

 EXECUTIVE AVIATION 



SMS Pandemic Response Manual

COVID-19

SMS | Pandemic Response Manual – COVID-19

SUPPORTING DOCUMENTS		
CHECKLISTS	OWNER	CURRENT ISSUE
Station Cleaning Checklist	Safety Team	V10.0
PPE Inventory Tracking	Safety Team	V2.0
COVID-19 Response Review	Safety Team	V2.0
Positive COVID-19 Case Within Team Members	Safety Team	V1.0
RELATED TASK CARDS		
Aircraft Electrostatic Disinfecting Process	Operations Team	V2.0
Aircraft Preventative Disinfection	Operations Team	V2.0
Aircraft Disinfection After an Event	Operations Team	V2.0
Aircraft Preventative Disinfection Turns	Operations Team	V2.0
Aircraft ULV Fogging Process	Operations Team	V2.0
QUALIFICATION SIGNOFF		
Electrostatic Sprayer	Operations Team	V1.0
PROCESS FLOW CHARTS and TABLES		
Weekly Comparison of Confirmed Canadian COVID-19 Cases	Safety Team	V1.0
Terminal Safety Enhancements Table	Safety Team	V1.0
Unexplained Symptoms Related to COVID-19 (Sick Calls)	Safety Team	V1.0
COVID Staffing Plan Risk Assessment	Safety Team	V1.0
Staffing Level Assessment	Safety Team	V1.0

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SMS Pandemic Response Manual – COVID-19**0 FOREWORD**

This manual describes the activities related to Executive Aviation's (EA) Pandemic Response. The plan identifies information related to the COVID-19 Pandemic and reviews all safety guidelines.

0.1 Document Control

A list of all related documents including external information links associated with this plan are listed at the beginning of the plan.

This plan has been reviewed by the EA Safety Team, and will be updated as the need to change current information arises.

0.2 Titles, Personnel, and Contact Information

To facilitate accuracy of amendments following changes in personnel, references to individuals within this manual are restricted to job titles only. Where a job title is identified within this document, it shall be interpreted to refer to the corresponding individual and contact information listed in the table below. Following a change in personnel, this page shall be amended accordingly without further changes required elsewhere in this manual, unless the change corresponds to an amendment to process.

TITLE	PERSON HOLDING TITLE	CONTACT DETAILS
Vice President	Beau Cook	bcook@executiveaviation.ca
Head of People & Culture	Stephanie Hornby	shornby@executiveaviation.ca
Head of Safety & Standards, Operations	Aaron Clark	aclark@executiveaviation.ca
Quality Assurance and Safety Manager	Graham Lindsay	glindsay@executiveaviation.ca
SMS Advisor	Steve O'Grady	sograd@executiveaviation.ca

SMS Pandemic Response Manual – COVID-19**1 General Information**

COVID-19 is a serious health threat, and the situation is evolving daily. Although public health measures are continuing to be lifted, and the status of the pandemic varies across Canada, the risk to Canadians is still considered to be high. The effects of COVID-19 will vary between provinces and territories, due to this local governments working with public health authorities may lift or change public health measures depending on your location. It is important to continue to stay up to date with all current communications, as well as remember that the lifting of health measures does not mean the risk of contracting the virus has been eliminated.

As we expect the SARS-CoV-2 virus to continue evolving, PHAC continues to closely monitor circulating viruses across Canada and globally. Currently, Omicron BA.5 sub-lineages are predominant in Canada and are currently driving cases.

Because the Omicron variant, including sub-lineages are immune evasive, two doses of COVID-19 vaccines offer less protection than against previous variants. As such, keeping up-to-date with COVID-19 vaccines, including booster doses, continues to be very important for reducing the risk of hospitalisation and death due to COVID-19.

It is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. Studies suggest that coronaviruses may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature or humidity of the environment). Extreme hot, humid or cold environments cannot kill the Coronavirus.

