



WHITE GRIZZLY ADVENTURES LTD.

COVID-19 Operating Guidelines

Last Updated: March 31, 2021 Brad Karafil

White Grizzly Adventures Ltd. – Operating Guidelines

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All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

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Preamble

Since 1998, White Grizzly Adventures has been providing unforgettable powder skiing adventures to our guests from Canada, US and other countries. We have had the privilege to share powder turns with many beautiful people, make life-long friends and work with some amazing team members. Right now, more than ever, we appreciate all of you, our White Grizzly family!

On March 26, 2020, the BC Government issued the following:

"The Provincial Health Officer has ordered some types of businesses to close. Any business or service that has not been ordered to close and is also not identified on the essential service list may stay open if they can adapt their services and workplace to the orders and recommendations of the PHO."

As a result of the worldwide pandemic, we ceased operations in March 2020. We have not had any COVID-19 cases at the lodge and none of our team have been knowingly exposed or infected. We did not operate in the summer months and the lodge has remained vacant since (except for routine maintenance). This has allowed us ample time to prepare a solid COVID-19 Response Plan.

We understand that many of you have questions and concerns regarding the current COVID-19 situation and how this still can impact your upcoming travel and backcountry ski vacation. Please know that we are taking all the necessary steps to be at the forefront of operating in a manner that adheres to all local, provincial and national guidelines. We will specifically adhere to and enforce the following 5 principles:

- Personal Hygiene
- Stay at Home if you are Sick
- Environmental Hygiene
- Safe Physical Distancing
- Physical Modification

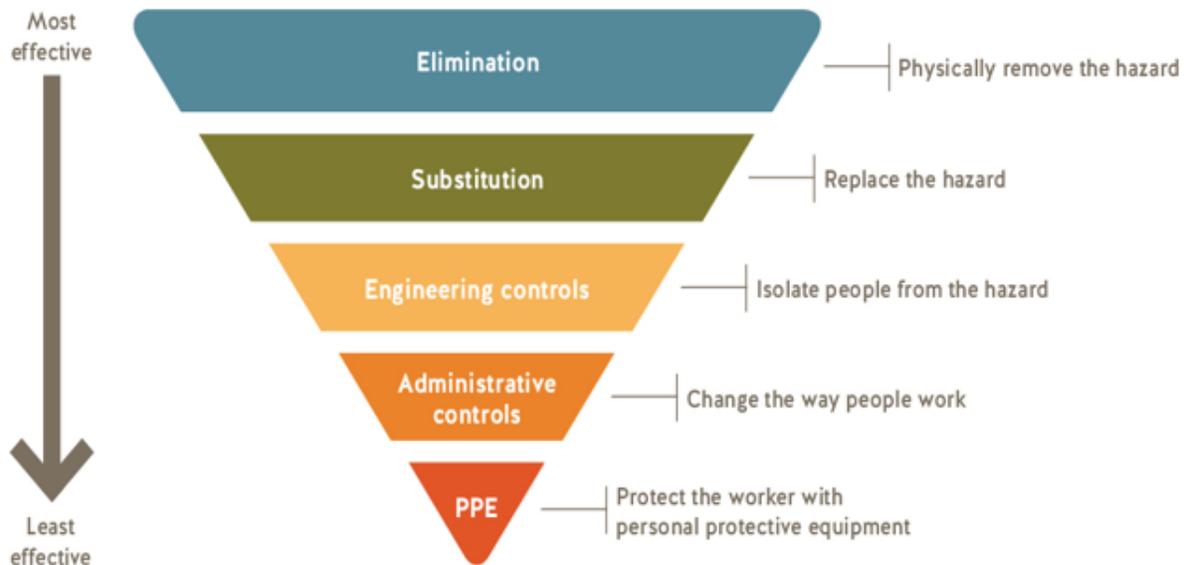
Five Principles for Every Situation

Five Principles for Every Situation				
Personal Hygiene:	Stay Home if You Are Sick:	Environmental Hygiene:	Safe Social Distancing	Physical Modification
<ul style="list-style-type: none"> • Frequent handwashing • Cough or sneeze into your sleeve • Wear a non-medical mask • No handshaking, high fives, etc 	<ul style="list-style-type: none"> • Routine daily screening • Anyone with any symptoms must stay away from others 	<ul style="list-style-type: none"> • More frequent cleaning • Enhance surface sanitation in high touch areas • Touch-less technology 	<ul style="list-style-type: none"> • Meet with small numbers of people • Maintain distance between you and people • Size of room: the bigger the better • Outdoor over indoor 	<ul style="list-style-type: none"> • Spacing within rooms • Room design and layout • Movement of people within spaces

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Physical distancing remains the most important criterion to comply with standing WorkSafe BC Updates and the Provincial Health Officer (PHO) Orders, but while the controls are listed in order of effectiveness, all of the controls should be considered, as they often work best in combination.

