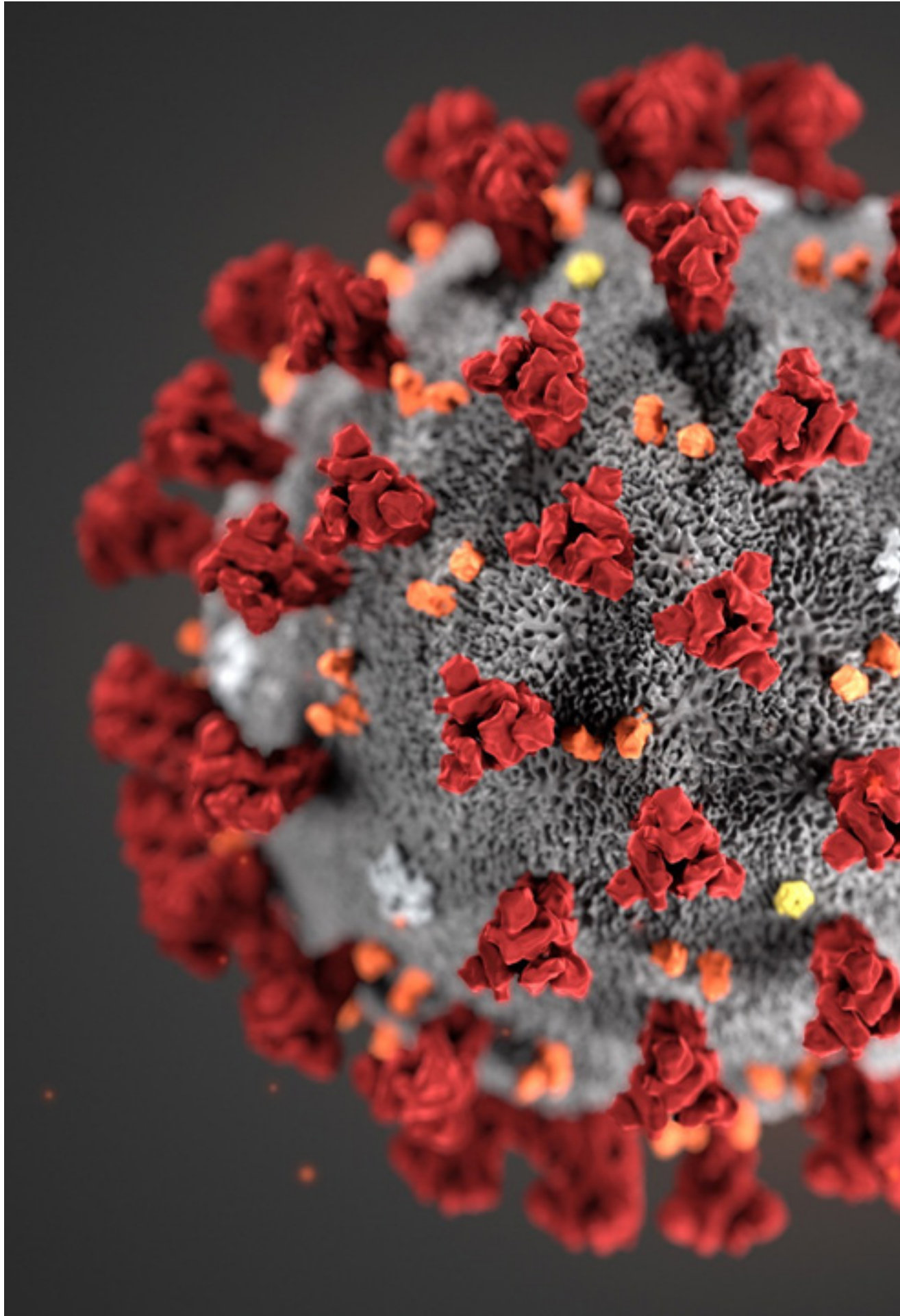




CLIENT UPDATE ON CORONAVIRUS (COVID-19)

Last updated: March 4, 2020

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INTRODUCTION

As Canada's leading foodservice and support services company, the health and safety of our associates, clients and guests is paramount. With the Coronavirus (COVID-19) situation continuing to evolve, please be assured that we are doing everything we can to support you at this time.