Currently, there are various vaccines available to combat the Coronavirus including boosters to help combat the COVID-19 including the Omicron variant. The only effective measure to safe guard and help prevent the spread of infection is to follow the guidance below:

To protect yourself:

- a. Clean your hands, if using a sanitizer ensure it contains a minimum of at least 60% alcohol
- b. Clean and disinfect frequently touched surfaces and equipment
- c. Avoid touching your eyes, nose and mouth
- d. Avoid close contact with others (recommended distance of 2m)
- e. Wear a mask in situations where the risk of transmission may be high

The transmission of this virus is through close contact with another person by invisible respiratory droplets produced when an infected person coughs or sneezes and land in the mouth or noses of people are nearby or possibly inhaled into the lungs. Medical masks and respirators are essential during the COVID-19 outbreak.

SMS Pandemic Response Manual – COVID-19**1.1 Immediate Contact Information**

Executive Aviation Vice President	519-870-9764
Executive Aviation Head of People & Culture	226-376-6657
Public Health Manitoba	1-888-315-9257
Public Health Ontario	1-888-797-0000
Public Health Newfoundland	1-888-709-2929 or 811
Public Health Nunavut	867-975-5772
Public Health NWT	911
All Other Provinces	811

1.2 Cleaning and Disinfecting

Hand sanitizers and wipes should contain at least a 60% alcohol content. Alcohol-Free sanitizers that contain benzalkonium chloride as the active ingredient do not kill the virus it just reduces the growth of germs.

For spray disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.

Diluted household bleach solutions can be used if alternative ready to use options are not available and it is appropriate for the surface. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.

1.2.1 High Contact Surfaces

Cleaning High-Contact Surfaces – Any surface that has high-contact from team members or passengers should be regularly and thoroughly cleaned. When cleaning these surfaces, be sure to:

- Use an approved disinfectant
- When working with a spray bottle use single use paper towels for each hard surface and immediately dispose of each towel as you clean
- Do not repurpose old reusable towels without having a sterile cleaning cycle

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2 Awareness and Communication

2.1 Awareness Board

Station Managers are to create a standalone COVID-19 awareness and communications board that will include all available resource information, and EA Pandemic Response Manual.

2.2 PPE

It is extremely important to use Personal Protective Equipment (PPE) in the fight against COVID-19. When used appropriately PPE protects you against exposure, and it limits potential exposure to other team members, airport partners, or passengers at your station.

3 Control and Prevention

3.1 Team Member Safety

3.1.1 Physical Distancing

Physical distancing helps prevent the spread of COVID-19 and should be practiced wherever possible.

- a. Avoid a bulk-up of people in one place. Think about where people tend to congregate and ensure this does not occur (i.e., Office or shared work spaces)
- b. Maintain two metres between people.
- c. Use a friendly wave and smile rather than handshakes or other forms of physical touching.

3.1.2 Physical Barriers

If utilizing physical barrier's (i.e., the acrylic shields at check-in counters) be sure to:

- d. Always stand behind the barrier whenever possible
- e. Only allow passengers to stand directly in front of the barrier
- f. Take a step backwards if the customer must approach the barrier to pay, or sign a document, in case they happen to sneeze or cough
- g. Sterilize the barrier with disinfectant in specific frequencies and whenever idle with no passengers

3.1.3 Guest Assistance

Face shields and a face mask although not required will still be available for use if a team member decides to use these items when participating in any carry on, or carry off procedures or at any time the team member feels a mask will provide more protection. This is to help eliminate the risk of exposure for both passengers and team members alike.

While using face shields, they can become contaminated on the outside, or when touched by your hands. When wearing a face shield take the following precautions to protect yourself:

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- h. Wash or sanitize your hands both before putting it on, and after taking it off.
- i. Avoid touching the shield while using it
- j. After removal, sterilize the shield as appropriate

*It is recommended that each station have a supply of at least two face shields that can be dedicated to this process to eliminate the potential of cross contamination

3.1.4 Team Member Screening

Take this self-assessment if you have any symptoms of illness or tested positive for COVID-19. The form can be found on the EA portal. A vortex incident report must be entered and the station manager notified.

