



MAPLE LODGE FARMS & COVID 19 COMPANY, PLANT AND PERSONAL PERSPECTIVE

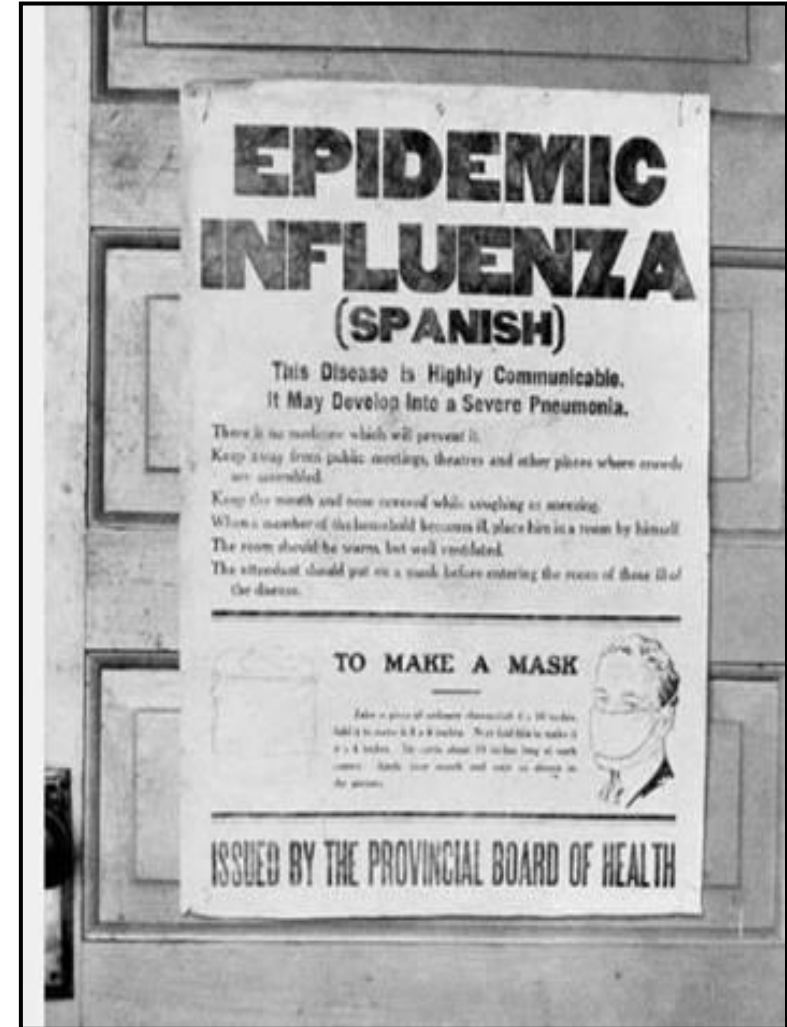
OFPA - NOV 19, 2020

RON JUDGE

Director: Food Safety, Quality Performance,
Animal Welfare & Customer Service



Spanish Flu Pandemic - 1918





Maple Lodge Farms & Covid 19 Company Perspective



Maple Lodge Farms - Company Initiatives

Formation of an Emergency Response Team (ERT)

- Personal Protective Equipment (PPE) **procurement**
- **Contingency** planning with customer input
- **Communicate, communicate, communicate**
- Employee **awareness**
- **Open dialogue** with CFIA/Public Health





Public Health Perspective

Who does a company follow for direction?

CFIA or Public Health?

- Public Health **final** decision maker
- Established **early contacts** for updates/questions
- **Review**/Tour of the plant(s) to show level of employee awareness



Company Changes: Employee Call-In Procedure



Call in Procedure

All employees who are sick or absent will need to call the **Maple Lodge Farms Call Centre**.

When you call in you will need to provide the below information:

- Full name
- Employee number
- Department
- Reason for the absence or lateness
- Estimated length of the lateness
- Please note, if you are currently using the Call Centre, please continue to follow your departments requirements.

