

Objective:

To outline how COBS Bread will manage the safe operation of the Bakeries with respect to the Covid-19 virus;

- to provide all COBS Bread employees and Franchise owners clear Health and Safety guidance as it relates to the virus;
- to identify potential risks and hazards and illustrate process, procedures and methods to minimize any such potential hazards;
- to highlight best practices as they relate to the Covid-19 virus.

This plan shall be placed in a common area ensuring visibility for all Bakery Team members as well as may be, updated, modified or changed with respect to any new Provincial mandates or guidelines or as COBS Bread deems necessary for the daily operation of the Bakeries with respect to Health and Safety as it relates to the Covid-19 virus.

Introduction:

At COBS Bread, the health of our employees is important to us. This document was created to clarify the actions that COBS Bread is taking in order to ensure the well-being of everyone in our Bakeries, as well as the well-being of the customers who we serve.

Covid-19 Signage

COBS Bread will affix signage related to proper hand hygiene, respiratory hygiene, and physical distancing throughout the Bakery for the benefit of team members and/or customers. The following signage is to be placed in the appropriate locations:

- Physical Distancing Signs:
 - Front Door Decal and Counter Sign – outline protocol
 - Decals on floor – provide visual cues for customers to stand on
- Staff “Stop” Sign – highlights symptoms and provides instruction in the event of illness; to be placed in a common area ensuring visibility for all Bakery Team members
- Handwashing Sign – outlines correct handwashing procedures; placed at all handwashing stations
- Hand Sanitizer Sign – at all sanitizing stations
- Covid-19 Operational Health and Safety Plan – placed in common area ensuring visibility for all Bakery Team members

Physical Distancing Measures

COBS Bread will mandate physical distancing of 2 metres (6 feet) for both our customers as well as employees of our Bakeries wherever possible. The following physical distancing measures are to be in place at this location:

- Customers and team members will avoid common greetings such as handshakes
- Non-surgical face masks to be worn when 2 metres of physical distancing is not possible
- Follow strategic staff scheduling in order to adhere to physical distancing practices and to contain any possible outbreak of illness
- Non essential (staff) visits to Bakeries minimized or temporarily suspended
- Amount of customers permitted into Bakery at one time to be determined by size of Bakery
- Clear, plexiglass shields in place on counters as a barrier for the mutual protection of both customers and employees
- During Curb Side Pick up, team members will follow the “no customer contact” protocol as outlined in the “Curbside PickUp Quick Reference Guide (QRG)”

Cleaning, Sanitizing and Disinfecting Procedures

COBS Bread has established cleaning processes in place and has developed heightened sanitizing/disinfecting best practices to ensure that all common areas are cleaned, sanitized and disinfecting at a minimum of every 30 minutes. All staff are responsible to follow cleaning, sanitizing and disinfecting best practices. The following procedures/best practices are in place at COBS Bread.

- All necessary supplies/elements are available such as hot/cold running water, liquid hand soap, paper towels, garbage bins with open top for ease of use, hand sanitizer, disinfectant wipes and other chemicals provided by Diversey for the execution of cleaning, sanitizing and disinfecting
- Disinfecting all high frequency touch points every 30 minutes or more often as needed; examples of such but not limited to: counters, POS Bready terminal, customer payment terminal, door knobs/handles, telephone, faucet handles, broom handles, bread slicing equipment etc
- Each team member must register their completion of disinfecting process by selecting appropriate key in Bready terminal
- Sales staff must wash their hands at a minimum of every 20 minutes using proper hand washing techniques as shown on hand washing signs posted at hand washing stations
- Enhanced disinfecting measures include nightly cleaning of Bakery with bleach solution

Employee Wellness and Hygiene

COBS Bread will ensure that all employees and franchisees are informed of the best practices to encourage proper hygiene etiquette. The necessary products and supplies will be available in the Bakery to facilitate these best practices and to minimize the potential risk to our staff and customers. Employees must not be coming in to work unless they are healthy. For further clarification, Bakery Manager and Franchisee may be contacted. The following wellness and Hygiene best practices are to be in place in the Bakery:

- Avoid touching your eyes, nose or mouth
- Cover your mouth and nose with a tissue when you cough or sneeze and throw used tissue into trash can and immediately wash hands
- Alternatively, if a tissue is not available, cough or sneeze into your elbow, **NOT** into your hands. Wash hands immediately afterwards
- At the beginning and end of a work shift, hands must be washed following proper handwashing technique. In addition, hands must be washed every 20 minutes. See Handwashing sign for proper handwashing instructions
- Be mindful of the 2 metre (6 foot) physical distance procedure with both co workers as well as customers
- Handshakes, hugs or other physical contact is not permitted
- Avoid contact with people who are ill
- Personal Protective Equipment (PPE) available to all staff: safety glasses, and non surgical masks; disinfectant wipes are also available
- Ongoing online training is accessible for all team members as new Covid-19 modules become available through Breaducate
- Covid-19 related on line bulletins sent to all Bakeries on a regular basis, highlighting Mental Health Resources available through COBS Bread insurance provider, as well as National Resources and any other relevant information
- For the protection of Sales Staff, customers are encouraged to use Credit/Debit as a form of payment

- For the protection of customers and staff, a stand up sanitizer station is placed just inside the Bakery entrance
- To minimize risk, no customer personal shopping bags permitted in Bakery

Self-Health Assessment

COBS Bread promotes self assessment for body temperature and symptoms. This self assessment of health is to be done at the beginning of the shift. All team members are to take their own temperature and complete the "COVID 19 Self Health Assessment Sign Off" sheet. The Bakery will provide a thermometer which is to be kept in a common area accessible to all staff, along with the Sign Off sheets. Use posted ("Stop") sign outlining potential Covid-19 symptoms for reference.

- Completed Sign Off sheets are the responsibility of the Bakery Manager/Franchisee and are to be kept in a clearly labelled binder in the office for a minimum of 1 year, after which they may be kept off site for a further 7 year retention period

Potential Self-Isolation

If a team member believes themselves to have been exposed to the Covid-19 virus, or any other respiratory illness and comes in for their shift, Bakery Manager/Franchisee must be informed. Team member must then go home. If a team member believes to have the virus or any associated symptoms, follow above noted instructions.

If team member is at home, exhibiting symptoms, contact Bakery Manager/Franchisee and self isolate at home for 14 days*.

If in contact with a member of your household who has travelled outside of Canada, team member is to self isolate at home for 14 days*. Bakery Manager/Franchisee to be notified.

If team member travels outside of Canada, upon arrival back to Canada, must self isolate at home for 14 days*. Bakery Manager/Franchisee is to be notified.

If in close contact with a Covid-19 infected person, due to high risk of exposure, self isolation at home for a period of 14 days*. Bakery Manager/Franchisee is to be notified.

* or as recommended by the Public Health Agency of Canada

Customer Wellness

For the protection of all COBS Bread customer, the Bakeries shall execute enhanced disinfecting protocols as outlined in "Cleaning, Sanitizing and Disinfecting Procedures" section above. All physical distancing protocols are to be followed as outlined in "Physical Distancing Measures" above.