<https://forms.office.com/Pages/ResponsePage.aspx?id=IPhixlywy0eCMMgDda8Z6zg6RyONVdlHvq7Yylh7ntxUMEpESzdJWkVNNTJLNFpFV0dQWUFYSERWOS4u>

3.1.5 Control Improvement

To assist in the improvement in both current, and future controls if you see a control that is not working, or a pattern of behaviours that could lead to a compromised work workplace, immediately bring it to the attention of your manager or safety representative. I.E. Team members not wearing the required PPE, Passengers not following social distancing guidelines on a regular basis. Team members can be a valuable source of insight for the safety team.

3.2 Station Cleaning

Each station is should continue to maintain and sanitize their work areas. Paying attention to the following items

- a. Radios – Start of shift C&D using an approved product (spray or wipe); team members to clean during shift as required or if passed to another team member
- b. Work stations - Start of shift C&D using an approved product (spray or wipe); Team members to clean during shift as required
- c. Point of sale device counters – Start of shift C&D using an approved product (spray or wipe), place a bottle of hand sanitizer for public use
- d. Hearing protection – provide disposable options to eliminate sharing of personal defenders
- e. Communications headsets (pushback and de-icing)- Start of shift clean and disinfect using an approved product (spray or wipe); team members to clean with wipes or spray as required
- f. Lavatory and De-ice face shields - Start of shift clean and disinfect using an approved product (spray or wipe); team members to clean with wipes or spray as required
- g. Pens – individual use only. where bases have shared or community work stations, after each use the pen should be placed in a container labelled “Used Pen’s” and at

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the end of each shift the used pens should be sanitized and placed in a container labelled “Sanitized Pens”

- h. Tablets and phones - Start of shift clean and disinfect using an approved product (spray or wipe); team members to clean with wipes or spray as required.

3.2.1 Disinfection Kits

Each station is to create a COVID-19 disinfection portable kit (ATW and BTW) or station based on access requirements. The portable kit or station should include at minimum:

- a. Hand sanitizer (min 60% alcohol content)
- b. Sanitizing wipes (min 70% alcohol content)
- c. Disposable gloves

3.3 Transport Canada**COVID-19 border measures end on October 1, 2022**

Starting October 1, 2022, all COVID-19 border requirements, including vaccination, mandatory use of ArriveCAN, and any testing and quarantine/isolation requirements will end for all travellers entering Canada whether by land, air or sea.

3.4 Travel**3.4.1 Baggage Delivery**

When delivering baggage or other items please consider the following:

- a. Communicate early with the customer to determine if modifications to the process are necessary
- b. If no identification is required, drop the delivery off, knock on the door and move away but watch to ensure the delivery is received. If the customer does not pick the item up, take a picture of the item at the drop off location prior to leaving.
- c. If either identification, or a signature is required, leave the document for signature on the package and step back, ask them to sign and place on the ground, for ID ask the customer to place their ID on the box and step back. Verify the identity without touching the I.D.
- d. Perform hand sanitization before/after placing the item in your vehicle, and dropping it off and the location as required
- e. Perform vehicle sanitization as required after delivery

3.5 Shipping and Receiving

Implications for Shipping and Receiving – Our suppliers have processes in place to ensure the safe delivery and receipt of goods. When shipping and receiving goods:

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- a. Follow any process for shipping and receiving goods to ensure the health and safety of our partners
- b. Minimize contact between you, your team members and the supplier
- c. Wash your hands immediately after the interaction

