CEO'S MESSAGE

NFI Team,

The COVID-19 pandemic has changed everything in our lives. I'm truly sorry we had to idle our operations, which meant putting thousands of people off work. The reality is we have a business to run and we must get back to designing and delivering buses and coaches for our customers (something we are very good at), and to also meeting our financial obligations. So, if anyone is up to the challenge of managing through COVID-19 in a business, there's no question that we are.

Extraordinary times call for extraordinary measures. As we return to work, mitigating the spread of the virus through diligent preventative and workplace safety measures has become our #1 priority. As such, this NFI Safe Return to Work Protocol will be our “new normal” for some time. We need the buy in, commitment, and patience of every single person to make this happen. This invisible and deadly virus spreads unknowingly through our breath to others, and does so very quickly. Spread of COVID-19 can occur in the days before any symptoms are shown, and can even be present when a person is asymptomatic, which means we may carry the virus but never know it. Together, each one of us must commit to this protocol, which to some may seem excessive, in order to protect ourselves and others. This commitment must be made by all of us, or it will be ineffective.

This protocol is based on the principle that each of us assumes we could be a COVID-19 carrier. Therefore, we must act accordingly and commit to the protocol as the best way to keep our ourselves, our colleagues, our families, and our communities healthy. The NFI Safe Return to Work Protocol focuses on social and physical distancing, continuous cleaning and sanitization measures, new PPE requirements, and other guidance to govern how we work, while we’re at work. This effort will help to protect our workplace and allow our operations to continue. I also ask and encourage everyone to engage in similar precautions outside of our workplace, in order to mitigate the risk of transmission.

Please read this carefully to ensure we’re all rowing in the same direction, because without our health and well-being, we have nothing. There is no doubt this protocol will change as we learn more, but for now, we must do our utmost.

Thank you in advance for helping us get through this. There can be no doubt – we truly are all in this together.

Paul Soubry
President & CEO
NFI Group Inc.
SECTION 1

Transmission Prevention

Social Distancing
  • The best defence begins with maintaining the 6-foot (or 2 meter) rule. Wherever possible, we must seek to maintain this minimum distance from all others at all times, even when wearing a mask – not just in your work area or at your desk.
  • Ensure you maintain this distance when approaching coworkers, standing at timeclocks, working in the bus or coach, visiting break or lunch rooms, standing in or passing through offices or cell pods, and when attending meetings or a training.
  • Where appropriate, physical barriers have been added to protect within the 6-foot distance.

Posted Guidance
  • In many cases, instructions are provided in the form of posters located through our facilities.
  • Reference visuals such as lines on floors indicating 6-foot spacing or denoting a direction of travel (or traffic flow) must be followed.
  • Please watch for this information and observe the guidance.

Orientation
  • Leadership and orientation will be delivered in advance of your return to work and will be dependent upon business setting. There will be a combination of classroom and online training (online training will be delivered through NFI LMS).

Hand Washing
  • The next highest risk of infection comes from touching a surface with the virus and then touching your mouth, nose or eyes. The respirations of others falls onto surfaces and the virus can live on these surfaces for days. Although this risk may be low, the virus is invisible and it is highly contagious. You will never know the virus is on your hands, but properly and thoroughly washing your hands is effective in removing it. Therefore, washing your hands several times a day, and not touching your face in between is a strong defence.
  • The best method is to use soap and warm water.
  • Hand washing is superior to using hand sanitizer, but please use hand sanitizer if there is no running water and soap immediately available.
  • Maintain social distancing while using a shared sink.
Transmission Prevention

Cleaning and Sanitizing

- Normal facility cleaning practices have been augmented through increased frequency and focused deep cleaning of areas such as high touch surfaces and equipment.
- Deep cleaning has been further enhanced through the use of a facility wide spray equipment which sanitizes all work, break, and office areas.
- Additionally, several products that can be used for sanitizing have been made available for general use in office and production areas.
- Additional hand sanitizer stations have been located throughout the facilities where possible.
- All employees are expected to participate in routine cleaning and sanitization of their work areas and equipment.

