

**COVID-19**

**OPERATIONAL PLAN**

**Current as of January 2022**

**APPENDIX A**

**First Level Protection (Physical Distancing)**

|  |  |
| --- | --- |
| **Measures** | **Steps Taken** |
| **Protocols and Guidelines** | **Physical Distancing Guidelines** |
| **Capacity Protocol** |
| **Capacity Metering Tool / App (where required)** |
| **Management COVID-19 Validation Tool** – Application management uses to validate that we have implemented our COVID-19 controls, including physical distancing requirements. |
| Plexi-glass has been installed at Checkouts, Pharmacy, Courtesy Desk, Electronics, Photo-Kiosks and Self-Checkouts. |
| Face masks have been made mandatory in all our stores for associates and customers (where required) across the network. Procedural (3-ply) masks are available for associate use. |
| Face shields and safety glasses are available for use for any associate to use. |
| Various location specific measures at Checkouts, Self-Checkouts, Customer Service Desk and Backroom. Includes for example floor markers, appropriate spacing of chairs / office equipment and limitations on capacity in rooms. |
| **Communication Tools** | Various signage throughout the store to reinforce physical distancing:   * Covid19 Elevator Sign * Physical Distancing Poster * Store Capacity Signage (where required by regulation) * Capacity Sign for Office / Lounge areas * COVID-19 Window Cling Signage (includes physical distancing reminder) * Cash Register and SCO Decals (6 Feet Apart) * Physical Distancing Decal & T-stand |
| Various communication methods with our associates on protocols and guidelines including:   * **Store Operations updates (as required)** * **Company Intranet** (dedicated COVID-19 section which includes COVID FAQs) * **Team Huddles** – leveraged for associates who do not have access to Company Intranet |

**APPENDIX B**

**Second Level Protection (Engineering) – Barriers and Partitions**

|  |  |
| --- | --- |
| **Measures** | **Steps Taken** |
| **Protocols and Guidelines** | Plexi-glass has been installed at Checkouts, Pharmacy, Courtesy Desk, Electronics, Photo-Kiosks, Self-Checkouts and Associate Lounge areas. |
| **Third Party Enhanced Cleaning Protocol -** We have retained a third party service provider who is on site to provide enhanced cleaning and disinfecting services throughout the facility as per our COVID-19 cleaning checklist for third party providers. Includes disinfectingthe Plexi-glass installed in our stores. |

**APPENDIX C**

**Third Level Protection (Administrative) – Rules and Guidelines**

|  |  |
| --- | --- |
| **Measures** | **Steps Taken** |
| **Protocols and Guidelines** | See Appendix A for rules, guidelines and communication tools relating to physical distancing. |
| See Appendix E for rules, guidelines and communication tools relating to cleaning and hygiene practices. |
| In accordance with the Walmart Canada Attendance and Punctuality Standard, and as set out in the COVID-19 FAQs (available on Company Intranet), every Walmart associate who is electing to self-isolate on a precautionary basis (voluntary), directed to self-isolate by Walmart or health agency (directed) or self-isolating as a result of being diagnosed with COVID-19 (mandatory) must report it to their Coach, Store Manager or HR Field Team Leader.  **Voluntary** – Associate to contact their local provincial health authority and their Coach/Team Leader to determine duration of isolation.  **Directed** (including following Wellness Checks) – Associate to contact EQ Care and follow their direction, which could include self-isolation in accordance with provincial isolation requirements.  **Mandatory** - Associate to follow direction of health care provider and to self-isolate in accordance with provincial isolation requirements. |
| **Ill at Work Recovery Plan** – Identifies what stores need to do if an associate presents symptoms of illness during a shift. |
| **Wellness Checks** are conducted on all associates and includes screening questions and temperature monitoring. Wellness checks are required after clocking in and prior to the beginning of each shift including added shifts. Where required, the screening questions prescribed by the applicable province are used. |
| **Wellness Check Protocol** - Outlines the protocols used by stores to conduct wellness checks on associates to support a safe working environment and as a condition of entry to a store by all associates. Associates who answer yes to any screening question or is observed to have a temperature of 38 degrees or greater are denied entry to the facility, asked to return home and to contact their provincial reporting authority. |
| **Ontario Only Wellness Checks –** Associates and Vendors must show their Ontario Wellness Screening to the Greeter/G4S guard prior to entry.  Visitors must sign in at the customer service desk and review the COVID-19 screening questions prior to starting work in the store. |
| **Associate Confirmed Diagnosis Protocol** - Sets out the key actions to be taken to ensure that associates who have been in “close prolonged contact” with a confirmed associate do not report to work, are advised to go into self-isolation, and related support actions for the impacted store. |
| **Return to Work Protocol** - Sets out the requirements for how return to work will be managed for associates dealing with COVID-related absence. |
| **Communication Tools** | Various signage throughout the store to reinforce passive screening measures:  **Limit the Spread Signage (Front Door) –** Window-cling located at the front doors for associates and customers to consider before entering the store - includes a reminder that individuals should not enter the store if they have any of the following symptoms: Fever, Cough, Difficulty Breathing, Recently Travelled Out of Province.  **Pharmacy Symptoms T-Stand Signage** - Signage located at the Walmart Pharmacy that advises customers to return home and self-isolate if they have any of the following symptoms: Fever, Cough, Difficulty Breathing, Recently Travelled Out of Province.  **Optical Symptoms T-Stand Signage -** Signage located at the Walmart Vision Centre that advises customers to return home and self-isolate if they have any of the following symptoms: Fever, Cough, Difficulty Breathing, Recently Travelled Out of Province. |
| Various communication methods with our associates on passive screening including:   * **Store Operations updates (as required)** * **Company Intranet** (dedicated COVID-19 section) which includes COVID FAQs which remind associates that if they are displaying COVID-19 related symptoms they should immediately avoid contact with anyone, self-isolate, wear a mask if coughing and contact their health care provider. Also outlines process for associates to contact our walmartlivewell hotline if they are ill and need to call in sick. * **Team Huddles** – leveraged for associates who do not have access to Company Intranet |

