



CAE COVID-19 POLICY

To: Our Valued Vendors, Customers and Contractors;

As of March 13, 2020 CAE Management and Ownership wanted to inform all our customers and vendors that CAE is taking every necessary precaution regarding the current worldwide pandemic. In order to mitigate the impacts of COVID – 19, everyone has a role to play.

Prevention

We have all been made aware of how the coronavirus spreads and how to prevent getting the illness, but we need to work together to ensure that we keep our workers, customers, vendors, contractors and their families as safe as possible. We would like to remind everyone of the preventative measures available to every one of us – and strongly advise full adherence to all areas:

CAE employees must follow the following health recommendations:

- **Wash your hands often** - use warm soapy water, apply enough to cover surfaces of hands including between fingers, and rub vigorously for 15 to 30 seconds.
- **Use hand sanitizer often** – CAE will provide this to staff (if available at suppliers)
- **Clean Regularly** – Clean your workstation and common work areas daily with disinfectant spray or Lysol wipes. CAE has implemented a mandatory daily cleaning schedule; this will be extra cleaning done by our staff at the beginning of every day. This schedule will be sent out to CAE staff every two weeks until further notice. The virus can survive for different time frames depending on the material, but stainless steel has been shown to allow the virus to live up to (3) days. The cleaning schedule includes cleaning of door handles, water machines, Keurig machines, shared kitchen spaces, debit/credit card machines and printers.
- **Keep an eye out for the common symptoms** - this includes fever, cough and difficulty breathing.
- **Avoid hand shaking/high fives/fist bumps** and any other unnecessary physical contact with co-workers, customers, vendors, and any member of the public.
- **Eliminate unnecessary group settings** – CAE has most of their staff working from home. The CAE offices are equipped with a skeleton crew to cover the essential areas of our business.
- **If you are feeling unwell** – do not come to work, self-isolate and complete the Alberta online health assessment tool if you are experiencing any of the coronavirus symptoms.
- **Practice Social Distancing**

What is social distancing?

- Taking steps to limit the number of people you come into close contact with
- This is not the same as social isolation. You do not need to remain indoors, but you do need to avoid being in close contact with people.
- Going for a walk in your neighbourhoods or park is encouraged as long as you maintain distance from others.
- Go out for groceries, medical trips and other essential needs, but try to maintain a distance of at least 2 metres (6 feet) between yourself and other people.



- In order to minimize the risk of acquiring COVID-19, reduce the number of times you leave your house to perform errands.

Service Technicians

If a customer requires a service technician on site, they must follow the above precautions while on site. If our service technician is required to sign in and out of site, then we strongly recommend this is done electronically to avoid any social interaction with employees. We are also promoting emailing service report copies to our site contact, rather than leaving the original on site at this time.

Social distancing is also being promoted at all times, including while our Service Technician is at our facility but also when on your site. Simple steps go a long way – if we see any member of your staff approaching in hallways and other common areas, we are asking our Service Technicians to give your people the right of way and only proceed when the way is clear. Any items that may need to be passed from one person to another – for example, if our Service Technician is leaving an extra set of filters as per your request – will be left by the machine or other neutral location according to customer direction.

We will adhere to any special policies our valued customers and vendors may enact at these times, up to and including to being open to accessing sites 100% without direct contact with our clients if their security protocols and logistics will allow for it.

Technical Sales:

Our knowledgeable, dedicated and customer-focused Technical Sales team is still working full time, and are ready to help with any needs our clientele may have. While our Technical Sales Reps are now working from home for the foreseeable future, we are still available to come to your site to scope your equipment and/or installation needs. Our Reps will be following the same protocol as our Service Technicians as outlined above and will be practicing social distancing including but not limited to avoiding handshaking and distribution of hard-copy marketing materials. All quotations and brochures etc. will be submitted electronically. Pictures and any site drawings that may be available will help our team as well – we are committed first and foremost to our customers health and safety, but understand many businesses continue to operate and we will do everything in our power to help you continue production during this challenging time.