Maple Lodge Farms 24/7 Call Centre:

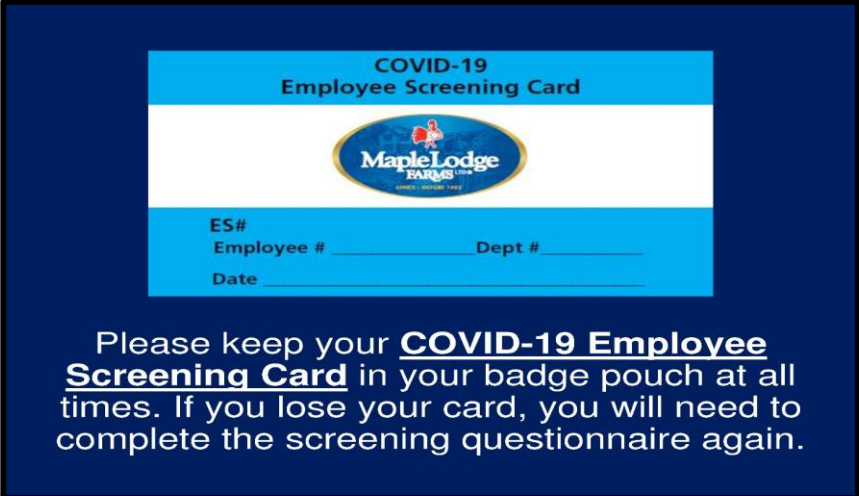
1-888-746-3534

- Established 1-800 line for all employees
- **Dedicated** Human Resources follow-up personnel on each call
- **Visual displays** throughout plants on protocols
- **Expediated** entry screening process



Employee Awareness: Employee Screening Card

- Screening questionnaire based on **latest** Public Health requirements
- Different colour for **contractors**
- Must be **carried at all times**
- Temperature monitoring only at Mississauga – **why?**
- Work from home **if possible**



COVID-19
Employee Screening Card

Maple Lodge
FARMS LTD.
SINCE 1880

ES#
Employee # _____ Dept # _____
Date _____

Please keep your **COVID-19 Employee Screening Card** in your badge pouch at all times. If you lose your card, you will need to complete the screening questionnaire again.



Employee Assistance Program & Child Care Subsidy



Employee Assistance Program (EAP)

For those of you who are having difficulty dealing with the coronavirus pandemic, we encourage you to take advantage of our **Employee Assistance Program** (available to employees with benefits). This is a completely confidential, free service that is available to you and any member of your family.

Website: www.workhealthlife.com
Organization Name: MAPLE LODGE FARMS



Childcare Subsidy Extension

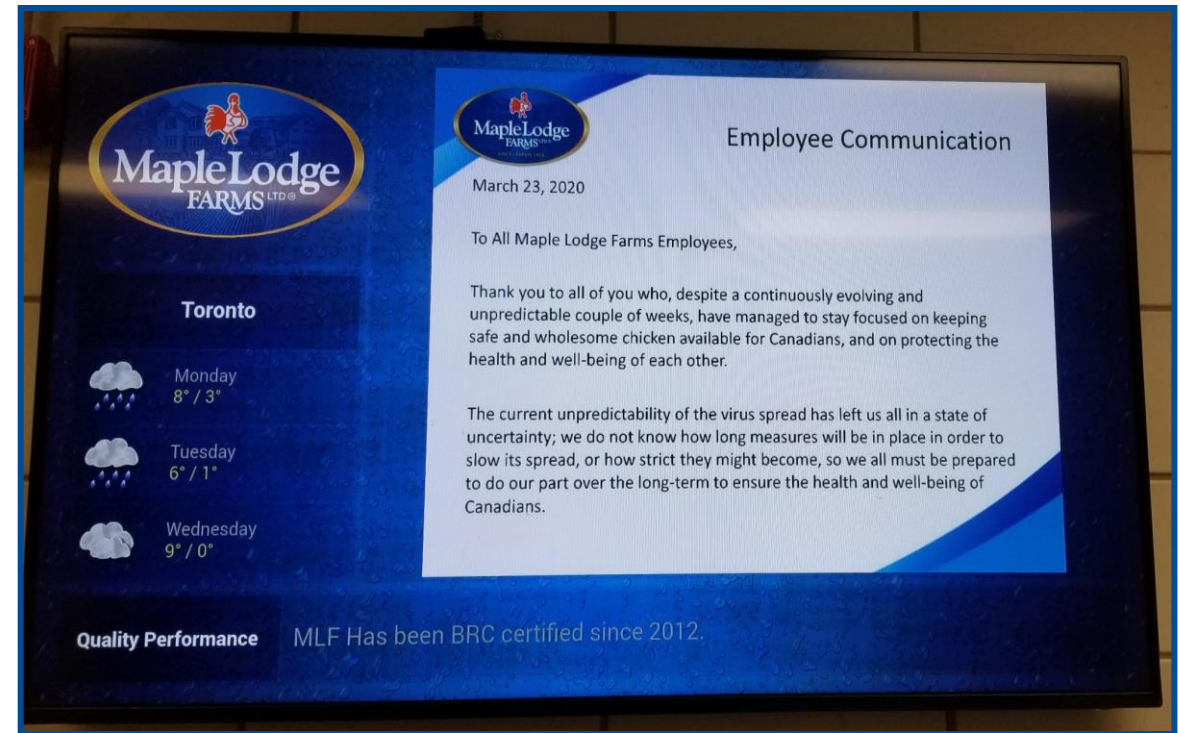
- \$40 per day per child aged 12 and under to help pay for childcare up to and including May 29th, 2020.
- Employees must be present at work and cannot work from home.
- Childcare can be supplied by anyone including family, friends, or neighbours.
- Handwritten receipts should include names of the children, dates care was provided, and the amounts paid by the employee
- Childcare receipts can be submitted to Human Resources.