**APPENDIX D**

**Masks**

|  |  |
| --- | --- |
| **Measures** | **Steps Taken** |
| **Protocols and Guidelines** | Face masks have been made mandatory in all our stores for associates and customers (where required) across the network. Procedural (3-ply) masks are available for associate use. |
| **Gloves**  Gloves are available for use by our associates if they choose to wear them.  **Single Use Glove Guidelines** - Outlines key do’s and don’ts for wearing gloves |
| **Face Shields**  Face shields and safety glasses are available for use for any associate to use. **Face Shield Job Aids** - Outlines key instructions for properly wearing, removing and cleaning face shields |
| **Communication Tools** | Various communication methods with our associates on protocols and guidelines including:   * **Store Operation updates (as required)** * **Company Intranet** (dedicated COVID-19 section which includes COVID FAQs) * **Team Huddles** – leveraged for associates who do not have access to Company Intranet |

**APPENDIX E**

**Cleaning Protocols**

|  |  |
| --- | --- |
| **Measures** | **Steps Taken** |
| **Protocols and Guidelines** | **Cleaning Protocols**  **Third Party Enhanced Cleaning Protocol** - We have retained a third party service provider who is on site to provide enhanced cleaning and disinfecting services throughout the facility as per our COVID-19 cleaning checklist for third party providers.  **Store Cleaning Protocol** - We have implemented enhanced cleaning and disinfection by our associates as per our COVID-19 cleaning checklist for associates. |
| Public and associates washrooms are available for use and contain all necessary supplies for handwashing. Supplies in washrooms are monitored by third-party service provider and replenished as needed. |
| **Store Disinfecting Protocol** - Outlines that Front End associates (including cashiers) are to complete handwashing every 30 minutes. |
| **Handwashing Station Setup Protocol** - Outlines the requirements for all handwashing stations in public and associate washrooms, including the requirement that a handwashing instruction sign is installed in all washrooms. |
| Health Canada approved hand sanitizer (minimum 60% ethyl alcohol) in dispensers near doors, pay stations and other high touch locations |
| **Communication Tools** | Various signage throughout the store to reinforce hand / respiratory hygiene:   * Covid19 Elevator Sign * Handwashing Instructions Sign (Posted in Public and Associate Washrooms) * COVID-19 Window Cling Signage (includes hand washing safety measure reminder to customers) – (Posted at Front Door Window) |
| Various communication methods with our associates on protocols and guidelines including:   * **Store Operation updates (as required)** * **Company Intranet** (dedicated COVID-19 section which includes COVID FAQs - includes hand washing reminder and reminder to cough / sneeze into sleeve – not your hands). * **Team Huddles** – leveraged for associates who do not have access to Company Intranet |