Parts Sales:

Our Parts department is still fully operational but is also doing their part to keep our valued customers and employees safe. We ask our valued customers to make your requests whenever possible via email or telephone and include any pictures and other information available rather than bringing the item to us. All orders, even for within Calgary, can be shipped to avoid the need for you to come to our building at this time. If you do need to visit our facilities in person, please understand we are practicing social distancing protocol and while we are open, we will be keeping all entrances locked until further notice. We will leave instructions on the door, which will be to knock first and if no answer to call the number provided for immediate service. We are limiting customers in the front lobby area of both branches to (1) at a time, and ask you to wait in your vehicle if we are already serving a customer and we will be sure to get to you as soon as we are available.



Fabrication / Contractors

The nature of our custom fabrication and packaging business, CAE FAB, is such that virtually all work is performed physically in our own shop which does inherently limit potential contact with customers and most members of the general public. However, it is also common practice with this business that we do bring in external contractors for some of the work we perform and at times there will be extra individuals in our shop over and above our own staff. We are restricting the number of individuals within our fabrication facility to a maximum of 10 at any given time and are practicing social distancing at all times. If we exceed the shop capacity by social distancing (6 feet between workers) you may be asked to go home. We are asking our contractors to not send anyone who may be exhibiting signs of any illness and are practicing the same with our own Technicians and other staff. None of these individuals can return to our facility until they have undergone the Alberta Health Services-recommended self-isolation protocol. Please be aware that if you are showing any symptoms of COVID 19 or you will be sent home by CAE.

Sources of Information

Both traditional media sources and social media have been quick to provide us with real time updates on the spread of the virus, but we highly recommend you rely on trusted and respected health services when researching and communicating with each other about it. CAE will continue to update their employees as they receive new information and/or their policies as they change – we want to be 100% transparent with our valued employees, and we encourage everyone to do the same to help one another through this challenging time.

Travel Recommendations / Health Risks

The Province of Alberta is restricting unnecessary travel outside of Canada.

Returning travellers

Returned before March 12

- Travellers returning from Italy, Iran, China's Hubei province and the Grand Princess cruise ship should self-isolate for 14 days and monitor for symptoms
- Travellers returning from other countries outside Canada should monitor for symptoms for 14 days
- If symptoms develop (cough, fever, fatigue or difficulty breathing), stay home and call Health Link 811 for testing

Returning after March 12

- All travellers returning from outside Canada should self-isolate for 14 days and monitor for symptoms
- If symptoms develop (cough, fever, fatigue or difficulty breathing), stay home and call Health Link 811 for testing

IMPORTANT – as noted above, if you return from any trip after March 12 from out of country it will be mandatory for you to self-isolate for 14 days. Note this will also include anyone in your household that travels out of country, even if you are not traveling with them – if they come home and are present in the same space as you, transmission of the virus is possible.



Work from Home Plan

Effective March 17th, 2020 - CAE has finalized the implementation of their “working from home” plan. This may be due to self-isolation, or other currently unknown factors (ie government recommendations/ mandates). Please note this includes 80% of our staff, while we are still running a healthy skeleton crew at the shop.

Conclusion

As this illness is constantly changing and evolving, we will work diligently as a team to ensure our employees, customers, vendors and contractors remain safe during this time.

If any of the above policies are NOT being followed by CAE staff, vendors, customers, and contractors you will be sent home immediately. There is a zero-tolerance policy on any of the above items that are not being followed. So please be extra diligent in following all the necessary precautions that have been recommended by Alberta Health Services.

Thank you all for your efforts in keeping our workplace safe! If you have any questions, concerns or suggestions, please feel free to discuss with any member of the CAE Management team.

A handwritten signature in black ink, appearing to read 'Fred Crabb'.

Fred Crabb
Vice President

A handwritten signature in black ink, appearing to read 'Ron Fry'.

Ron Fry
President

A handwritten signature in black ink, appearing to read 'Kayla Rockey'.

Kayla Rockey
Office and Compliance Manager