Covid Positive Employee Steps

1. Initial update meeting
2. Contact tracing steps (includes in-plant camera review)
3. Action steps meeting – including CFIA
4. Employee communication
5. Customer, contractors, suppliers and communication





Employee Communication

Hello,

It remains our commitment to communicate any COVID-19 cases requiring contact tracing within our facilities to ensure you are well informed. It was reported to us yesterday that two employees from our Brampton facility have tested positive for COVID-19. One of the individuals works Plant 2 and the other works in our Weiner Plant. As per the direction of Peel Public Health, any employees identified to have had close, prolonged contact (defined as longer than 15 minutes and less than 6 feet apart without proper PPE) with these individuals have been informed and are self-isolating.

We will continue to do everything possible to ensure the protection of you in the workplace, as your health and safety remain our top priority. We continue to employ increased sanitation measures in all areas of our building, maintain the physical distancing measures previously in place, and require mandatory PPE for anyone onsite at any of our Maple Lodge Farms facilities, which always includes wearing your company issued face mask, worn covering your nose and mouth, unless eating or drinking.

We ask that you continue to self-monitor and call your doctor if you develop flu-like symptoms, a fever, new cough, new or sudden stomach upset, new loss of smell/taste, headache, hoarse voice, and/or have new shortness of breath. If you are ill, stay home and report your absence through the Attendance Line at 1-800-746-3534. If you start to feel unwell at work, notify your Supervisor or Human Resources and leave immediately.

If you have any questions or concerns, please talk to us - contact Human Resources, your Union Steward, or your supervisor/manager. We are all here to help. We would also like to remind you of our Employee Assistance Program; this confidential counselling support is available to you and your dependents 24 hours a day, 7 days a week at 1-800-387-4765.

Please stay safe!

Viviana White | Chief Human Resources Officer

- Department / Plant **Meetings** as required
- **Plant wide** communication update
- **All** communications copied to CFIA



Customers, Contractors and Suppliers Update

Individual notes sent to Sales/QA primary contacts, Purchasing/Maintenance Contractors and Suppliers





Travel Restrictions Impact

- **Unable** to visit/review co-manufacturers
- GFSI/3rd Party Audit frustrations
 - **Will the virtual audit be considered GFSI compliant to the customer?**
- Travelling to other plants/provinces (required 14-day **isolation**)





Maple Lodge Farms & Covid 19

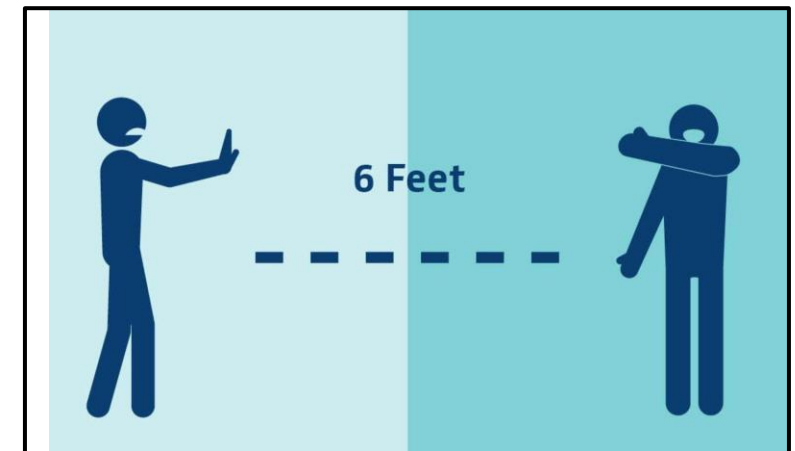
Plant Perspective



Initial Plant Changes: Encouraging Physical Distancing

Usage of posters and other **visual reminders** to reinforce the need to **physically distance** at all times

