



ICBC COVID-19 Safety Plan

The health and safety of our employees and customers continue to be our top priority. Following guidance from public health experts and WorkSafeBC, we have developed several resources including this ICBC COVID-19 Safety Plan focused on our employees and their interactions with one another and customers. The purpose of this plan is to outline the policies, guidelines and procedures that have been put in place to reduce the risk of COVID-19 transmission. As we move towards a new normal, we will continue to reassess and adjust if needed as we will always make the health and well-being of our employees and customers a priority.

Updated as of November 20, 2020

What we've done

ICBC has implemented a number of countermeasures and policies.

✓ Workplace risks

With support from Occupational Health & Safety Committees and Site Managers we continue to mitigate the risk of exposure to our employees, by:

- Identified areas where people gather such as break rooms and meeting rooms.
- Identified jobs and processes where workers are close to one another or members of the public
- Identified tools and equipment that workers share while working.
- Identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.
- Developed a Site Manager checklist to ensure all facility and safety protocols are implemented and monitored.
- Updated policies and procedures as necessary.
- Aligned with WorkSafeBC and Health Authorities.
- Developed training for employees that addresses both common risks faced by all employees, and specific risks by job task.
- Implemented daily screening of all employees as per orders from the Public Health Officer.

✓ Building access

Occupancy limits

- Signage for occupancy limits are posted at the workplace, including common areas. This applies to employees, customers, visitors and contractors.
- Managers will be trained on monitoring capacity to ensure limits are adhered to.

Entry and exits

- Signage for entry and exit doors are posted on building entry doors. If signs are not possible, follow physical distancing guidelines.
- High traffic is expected at main entrances during peak hours. To alleviate congestion follow physical distancing when entering and exiting the building.

Contractors & visitors

- Contractors and visitors are required to sign-in and complete a health screening questionnaire.
- Contractors & visitors are required to wear masks in our workplaces. If a contractor or visitor does not have a medical reason preventing them from wearing a mask, entry or service will be refused.

✓ Clean & disinfect

Enhanced cleaning and hygiene signage is posted at the workplace. Additional measures include:

- Cleaning solution adjusted to reflect high sanitization & disinfection rates.
- Gloves worn at all times by cleaning staff and replaced frequently.
- Cleaners screened daily for symptoms by their employer.
- Facilities disinfected nightly once employees vacate.
- Physical distancing precautions if employees have not yet vacated.
- Cleaning and disinfectant supplies available for day time self-cleaning.
- Hand sanitizer available throughout the buildings including at entries.
- If you have questions or concerns about janitorial services at your facility please submit a [Facilities Service Request](#).



Customers

- Masks are mandatory for customers. If a customer does not have a medical reason preventing them from wearing a mask, we will refuse entry or service.
- Customer facing staff are provided with hand sanitizer independent of the customer hand sanitizer.
- Customers can dispose used wipes and personal protective equipment in a customer designated garbage.

✓ Personal protective equipment (PPE)

- Where physical distancing or physical barriers are not feasible PPE must be used for [high risk roles](#) (e.g. glove, mask, shield).
- First aid attendants are also provided with protocols and PPE.
- Employees are required to wear a mask in all common areas.
- For high risk roles, PPE is provided by ICBC. These employees who receive PPE are trained in their proper application, use and disposal.

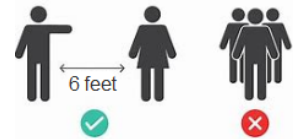


✓ Emergency response

Site emergency response plans have been updated to control risk of COVID-19.

✓ Physical distancing

Physical distancing signage is posted at the workplace to ensure 6 feet distancing at all times in ICBC offices. Additional measures include:



Workstations & office areas

- Flexible work including work from home and staggered hours.
- Occupy every other workstation when 6 feet set-up is not in place.
- Barriers and masks where physical distancing from customers is not possible.
- Business process changes as necessary.
- Limited access to customers/visitors/contractors.

Common areas

- Visible cues for the flow of foot traffic.
- Reduced seating (e.g. meeting rooms, pause areas).
- Encouraged continuation of virtual meetings.
- Continued suspension of large gatherings aligned with government guidelines.
- Gyms and cafeterias continue to be closed until further notice.
- Employees required to clean kitchen equipment surfaces before and after each use (e.g. microwaves, fridge).
- Employees required to wear masks in all common areas such as entering or exiting buildings, in hallways, washrooms, elevators, kitchens, etc. To support this, ICBC provided each employee with a reusable cloth mask.
- Employees are required to wear masks when meeting in-person with more than four people. Meeting room occupancy limit and physical distancing must not be compromised.



Elevators

- Follow occupancy limits posted at the elevator. Once inside select your floor and move to the furthest open space. Face your back to other passengers.



Washrooms

- Follow occupancy limits posted at the washroom. Knock on door before entering. Once inside maintain 6 foot distance.



ICBC COVID-19 Safety Plan

Stairwells & escalators

- Keep right. No passing. Maintain distance of 6 stairs.
- For stairwells, signage will be posted indicating one-way direction if physical distancing cannot be achieved.



