

March 5, 2020

Number 8 Freight Ltd
Coronavirus Action Plan

Current Plan

- Inform all office staff of issues and talk to each staff member individually regarding:
 - Mullen Group Action Plan
 - Understanding the importance of staying home when sick (prevent potential spread of virus, prevent office shut down, layoffs etc.)
 - Resources available for more information & what to do if you think you have contracted the COVID-19 virus.
- Inform all driver via email of issues, preventative measures, & resources available
 - see below letter to be sent out
- All Managers have been set up to be able to work from home if needed
- Financial Reporting - Erin is working with IT to be able to connect remotely & work from home if needed. Import from Digital to Truckmate should not be affected as there are multiple people that are able to perform this task. As a backup Cindy at Tenold is also able to complete month end reporting requirements.
- Have reached out to Digital Waybill to confirm what is needed if something happens on their end. As Digital is a cloud-based system, we do not foresee there being a disruption in being able to use the system. The Main Board is on the accounting computer which can be accessed remotely or reinstalled on an offsite computer.
- All dispatchers have been set up with the ability to work from home if needed
- Customer Service Reps are not currently set up to work from home, but plans have been put in place for the division to work short-handed with help from Operations and Accounting during busy times.
- Arrangements have been put in place for office staff that are returning from travel abroad to work from home until their quarantine period is over or they can provide a clean bill of health from their doctor.
- Any driver's that travel abroad to "high risk areas" will be informed that they will have to be quarantined for a two-week period or provide a clean bill of health from their doctor before returning to work.

Management will be monitoring Health Canada for continual updates on the situation in our area and will adjust plan accordingly.

Level 1 Action Plan (Staff Member contracts COVID-19)

If a member of our office staff is diagnosed with COVID-19, the following steps will be taken:

- Staff member will be asked to self-quarantine for a 14-day period and will have to get a doctor's note showing a clean bill of health before returning to work
- If the staff member has been to the office, all office staff will be asked to self-quarantine at their homes. Management and dispatchers are already set up to work from home and arrangements would be made so CSR's could work from home as well. Number 8 Freight has an internet-based phone system so everyone could take their desk phone home with them as long as they have internet. For staff that do not have internet, phones can be forwarded. All staff members have a cell phone contact list for all other office staff.
- We are currently researching cleaners in the area that could come and sanitize our office if the office had to be closed and sanitized.
- In the event of an office closure, customers that drop off freight would need to be notified. Rhonda Hookey would oversee contacting the main customers (Overland West, Consolidated Fastfrate, and Van Kam). We are currently making plans with Interurban to have our freight re-directed to them, if needed.
- Plans are also being made to use office space at Interurban temporarily if needed.

If a driver is diagnosed with COVID-19, the following steps will be taken:

- All driver's have been told that they MUST notify either Colin Donaldson or Paul Korbeld immediately if they have contracted the COVID-19 virus.
- If the driver had been actively working, Colin Donaldson would make a report showing the driver's activities over the last two weeks.
- With the help of the CSR's, Colin would inform all customers the driver had visited that they had been in contact with a COVID-19 carrier.
- If the driver had been to our office, we would follow the above steps as if the driver were an office staff member.



Level 2 Action Plan (Decline in Business)

Office Staff:

If a decline in business put Number 8 Freight into a position where office staff layoffs were needed, the following steps would be followed:

- Currently there are 4 CSR's. The plan would be to layoff CSR's based on who has the least seniority. The minimum level of CSR's we would be able to function with would be 2.
- Currently there are 3 Dispatcher's. If needed dispatchers would be laid off based on their overall experience, work ethic and skill level. Paul Korbeld and Colin Donaldson would make any final decisions. Number 8 Freight could function without any dispatchers, if needed, as Colin and Paul could both fill in if business declined significantly
- Currently there are 2 people in Accounting. If needed, 1 member of could be laid off.

Drivers:

Number 8 Freight has a fleet that is 100% Owner Operators. If business declines, Paul and Colin will decide which driver's need to be given temporary layoff notice. Decisions will be made based on type of equipment, location, and flexibility of the drivers to work with dispatch to continue to service customers.

Paul Korbeld
Business Unit Leader
Number 8 Freight Ltd.

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