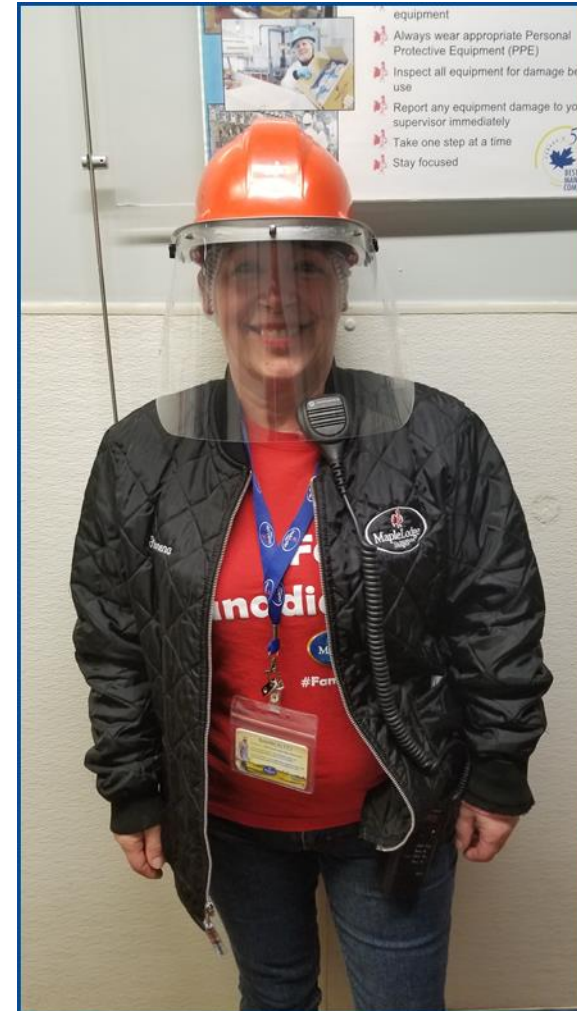
- In common areas, **mark the floors** to indicate where:
 - Furniture (tables, chairs) should be placed)
 - Staff, essential visitors or students should sit or stand
 - Meeting rooms marked off on the tables





Plant Changes

- **Face shields + masks** required on plant floor
- **Protocols** established for office spaces
- GMP Policies updated (with **addendums**)
- Internal Audits – **weekly handwashing**
- **Risk Assessment** on employee traffic flow





Plant Changes: MLF Cafeteria Shields

- All **tables physically measured** to ensure > 6ft distance
- Break changes **modified** to accommodate less employees at one time
- Automated **hand sanitizing stations** added entering/existing cafeterias
- Modified work employees/students rotating through plant/offices **wiping surfaces**





Plant Changes: Tent Installation

Based on some **positive test results** this “addition” was added to the plant

- Space for additional PPE
- Expanded Lunchroom (new employees)
- New **“learning center”** for annual refresher training





Plant Changes: CFIA Office



- Segregation protocols were requested
- Moved to **virtual meetings**
 - Executive Update (2x/month)
 - Plant Meeting (2x/month)
- All documents were dropped at CFIA **mailbox**



Maple Lodge Farms + Covid 19 Personal Perspective (including self isolation)



Self Isolation

April 2020

Mandated self isolation by Public Health

- **Why?** Social distancing but no “mask” with positive employee
- Physical movement to my basement for 9 days
- **Check in** with Public Health (case reference #) and internal updates on health





My New "Office" Arrangements



Office/Break Room



Coffee Station



Cooking Area



Customer Feedback

- ❖ Maple Lodge Farms has provided **bi-weekly updates** on what is happening in the plant and in the industry.
- ❖ There was always an open **two-way communication** between the customers and Maple Lodge.
- ❖ Maple Lodge Farms Quality Assurance department had been **transparent with every change** and challenge they have faced and had kept our QA team in the loop every step of the way.
 - ✓ As an example, during the height of the COVID crisis, Maple Lodge Farms offered to ship whole birds to an approved copacker so that they could be packed and sent to the stores faster as they were already at full capacity.



Summary

- 1. Continually enforce PPE requirements**
- 2. Recognize and adapt to changing Public Health requirements**
- 3. Communicate, Communicate - Employees, Customers and Contractors**





Thank You Questions?

Ron Judge

Director – Food Safety, Quality Performance, Animal Welfare & Customer Service

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