What you can do

To ensure the health and safety of all, you may see a shift in the way you work and how you interact with others. Please make a commitment to:

✓ Communications

As you return to the workplace you must know how to keep yourself and your co-workers safe.

- Read and understand all communications.
- Contact your manager or supervisor if you have questions.
- Participate in the return to workplace training to ensure you understand your role when returning (includes updated policies and procedures).
- Sign off once training is complete.

Various forms of communications will continue in the form of weekly corporate announcements, CEO recordings, huddles, etc.

✓ Workplace operations

Employees who are able to work from home, can for the remainder of this year. Those who must be in the office to provide an essential service to customers or employees will need to continue to go to your workplace.

Physical distancing

Maintain physical distancing while at your workstation and throughout your facility. Ensure adequate space is provided for those exiting common areas.

- Walking routes
- Meeting rooms
- Washrooms
- Elevators/escalators
- Stairwells
- Kitchenettes, break & pause areas

Direction cues

Follow directional cues for foot traffic if available. If not, follow the 6-foot physical distancing rule.

Travel

We're asking all employees to refrain from non-essential travel between ICBC offices until further notice.

Meeting rooms

- Book virtual meetings whenever possible.
- In person meetings should only be booked if essential and must follow physical distancing rules and room occupancy limits. Masks must be worn if there are more than four people in attendance.

Workplace operations

Consider cohorts who work together to limit interaction with other cohorts.

✓ Hand wash & hygiene

- Regular handwashing is one of the best ways to prevent the spread of germs.
- **BCCDC recommends washing often with soap and water for 20 seconds.**
- In high traffic areas where employees will not have access to soap and water, hand sanitizer stations have been added.
- Cough or sneeze into a tissue and throw it away in the garbage immediately after. If a tissue is not available cough or sneeze into your flexed elbow.



✓ Clean & disinfect

Enhanced cleaning

Enhanced cleaning occurs each night at your workstation and on high touch areas throughout the office.

In addition to that utilize cleaning and disinfectant supplies for day time self-cleaning. Such as before and after use of printers, kitchen appliances and shared equipment or tools.



Request additional cleaning supplies and disinfectant via the [Hub / How do I / Facilities & Building Maintenance / Report a Maintenance Issue](#).

Clean desk policy

At the end of each day ensure your desk is clear of any clutter and all papers.

Shared supplies

- Avoid using shared supplies such as pens, staplers, etc.
- Avoid borrowing workstation chairs.

✓ WFH guidelines

Employees working from home must:

- Follow work from home guidelines.
- Follow work alone safe operating procedures.
- Sign in with your manager or supervisor at the beginning of each shift and at the end of the work day.

✓ Breaks

- Stagger break to prevent gatherings
- You are encouraged to take your breaks and eat at your desk or outside
- Bring your own dishes and utensils
- Avoid sharing foods with colleagues

✓ Health & wellness

It is important to focus on your health, especially in times such as these. But we also must not forget the correlation between our own health and wellness and that of our co-workers.

Wellness

With a steady stream of breaking news stories surrounding COVID-19, it can feel overwhelming to keep calm. For different ways to cope during COVID-19, keep your eye out for the Wellness Wednesday article on the Hub or review archived articles via [Hub / Employee Essentials / Pension, benefits & wellness / Information about ICBC response to COVID-19](#).

PPE

It is required that employees wear masks in all common areas such as entering or exiting buildings, in hallways, washrooms, elevators, kitchens, etc. To support this, ICBC has provided each employee with a reusable cloth mask.

Sick policy

ICBC's COVID-19 sick policy ensures workers and others showing symptoms of COVID-19 are prohibited from the workplace, including:

- If experiencing symptoms stay home.
- Anyone who has had symptoms of COVID-19 should contact their health care provider or 811 for advise on self-isolation and testing.
- Direction by Public Health to self-isolate.
- Anyone arriving outside of Canada must self-isolate for 14 days.
- Anyone who has had contact with a confirmed COVID-19 case must follow the direction of Public Health.



ICBC COVID-19 Safety Plan

- Report all instances of any of the above to your manager.

Experience symptoms at work

- Maintain 6 feet distance from others.
- Notify your manager or supervisor by text, IM, email or phone, etc.
- Go home immediately.
- Contact your health care provider, use the [BC COVID-19 Self-Assessment Tool](#), or 811.
- For immediate first aid contact your Occupational First Aid Attendant or dial 911.
- Disability Management will work with the employee, their manager and Public Health to determine the necessary steps to protect the health of other employees who may have been exposed.

Symptoms of COVID-19

Common symptoms include:

- Fever
- Chills
- Cough or worsening of chronic cough
- Shortness of breath
- Sore throat
- Runny nose
- Loss of sense of smell or taste
- Headache
- Fatigue
- Diarrhea
- Loss of appetite
- Nausea and vomiting
- Muscle aches

While less common, symptoms can also include:

- Stuffy nose
- Conjunctivitis (pink eye)
- Dizziness, confusion
- Abdominal pain
- Skin rashes or discoloration of fingers or toes.