OUR APPROACH

In an effort to stay ahead of this dynamic situation, Compass Group Canada activated our Critical Incident team comprised of senior leadership representing Food Safety/Quality Assurance, Workplace Safety, Human Resources, Legal and Communications. This team continues to closely monitor developments and follow guidance from the Public Health Agency of Canada (PHAC), the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), and other health authorities.

For the past five weeks, we have been providing our operators with updates on prevention, preparedness efforts and information from health authorities. At the same time, we have been continually reinforcing our stringent health and hygiene standards.

In addition, we have updated our comprehensive Pandemic Management Policy, successfully used in previous health threat situations, to ensure we are prepared to effectively manage the potential escalation of COVID-19.

This document outlines how we are approaching the outbreak of Coronavirus (COVID-19) at Compass Group Canada and the measures we are putting in place across our organization.

Novel Coronavirus (2019-nCoV) 

FACTSHEET

Health and safety is our number one operational priority at Compass Group and consequently, we are taking the current Coronavirus outbreak very seriously. We rapidly convened a monitoring group in the Asia-Pacific region to focus on the latest hospital developments and agree and execute actions. Across the Group, we launched communications campaigns for employees to reinforce existing health & hygiene standards, and reviewed infection control protocols and crisis management plans in preparation for further escalations.

Introduction

An outbreak of respiratory illness caused by a novel (new) coronavirus (designated 2019-nCoV) was first detected in December 2019 in Wuhan City, Hubei Province, China, where the first cases were linked primarily to individuals who worked at a large wholesale seafood market which also housed a live wild animal market. The number of 2019-nCoV infections reported in China has continued to rise steadily, in addition to cases being reported in a growing number of international locations. Compass Group are monitoring case numbers through the official WHO (World Health Organization) channels. Most of the 2019-nCoV infections have been associated with Wuhan and nearby Hubei provinces, but now appear to be spreading from close, person-to-person contact from people and family who have travelled out of the region.



Current estimates of the incubation period of the virus range from 2-13 days, and these estimates will be refined as more data becomes available. Understanding the time when infected patients may transmit the virus to others is critical for control efforts.

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

Duration of the entire procedure: 40-60 seconds

- Wet hands with water.
- Apply enough soap to cover all hand surfaces.
- Rub hands palm to palm.
- Rub palm to palm with fingers interlaced.
- Backs of fingers to opposing palms with fingers interlocked.
- Rotational rubbing of left thumb clasped in right palm and vice versa.
- Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.
- Rinse hands with water.
- Dry hands thoroughly with a single use towel.
- Use towel to turn off faucet.
- Your hands are now safe.

 **World Health Organization** | **Patient Safety** | **SAVE LIVES**
Clean Your Hands

HEALTH AND SAFETY

At Compass Group Canada, health and safety is of paramount importance. We have a comprehensive Pandemic Management Policy in place to ensure we effectively manage the outbreaks of illnesses such as COVID-19 and we continue to closely monitor guidance provided by the PHAC, WHO, CDC and other health authorities.

We have put in place a variety of best practice measures, including:

- Advising all operational leaders to be alert to signs of illness within their teams and reinforce the “if you are ill, stay at home” message
- Updating on-site signage with hygiene posters and hand washing policies
- Retraining teams to refresh knowledge and practices on hand washing and hygiene etiquette, especially in response to coughing and sneezing
- Reinforcing cleaning, sanitizing and disinfecting protocols at all sites
- Ensuring adequate supplies of hand sanitizers and disinfectants
- Reinforcing Food Safety Management System standards for food preparation and service
- In line with the above, our unit colleagues have been reminded of our stringent health and hygiene protocols through a series of internal communications (examples of our materials can be seen here)

FOOD SAFETY

At this point, the transmission of the virus is NOT known to be foodborne, and is transmitted like other respiratory illnesses through coughs, sneezes and improper/infrequent hand washing. Our goal is to work closely with all of our operators to ensure our customers and associates remain as safe as possible and we can continue to provide the service our clients require.

