

**RE: NORTHSTAR SCAFFOLD / SKY-HI SCAFFOLDING COVID-19 POLICY COMMUNICATION FOR CUSTOMERS**

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March 23, 2020

As the COVID-19 crisis continues to unfold across Canada, I would like to assure you that:

1. We will be there to continue to support the important work you are doing, and at the high standards that you have come to expect from us. Our credo “YOUR BUILD. OUR BUSINESS.” has never been more relevant.
2. We are committed to operating in a way that limits the spread of COVID-19 across our communities, including to your locations, your employees, and your families. We take this responsibility VERY seriously.
3. We will review and comply with any of your COVID-19 specific policies and procedures before entering your site

To ensure that we are deliver on the above commitments, as of March 13<sup>th</sup>, 2020, we implemented the following policies, which applies to all Northstar & Sky-Hi employees:

- **Expanded Paid Sick Leave:** To ensure no employee with COVID-19 symptoms reports to work to avoid losing pay, we have aggressively expanded our paid sick leave policy for all employees (salary and hourly, union and non-union, full-time and part-time)
- **Employee Screening:** We have created a screening tool for our supervisors. Any employee with COVID-19 symptoms has been directed to contact their supervisor prior to reporting to work. The employee is then assessed via our screening tool and directed not to report to work if COVID-19 symptoms are present. This notification/screening also applies if a member of an employee’s household displays COVID-19 symptoms.
- **Hygiene / Social Distancing:** All scaffolders and operations employees are complying with the latest hygiene guidance provided by federal health officials (e.g., hand washing, no handshaking, no face touching). In addition, our field teams (scaffolders/estimators/crew supervisors) are:
  - Wearing gloves at all times
  - Maintaining safe working distances of at least 2 metres from other coworkers
  - Staggering their breaks/lunches to avoid congregating in groups
- **Travel:** Any employees recently returning from international travel are adhering to strict 14-day quarantines
- **Other Measures:** We have instituted a work-from-home policy for office employees, eliminated any business travel, eliminated discretionary in-person meetings, and restricted visitors to our 6 branches across Canada

Please contact me if you have any questions or concerns about our policies, or any requests regarding additional measures you would like us to take to ensure the safety of your employees. Sincerely,



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