It is your responsibility to participate in the sanitizing of your work area.
SECTION 1

Transmission Prevention

Personal Protective Equipment (PPE) Usage

• First and foremost, the 6-foot social distance is to be maintained; however, where there is a need to work within 6 feet of another person a physical barrier or PPE is required.

• NFI-supplied face coverings will be made available to all employees.

• All employees in production floor and warehouse operations are mandated to wear face coverings.

• Employees in office area are required to wear a face covering unless their work station (office, desk location) permits appropriate social distancing. Masks must be worn at all times when office employees are not at their workstations (trips to printer, washroom, factory, warehouse, etc).

• All employees are welcome to wear their own face coverings.

• In addition, those who wish to wear disposable gloves will be offered gloves. Be sure to follow instructions on proper use of gloves to prevent cross contamination

• Find our Face Covering Protocol here. You can also access this information at nfigroup.com/team/covid.

It is your responsibility to wear a face covering when required.
Transmission Prevention

Cafeterias and Break Areas
- Some locations with cafeterias are not permitted by Health Authorities to offer food service during this elevated risk period.
- Please be prepared to bring food to work as appropriate.
- Cafeteria seating areas will remain available, respecting social distance requirements.
- Some facilities will convert spaces to “satellite break areas” to assist in following social distancing guidelines.
- Employees in office areas who are able to eat at their desks are strongly encouraged to do so.
- Respect social distancing at outdoor break areas as well.

Toolbox Talks
- Daily information will be delivered while respecting social distance requirements, or by altering the delivery method to replace huddle meetings.

Work From Home (WFH) Arrangements
- Employees currently in a work from home (or “WFH”) arrangement, who are not specifically required to return to the office to perform their job, will continue to work from home until further notice.
- You will be notified by your leader if you are to return.
- We will continue to monitor and provide updates through business unit leadership, when those required to resume their duties in the office will return.

Car Pooling
- Until further notice, carpooling has been suspended.
- Car pool stalls are now considered general parking.
- Employees that do not cohabitate, should not travel together.

Locker Rooms
- Locker room access and layout will be adjusted to support social distancing requirements.
- Please limit the amount of material you bring to work to support this effort.

It is your responsibility to maintain a 6-foot social distance, even while wearing a face covering.
SECTION 1

Transmission Prevention

Health Checks

As a team member, you have responsibilities in our new normal as well, including the following health checks:

Self-monitoring

- If you have been exposed to a person with COVID-19, it may take up to 14 days to know if you will get sick.
- One important activity you can perform is to check your health.
- Twice daily take your temperature and be alert for any other symptoms of COVID-19, including cough or difficulty breathing.
- If you have fever (100.4°F/38°C or higher), cough, or trouble breathing:
  - Do not go out in public.
  - Call your local Health Authority for guidance.
  - Notify your leader and a member of the Human Resource Team.

Self-declaration

- All employees intending to enter a facility must self-declare that they are free of COVID-19 related symptoms.
- Should you be experiencing any symptoms, including fever, cough, runny nose, or sore throat, shortness of breath and breathing difficulties, please do not enter the facility and contact your leader and Human Resources for guidance.

Voluntary Temperature Scanning

- NFI is currently testing the use of general sensor screening upon entrance into large population work sites.
- This is being done to provide additional health monitoring, and to support awareness of health check procedures.
SECTION 1

Transmission Prevention

NFI Screening and policy for employees exhibiting signs and symptoms of COVID-19

- Anyone with symptoms of respiratory illness must remain home and contact their medical provider/public health for guidance.

- Should you develop COVID-19 symptoms, or if you learn of or suspect exposure to anyone with COVID-19:
  - You must self-isolate immediately, contact your local public health group, and notify your leader immediately.
  - We will assist in determining your return to work depending on following local health guidance.

- Leaders will work with local Human Resource teams to provide guidance on compensation options during quarantine (whether voluntary or mandated due to sickness), such as:
  - Utilizing vacation/vacation advances,
  - Short-term disability,
  - Paid leave options, or
  - Available employment insurance/government programs for time missed due to quarantine, self-isolation, and/or suspension of operations.
SECTION 2

Procedure Updates

This section provides new or updated procedures since you were last in the workplace. Updates are in bold font for ease of understanding the change. All other procedures will remain in effect and are located on the nfigroup.com/team site.