3.6 Managing Notification of a Positive Case, Close Contact or Outbreak Within Team Members

3.6.1 Notification of a Positive Case Within Team Members

- a. Enter a Vortex incident report
- b. Use the staffing level risk assessment to determine if your team is in the Yellow or Red status, and advise your local Regional Manager, or the Vice President
- c. Notify EA Safety team of the positive case
- d. Any team member that has been deemed to have been in close-contact with the team member that has tested positive should contact tele-health and follow the guidance provided. Which will be based off of indicators such as conformance with PPE and social distancing protocols. Close-contact can be determined by the following:
 - I. Was the team member within 2 metres of distance for more than 15 minutes, even if they were both wearing a mask
 - II. They had close physical contact with the team applicable team member
 - III. They have socialized together
- e. Please ensure confidentiality is observed unless you have permission from the team member to disclose their name. Reaffirm the best practices that have been observed by the team:
 - I. Mask and face coverings
 - II. Enforcing social distancing when possible
 - III. Cleaning & disinfecting protocols
- f. If notified within 48 hours of the team member's last worked shift a deep clean must be completed in all work spaces both shared and unshared, confirm with the local airport authority on the cleaning of shared spaces such as check-in and gate counters if applicable.
- g. Complete the EA checklist for station preparedness after a positive notification within team members
- h. Once a team member has tested positive it is possible for them to continue to test positive for a duration of up to three months.

Related Document: Positive COVID-19 Case Within Team Members

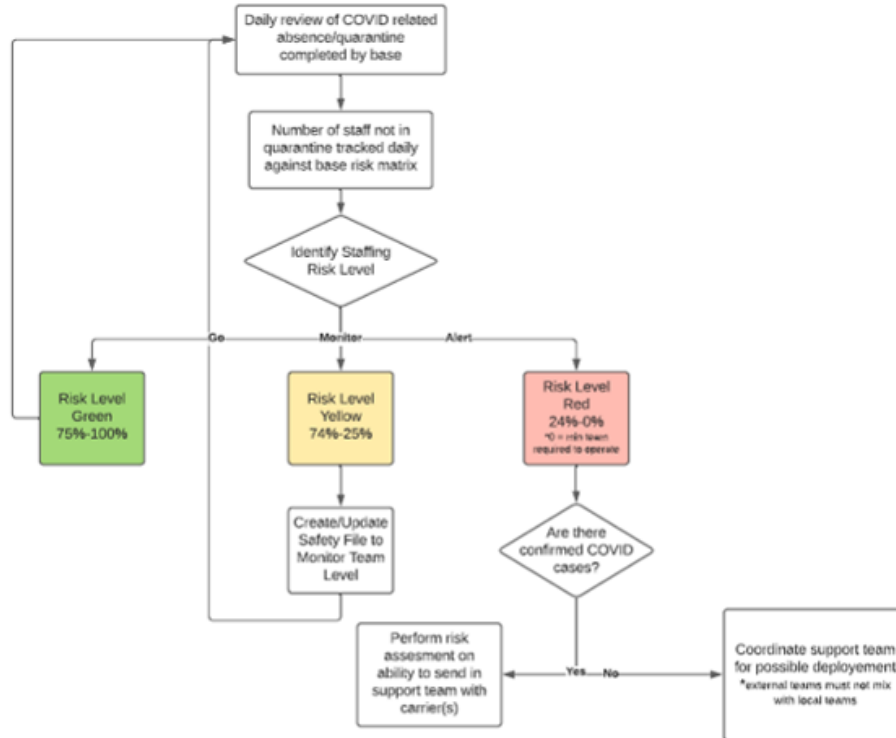
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3.6.2 Notification of possible outbreak within team members or the local airport

- a. Enter Vortex incident report (Occupational Health and Safety > COVID-19 > Outbreak)
- b. Clean and disinfect all common areas
- c. Plan emergency meeting which will include the following;
 - I. Either the Vice President or Director, Brand Experience
 - II. Head of People and Culture
 - III. A member of the safety Team
- d. Communicate with team members, local airport authority, and all local partners
- e. Complete risk assessment
- f. Complete the EA Close Contact list (available in SharePoint)
- g. Follow the EA Covid Staffing Plan Risk Assessment (See figure 2 below)
- h. Follow steps in sections 3.7.1 if applicable
- i. If you enter the yellow zone move team members into standardized crews to improve contact tracing and limit exposure within the working team members
- j. The standardized crews will work as separate teams and must not mix with other team members to assist in mitigating the exposure risk
- k. If you enter the red zone, have completed the risk assessment a supporting team may be sent to assist in the local operation.

