

March 12, 2020

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Dear Valued Customers:

The purpose of this letter is to provide you with information regarding the Coronavirus (COVID-19) outbreak and what SOUTHLAND Transportation Ltd. is doing in response.

The health and safety of our passengers, customers, and employees remains our top priority.

As a part of our daily routine cleaning, all vehicles and offices are cleaned at regular intervals. Recently, we have enhanced our sanitation efforts by increasing the frequency, method, and materials used to complete this work.

These include:

- A thorough cleanse and disinfecting of the washroom
- Checking and/or replenishing hand sanitizer stations in offices
- Provision of extra hand sanitizer refills on site
- Thorough wipe down of all high contact areas on buses and in offices to be completed twice daily
 - Includes handrails, doorknobs, chairs, armrests, and head rests
- Increased supply of disinfectant wipes
- Enhanced cleaning process with external cleaning staff
- Ultrastatic coating of all bus interiors with medical-grade disinfectant

Operational Mitigation Plan

SOUTHLAND Transportation is committed to customer service and remaining the service provider of choice. As such, we are proactively preparing for the possibility of widespread illness within our organization.

These are the initiatives underway:

1. "Prevent the Spread of Illness" posters have been distributed and posted in all locations.
2. Keeping employees apprised on current updates and information from Alberta Health services.
3. All locations instructed to discuss preventative measures and reporting procedures with employees through Small Group Safety Meetings and on-air announcements.
4. Communication to all employees on how COVID-19 spreads, the steps they can take personally and at their workplace, office, shop, or on the bus, as well as the symptoms and process should they suspect they are sick.
5. Identify employees who have travelled out of the country from high risk areas to prepare for 14-day self-quarantine. Employees will complete a declaration form when returning from leave.
6. Minimize non-essential employee travel and to employ social distancing procedures when possible.
7. Employees feeling ill or displaying symptoms are to call 811 and stay at home.
8. Identified critical staff and plan for minimal employees in the event of mass sickness.
9. Establish a NFFD (Not Fit For Duty) call out system to determine reasons for missing work.
10. Hosting a "table top" exercise in dispatch with remote radios and computers for working remotely if required.
11. All staff with laptops are taking their hardware home each evening.

These are our initial plans and they will be modified as the current situation changes.

SOUTHLAND remains committed to our Safely Home promise and hope that the actions we are taking give you confidence in our dedication to the health and safety our passengers, customers, and employees.

Sincerely,

Craig Loose
Regional Director, SOUTHLAND Transportation