office premises, especially our 24X7 Office locations are being cleaned and disinfected continuously (neutral detergents are being used, followed by a disinfectant solution). Surfaces that are frequently touched with hands are cleaned on an hourly basis. The table below suggests the appropriate choice and concentration of disinfectants for the use of cleaning crew:

DISINFECTANTS	RECOMMENDED USE	PRECAUTIONS
1000 PARTS PER MILLION OF AVAILABLE CHLORINE, USUALLY ACHIEVED BY A 1 IN 5 DILUTION OF 100 % DISINFECTANT BLEACH (E.G. CLOROX BLEACH OR JAVEX BLEACH)	Disinfection of material contaminated with blood and body fluids	Should be used in well ventilated areas. Protective clothing required while handling and using undiluted bleach. Do not mix with strong acids to avoid release of chlorine gas. Corrosive to metals.
GRANULAR CHLORINE: E.G. DET-SOL 5000 OR DIVERSOL, TO BE DILUTED AS PER MANUFACTURE'S INSTRUCTIONS.	May be used in place of liquid bleach, if it is unavailable	Same as above.
VINEGAR MIX:	May be used when sanitizers are not available	Use 3 part vinegar + 1 part water. Add tea tree oil/lavender oil. Put in spray bottles and place at all entrances and office stations.
ALCOHOL: E.G. ISOPROPYL 70%, ETHYL ALCOHOL 60%.	Smooth metal surfaces, tabletops and other surfaces on which bleach cannot be used e.g. wood surfaces.	Flammable and toxic. To be used in well-ventilated areas. Avoid inhalation. Keep away from heat sources, electrical equipment, flames and hot surfaces.

When a person with suspected COVID19 Corona Virus is identified and has left the workplace, it is important that her/his work area/office, along with any other known places s/he has been, are thoroughly cleaned and disinfected.

COMMUNITY BASED PUBLIC HEALTH MEASURES

• *Self Isolation*

Individuals who are ill will be asked to stay home from public locations. Adults recommended for self-isolation should remain home for a minimum of five days after onset of symptoms (seven days for young children) or until symptoms have resolved, unless they need to visit a health care provider. During this period people should avoid close contact with unexposed household members. “Close contact” is defined as face to face exposure within one metre (three feet) of another individual. Frequent disinfection of household surfaces should be practiced.

• *Quarantine*

As per the WHO guidelines, 14-day quarantine must be followed to slow transmission in the community.

Restriction of Large Gatherings

Social Distancing

Some strategies for social distancing include:

- Avoid “close contact” with individuals (i.e. within 1 metre).
- Minimize visitors to homes.
- Cancel family gatherings.
- Avoid shaking hands, hugging, or kissing people as greetings.
- Stock up on groceries and shop less frequently.
- Work from home if possible.
- Minimize contact at work by teleconferencing.
- Utilize means other than public transit.

Use of Masks by Healthy Individuals

Hand Sanitizing Stations at the entrance and all work cubicles

Environmental Cleaning

Cleaning crew must perform frequent cleaning of the shared office space and workstations.

See Appendix 7 for suggested disinfectants, recommended use and precautions.

Key Personnel Contact Info



Role	Name	Current Position/ Function	E-mail	Phone #
Pandemic Plan Coordinator	Ekta	Head of Communications	services@bpsupplychain.com	647-295-2320
	Devansh	Head of Implementation	csr@bpsupplychain.com	289-272-4755
Backup Coordinator	Shawn	Customer Service Lead	operations@bpsupplychain.com	416-268-7543
Planning Team Members	Rob	Purolator CSR	rob@bpsupplychain.com	416-305-5090
	Alex	Purolator CSR	alex@bpsupplychain.com	289-272-4762
Backup Team Members	Sam	MIS – Shift-manager	sam@bpsupplychain.com	289-272-4764
	Zayne	MIS – Shift-manager	zayn@bpsupplychain.com	289-272-4754
	Rahul	MIS – Shift-manager	raul@bpsupplychain.com	289-272-4760
Local Site Managers	Anoop	Terminal Manager - Ontario	anoopk@bpsupplychain.com	647-523-3536
	Andy	Terminal Manager - Alberta	Dispatch.edmonton@bpsupplychain.com	780-960-7370

Notification Calling Tree

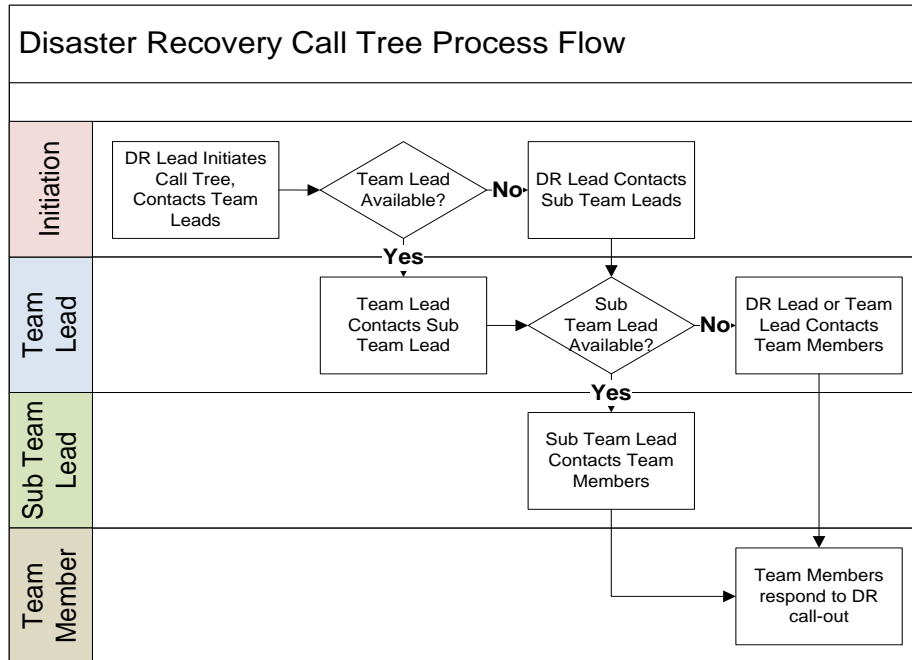


Figure 2 Disaster Recovery Call Tree

Contact		Cell
Pandemic Response Lead - Ekta		647-295-2320
Pandemic Management Team Lead & Head Implementation - Devansh		289-272-4755
Mississauga	Anoop	780-960-7370
Edmonton	Andy	647-523-3536
India	Devansh	289-272-4755
Network/Server Team Lead - Eric		647-523-3536
Applications Team Lead - Shawn		416-268-7543
Zonar Customer Support Fleet Complete Customer Support		(877) 843 3847 #1 1-800-220-0779
Management Team Lead - Anurag		647-968-1913
Operations Team Lead - Shawn		416-268-7543
Finance Team Lead - Neel		289-272-4758