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EA COVID STAFFING PLAN RISK ASSESSMENT



Matrix Outcome	Risk Level	Tolerance	Staffing Levels
Red	High	Unacceptable under the existing conditions	0-24% 0 Indicates bare minimum staffing levels
Yellow	Moderate	Acceptable based on risk mitigation. May require management decision	25-74%
Green	Low	Acceptable	75-100%

Figure 2

SMS Pandemic Response Manual – COVID-19**3.6.3 Support Teams**

- a. The visiting support team must not mix with local team members to assist in mitigating the exposure risk
- b. The supporting team must review the Terminal Safety Enhancement Table prior to arriving at the visiting station
- c. Supporting team members must follow all applicable guidelines set fourth by the province, local airport and the hotel (if applicable), where those guidelines are superseded by the Pandemic Response Manual, the manual will be followed. The only exception to this will be when an escort is required by the supporting team. Escorts must be removed from their local team pairing and added to the support group, they will not be permitted to mix with local team members while participating in the support group.

3.7 COVID-19 Vaccination

COVID-19 vaccines are available to everyone in Canada that are recommended to get the vaccine and boosters by both the federal and provincial territorial public health bodies. Doses of the vaccines will be distributed in Canada in phases, which began in December 2020. Currently there are six authorized vaccines in Canada, with six different types;

- a. Moderna COVID-19 Vaccine - mRNA
- b. Pfizer-BioNTech COVID-19 vaccine - mRNA
- c. AstraZeneca COVID-19 vaccine – Viral Vector Based
- d. Janssen COVID-19 vaccine – Viral Vector Based
- e. Novavax Nuvaxovid COVID-19 vaccine – Protein Based
- f. Medicago Covifenz COVID-19 vaccine – plant Based virus -like particle (VLP)

MRNA

mrNA Vaccines are a new type of vaccine. Many types of Vaccines use a weakened or inactive virus or part of a virus to trigger an immune response inside our body. However, instead of using the live virus that causes COVID-19, mRNA vaccines teach our cells how to make a protein that will trigger an immune response. Once triggered, our body then makes antibodies. These antibodies help us fight the infection if the real virus does enter our body in the future.

mRNA vaccines can be developed faster than tradition methods because they're made in a lab using materials that are easily available. However, these technology advancements don't replace the large-scale clinical trials needed to show that the vaccine is safe and effective.

SMS Pandemic Response Manual – COVID-19Viral Vector-based Vaccines

Some of the vaccine candidates that are most advanced in development are viral-vector based vaccines. These types of vaccines use a harmful virus (in this case, the adenovirus) as a delivery system. The vector virus used is not the virus that causes COVID-19.

Adenoviruses are viruses that cause the common cold. There are many different types, including those that cause colds in humans and those that may infect other species. These viruses have been used for decades to deliver the instructions for proteins. Once injected into the body, the virus contained within the vaccine produces the SARS-CoV-2 spike protein. This protein does not make you sick, it does its job and then disappears. Through this process, the body is able to mount a strong immune response against the spike protein without exposing you to the virus that causes COVID-19.

Protein Based Vaccines

Is a protein-based vaccine that is administered as a two-dose regimen of 5 mcg per dose, 21 days apart.

Based on the clinical trials overall, Nuvaxovid is 90% effective at preventing symptomatic COVID-19 and 100% effective at preventing severe disease.

While additional confirmatory data is needed, preliminary and exploratory data shows that Nuvaxovid does produce neutralizing antibodies against the Omicron variant. As a term and condition associated with the authorization, Novavax is required to provide data regarding protection against current and emerging variants of concern as soon as it is available.

Plant Based Vaccine

This is the first authorized COVID-19 vaccine developed by a Canadian-based company, and the first that uses a plant-based protein technology. Medicago's Covifenz is authorized as a two-dose regimen of 3.75 micrograms per dose, to be administered 21 days apart.

