

COVID-19 MASK COMPLIANCE POLICY

Effective: October 25, 2021

PURPOSE OF THE POLICY

Central Plains Co-operative Ltd. (the "**Co-op**") is committed to ensuring the health and safety of its employees and customers. Co-op is implementing this COVID-19 Mask Compliance Policy (the "**Policy**").

The Policy sets out the procedures that Co-op will follow with respect to COVID-19 masking requirements.

The purpose of the policy is to provide employees with the information needed to ensure all customers comply with the policies of the Co-op and the requirements of the public health orders.

MANDATORY FACE COVERING

The current Public Health Order of September 30, 2021 sets out the requirements for Mandatory Isolation and Face Covering. The Public Health Order requires that all individuals wear a mask in all Co-op locations.

"Mask" - means a medical or non-medical mask or other face covering that fully covers the nose, mouth and chin, but does not include a face shield or visor.

The Public Health Order contains exceptions for individuals under the age of two, and individuals aged three to twelve who are not reasonably able to wear a mask.

The Public Health Order also contains potential exceptions for verified medical reasons. Potential exemptions for medical reasons **must** be dealt with by **Jenna Moore, Human Resources Manager** at the Central Plains Co-op Administration Office or their designate. All other employees and managers are not authorized to review requests for medical exemptions.

ACCOMMODATION

Central Co-op will accommodate to the extent required by law.

While each request will be reviewed individually, the general accommodation offered for customers who cannot wear a mask is phone-in service, with delivery of goods (after payment) outside the store entrance.

NON-COMPLIANCE

In the event of customer non-compliance with the Policy, employees should:

1. Alert the customer to the mask requirement as soon as possible upon entry to the Co-op;
2. Offer a complimentary mask;
3. If the customer refuses to comply, offer phone-in service to the customer. The customer can phone in their order with delivery of goods outside the store entrance;

4. Indicate that the customer may contact **Jenna Moore, Human Resources Manager** at the Central Plains Co-op Administration Office to discuss their particular circumstances *after* they have left the store.
5. If a customer continues to refuse to comply, request that they leave the Co-op;
6. If the customer does not immediately leave, the employee should contact their store manager. The store manager will involve the police

If you are uncomfortable approaching an individual, please notify the applicable manager or supervisor so they may handle the situation.

Some customers may react negatively to the mask requirement. If you feel unsafe or disrespected, please remove yourself from the situation and contact the applicable manager or supervisor.

Do not use physical force to remove a customer.

Some customers may ask questions or wish to engage in debate about masking. Employees are encouraged to simply outline the requirements of the Policy without further debate.

Some customers may try to record the interaction on their phone. Employees are encouraged to respond as follows:

- Recording of any kind is not permitted on Co-op property.
- If the individual continues to record, ask that they immediately leave the store. If the individual does not leave, contact your supervisor or manager.

If a customer indicates that they have a medical exemption, employees are encouraged to respond:

- All requests for accommodation or medical exemption are being dealt with by **Jenna Moore, Human Resources Manager** at the Central Plains Co-op Administration Office. Please contact them to discuss your particular circumstances. We offer phone-in service in the meantime.

Customers not in compliance should not be served or permitted to complete their purchases.

CONSEQUENCES OF NON-COMPLIANCE

Employees who fail to comply with the Policy will be subject to corrective measures including disciplinary action up to and including termination of employment.

Customers who fail to comply with the Policy may be suspended and/or banned from use of the Central Plains Co-op stores.

ADMINISTRATION OF THIS POLICY

The Co-op will maintain and revise this policy as required in response to Public Health Orders and the evolving conditions of the COVID-19 pandemic. The Co-op expressly reserves the right to change, modify or delete portions of this policy without notice.

The Co-op reserves the right to take measures it deems appropriate which go above the requirements of the Public Health Orders.

The Co-op is responsible for the administration of this policy. If you have any questions regarding this policy or any questions that are not addressed in this policy, you may contact to **Jenna Moore, Human Resources Manager** at the Central Plains Co-op Administration Office.