An employee has symptoms similar to those identified as COVID-19 – what will happen?

• Employee should immediately notify their leader or Human Resources.

• Employee will be sent home from the workplace and will not be permitted to return until it is confirmed if they do not have COVID-19 virus or for 14-days (whichever is less).

• Employees that have even mild symptoms should stay home and call the public health authority on what they should do.

• Should an employee be directed to seek medical advice regarding potential COVID-19 exposure, they are required to identify themselves as working in an essential service. This may result in priority testing and results.

One of our employees told us they came into contact with someone who has COVID-19. What do we do?

• Employees should immediately notify their leader who will contact local human resources.

• Once the contact is confirmed, the employee directly exposed will be sent home from the workplace until next steps are determined. This may involve quarantine for at least 14 days or until they are tested as negative for COVID-19.

• Coworkers who may have come in close contact will be advised to self-monitor for symptoms, however they will not be required to go home.

• Human Resources will contact local public health authorities to receive updated advice based on the circumstances, and follow the health guidance accordingly.
SECTION 2

Procedure Updates

What if I am afraid and do not want to return to work for fear of contracting COVID-19 in the workplace?

- NFI Group has an obligation to take reasonable care in the circumstances to protect the health and safety of employees under occupational health and safety legislation and have worked to put in all precautionary measures.

- Where an employee has a personal reason and/or reason to believe there is a dangerous condition in the workplace or believes there is a present danger to their health and safety they should discuss this with their leader and Human Resources team to understand the implications and options available.

What if I cannot return to work due to childcare as schools/daycares are closed?

- Employees need to make all reasonable efforts to make alternative child care arrangements. The company will review all reasonable accommodations to support alternative work schedules or work from home where operationally feasible.

- Depending upon the geographical region there may be programs through local government and/or employment insurance to compensate individuals if they are unable work due to child care related to COVID-19 and provide job protection for this time away from work.

- Employees should reach out to their HR team to discuss if they are not able to return to work due to child care.

It is your responsibility to maintain precautions and social distancing.
SECTION 2

Procedure Updates

Visitor and Travel Guidelines

Please be reminded, restrictions are currently in place regarding visitors and travel.

Visitors

• All NFI facilities currently restrict visitors. Permission for any visitors that must be onsite must be approved by the Business Unit President in coordination with Human Resources.

• Visitors that must be onsite will receive a briefing on NFI protocol, and must acknowledge and adhere to it.

• People such as property inspectors, cafeteria staff, cleaners, couriers, truck drivers, infrastructure repair, completed coach drive out services and maintenance, repair and operations (MRO) replenishment are considered direct support and may be granted facility access only to the degree required to complete their specific duties.

Travel

• All non-essential travel is cancelled until further notice.

• If travel was previously approved, you must seek re-approval by your Business Unit President.

• All critical business travel requests must have Business Unit President approval until further notice.

Personal and International Travel

• We strongly advise against any international travel, especially given current travel advisories – this includes personal travel plans.

• Employees who are taking personal travel must self-report to local HR prior to departure.

• Upon return, employees must self-isolate for symptoms of COVID-19 for 14 days immediately following arrival to their home country.

• Cooperation in this area is mandatory.

• Further details on NFI travel guidance can be found here. You can also access this information at nfigroup.com/team/covid.

Updates

• Please be aware that the COVID-19 situation is constantly evolving, and health authority guidance is regularly revised.

• As such, NFI will issue or amend policies and protocols as required.

• For regular updates, visit the nfigroup.com/team/covid site.
Questions or Suggestions?

We’re here to help. Contact us through:

- Submitting a comment or question via the NFI Team Site (use the contact form at bottom of COVID page found at nfigroup.com/team/covid)
- Emailing the COVID-19 Response Team at covidresponse@nfigroup.com
- Contacting your local Human Resources team or leaders