In clinical trials, the vaccine was found to be 71 per cent effective against symptomatic infection and 100 per cent effective against severe disease caused by COVID-19. These studies were conducted while there were multiple variants in circulation. The data suggest efficacy against multiple variants, including Delta. Clinical trials with Covifenz showed efficacy against the Delta and Gamma variants, and data also suggesting efficacy against Alpha, Lambda and Mu variants. While additional confirmatory data are needed, preliminary and exploratory data shows that Covifenz produces neutralizing antibodies against the Omicron variant.

SMS Pandemic Response Manual – COVID-19**3.8 3.9.1 Rapid / At Home Testing**

What is a COVID-19 Self-test kit

- a. These are test devices that will be provided or can be purchased online or over-the-counter and can be used to test yourself for COVID-19 at home
- b. The self-test kits provide results with about 30 minutes. They are different from self-collection kits which are used to collect your sample to send to a laboratory for testing. The samples from self-test kits should not be sent to the laboratory
- c. You should only use a self-test kit that has been approved by Health Canada
- d. When testing yourself, flow the self-test kit package instructions carefully.

If your self-test result is positive:

- a. You may have COVID-19 and should follow local health authority guidelines related to self-isolation
- b. Advise any household members and close contacts of the results so that they can begin to follow the public health guidelines.
- c. Contact your local SM to provide the details and date of positive test result which will be entered into Vortex as well as used for contact tracing if necessary.

If your self-test result is negative, but you have symptoms or have been exposed to COVID-19:

- a. It is less likely that you have COVID-19 however due to the symptoms, follow local public health guidelines related to self-isolation
- b. Advise any household members and close contacts of the results and developing symptoms so that they can begin to follow the public health guidelines.
- c. Contact your local SM to provide the details and date of positive test result which will be entered into Vortex as well as used for contact tracing if necessary.

If your self-test result is negative and you have no symptoms and have not been exposed to COVID-19:

- a. It is less likely that you have COVID-19 and may return to work as long as the pre-shift screening form can be completed without any negative responses.

****See figure 3 for sample results from a COVID-19 Rapid test.**

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Sample Results from a COVID-19 Rapid test.



4 Managing Acute or Possible Cases Within Team Members

4.1 Managing Acute Symptoms Identified at Work

- The team member must leave work and following local health guidelines related to self-isolation
- Ensure a mask or face covering is given to the Team member to help protect other employees in the immediate work area.
- Clean and disinfect any surfaces/equipment that the infected employee has been in direct contact with.
- Please be aware that wait times may be longer than usual as these phone lines are receiving a high volume of calls
- Online assessment link: <https://ca.thrive.health/covid19/en>
- Managers must update HR if they are sending a Team Member home
- The Team Member will be paid for the remainder of their shift and will be unable to return unless medically cleared by a doctor
- Managers to update local airline, local airport contacts, and VP if business needs are affected day of, or for future shifts by sending Team Members home
- Enter a Vortex incident report, marked private under Occupational Health and Safety > COVID-19 > Isolation

SMS Pandemic Response Manual – COVID-19**4.2 Managing Acute Symptoms Identified at Home**

- a. If you notice you are displaying symptoms of COVID-19 virus at home, do not come into work. Follow local guidelines for self-isolation.
- b. To assist with managing unexplained symptoms please refer to the unexplained symptom flow chart (See Figure 4 below)
 - *Please note an unexplained symptom is any symptom that has an unknown cause
- c. Follow our Attendance Policy on unplanned absence reporting to make sure your team is notified of your absence in time
- d. Complete the online absence report 2 hours before shift start
- e. Managers must update HR on absence calls specific to COVID-19
- f. HR to reach out to Team Member to ensure medical assessment is underway, or confirmed.
- g. **Enter a Vortex incident report**, marked private under Occupational Health and Safety > COVID-19 > Isolation
- h. If the Team Member is confirmed to have COVID-19, the Team Member will be transitioned to a medical leave until they are healthy enough to return
- i. Management will contact and coordinate with local health agencies and airport partners, as required, on the appropriate response measures for airport employees
- j. Team Members on medical leaves will be eligible for EI benefits while in isolation
- k. Team Members must be medically cleared before returning to work
- l. Managers to update local airline, local airport contacts, and VP if business needs are affected by Team Members calling in sick