COVID-19 CORONAVIRUS DISEASE STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds.

 For more information: www.cdc.gov/COVID19

World Health Organization Coping with stress during the 2019-nCoV outbreak

- It is normal to feel sad, stressed, confused, scared or angry during a crisis. Talking to people you trust can help. Contact your friends and family.
- If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.
- Don't use smoking, alcohol or other drugs to deal with your emotions. If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.
- Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.
- Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.
- Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.



PROTECTING OUR PEOPLE

Communication

Our outstanding associates deliver world-class food and service every day and we are deeply committed to ensuring their safety and well-being. We continue to provide associates with information and resources provided by the PHAC, WHO, CDC and other health authorities.

Associates have been reminded to stay home if they feel unwell and are being supported in these instances.

We have also built a dedicated internal website that serves as a central resource to provide our teams with the latest information on COVID-19. This features our updated policies and a variety of relevant resources.

Crisis Line

Compass Group Canada has an established Crisis Telephone Line that is monitored 24 hours a day, 7 days a week. This line is ready to direct associates to key contacts within Compass Group Canada should someone feel they or someone on their team have contracted the COVID-19 virus. All associates within Compass Group Canada have been advised of our crisis line availability.

In addition to our Crisis Line, Compass Group Canada has a dedicated Human Resources Service Centre. This team is ready to assist associates with any questions they may have.



OUR TRAVEL POLICY

On February 4, 2020, we implemented a temporary restriction of travel to and from China for Canadian associates. Subsequently, on March 3, 2020, we implemented enhanced travel restrictions to the following countries:

- Hong Kong
- Iran
- Italy
- Japan
- Singapore
- South Korea

These restrictions include those associates who reside in the same home as persons who have traveled to these regions and to those who are asymptomatic.

Compass Group Canada is also limiting all non-essential business travel and large-scale events for associates.

We continue to monitor this situation and amend travel restrictions accordingly.



PROCUREMENT

Foodbuy, our group purchasing organization and a subsidiary of Compass Group, is the division devoted to managing our supply chain partnerships and all procurement. We are working collaboratively to stay ahead of any potential supply chain disruptions posed by the spread of Coronavirus (COVID-19).

To date, Foodbuy has not experienced any disruption to our business or supply chain due to COVID-19. This includes any internationally sourced products. They are also in close contact with supplier and distributor partners to understand all potential impacts of COVID-19, both domestically and globally.

It is important to keep in mind that the vast majority of the items sourced are of domestic origin and the manufacturers of those items do not foresee any immediate supply chain disruption. For items that have supply chains tied to areas currently affected by the spread of the virus, Foodbuy has plans in place to offer alternative sources of products in the event any supply disruptions develop.

Foodbuy



SUPPORTING YOU AND YOUR OPERATIONS

Our goal is to work closely with all of our operators to ensure our associates, clients and guests remain as safe as possible and we can continue to provide the service you expect.

While we are working to mitigate any service disruptions, it is also important we collaborate closely with our clients and coordinate actions. This includes ensuring we have a clear understanding of your existing plans or policies and discussing our approach to minimize risks to associates and guests.

We recognize this situation is evolving constantly and we value the opportunity to continue working in partnership during this uncertain time.



GOVERNANCE

Our Critical Incident Team will continue to review the situation on a daily basis and share updates and best practices as needed.

As a large organization with a robust pandemic policy in place and a team actively assessing and addressing the situation, we are confident in our ability to continue to support our clients and your operations while keeping everyone safe.

For further information on COVID-19, please see:

[**World Health Organization \(WHO\)**](#)
[**Public Health Agency of Canada \(PHAC\)**](#)



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