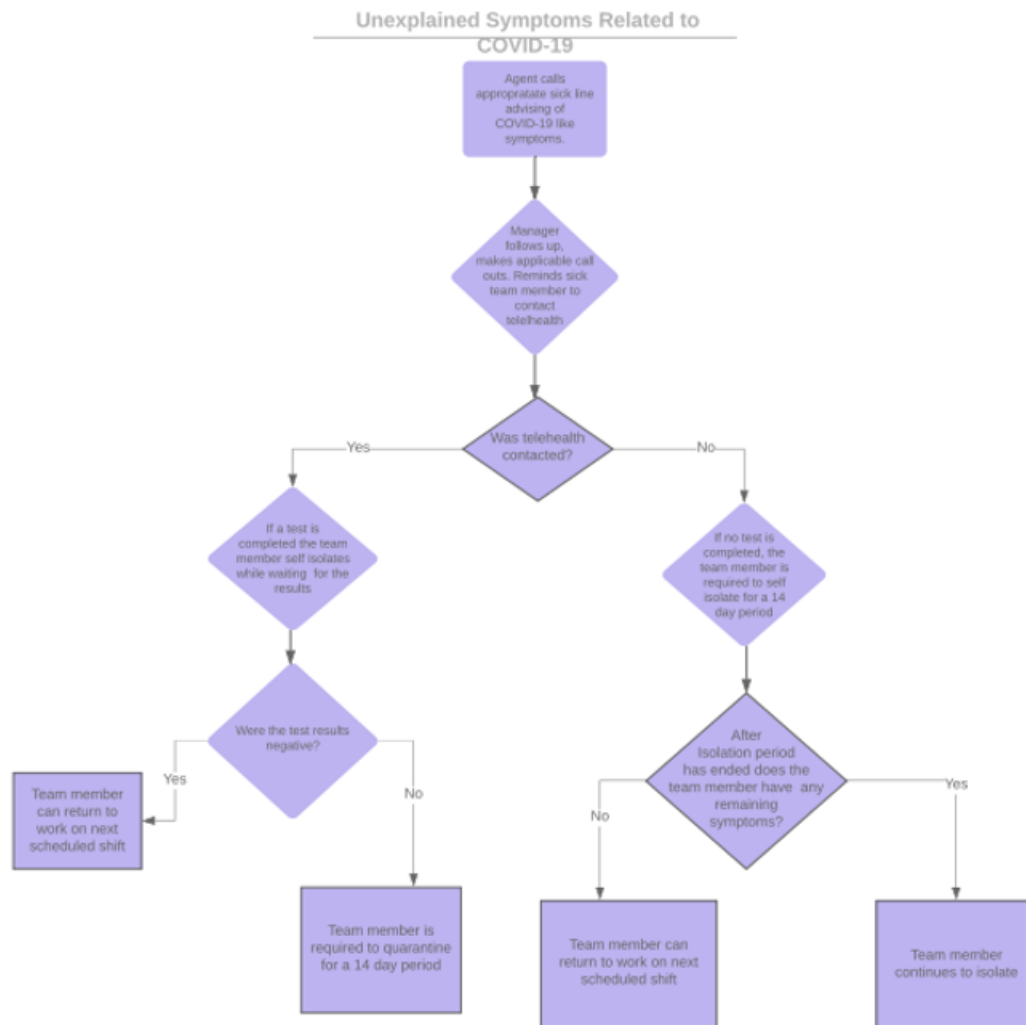
SMS Pandemic Response Manual – COVID-19**Sick calls due to unexplained symptoms related to COVID-19**

Figure 3

4.3 Team Members Returning from Outside of Canada

Starting October 1, 2022, all COVID-19 border requirements, including vaccination, mandatory use of ArriveCAN, and any testing and quarantine/isolation requirements will end for all travellers entering Canada whether by land, air or sea.