Hierarchy of controls



We are continually reviewing and updating our policies to make sure we are ready for you. Any new information we receive will be passed along to you as soon as we get it and will also be posted on our website. You will receive a thorough email with all your pre-trip info a few weeks before your trip as well.

This document serves to delineate our approach for preventing the communal transmission of the COVID-19 virus at White Grizzly Adventures during the current crisis.

Note that we feel we need to point out that, no matter how many precautions and measures are taken, we cannot guarantee with certainty that COVID-19 will not find its way into our operation. As you read through this document you will see that we have spent a lot of time thinking through this and are implementing many new protocols. We will do our very best to ensure that you have a safe and memorable ski vacation and workplace. But, YOU must also do your part too! Once we are all at the lodge we are in the ultimate bubble away from civilization. We ALL need to do our part by showing up healthy, minimizing our social contacts prior to the trip and strictly following the measures we have laid out in this document. We are asking you to put your trust in us and we are going to trust you to do the right things to keep everyone healthy.

For up-to-date information on COVID-19, please refer to BC Centre for Disease Control website (<http://covid-19.bccdc.ca/>).

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White Grizzly Policies and Expectations

WGA Responsibilities

- WGA will communicate with employees about potential exposure to COVID-19. Employees will participate in staff training and will be well-versed in knowing and understanding their workplace health and safety responsibilities - and those of others
- WGA will regularly assess all the hazards within their operation, taking appropriate steps to eliminate or control them. Such controls will include adhering to current public health orders, public health advice as well as implementing best practices to keep your employees and guests safe
- WGA will establish a workflow in the workplace that is consistent with current industry best practices and compliant with directives from the BC PHO. This workflow will cover all areas of the operation including but not limited to PPE requirements, sanitation, food handling, laundry and housekeeping procedures
- In situations where a worker has the symptoms of COVID-19 they will be required to stay home and not spend any time around guests or other team members until cleared by an appropriate medical professional

Worker Responsibilities

- Any worker at White Grizzly experiencing symptoms associated with COVID-19 while at work will immediately report to their manager and begin isolating from guests and other team members. Any employee who experiences symptoms associated with COVID-19 while away from work will notify the supervisor and will not be permitted to come to work until cleared by an appropriate medical professional.
- All workers at WGA will undergo a detailed training session on the current workflow procedures upon being hired for the season (at annual team training). Any new safety guidelines or procedures will be immediately conveyed to all team members.
- Workers are expected to exercise all reasonable measures to limit their exposure to the COVID-19 virus while not at work. Prior to beginning of a work shift each worker will conduct the self-assessment tool (**Appendix 1**) and fill out a health screening questionnaire which includes current health status, recent travel, recent illness or contact with others who may have the COVID-19 virus.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

1 STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS

In order to comply with federal, provincial and regional recommendations, White Grizzly Adventures Ltd. has audited their facilities and activities to identify which of these can be safely adapted under COVID-19 restrictions. WGA is dedicated to following protocols while the COVID-19 situation continues to evolve. (The reference to the term “Team” refers to the employees and contractors.)

1.1 WORKER ILLNESS POLICY

Team members who exhibit COVID-19 symptoms such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, shall remain at home and contact Health Link BC at 8-1-1. If an employee during work begins to show even mild symptoms of the listed symptoms above for COVID-19, they will be sent home immediately, where they will contact 8-1-1 or a doctor for further guidance.

1.2 WORKER RESPONSIBILITIES

WGA have updated staff illness policies to incorporate COVID-19 protocols.

All workers will be required to have their temperature taken prior to beginning their shift for every shift.

Team members must review self-assessment guidelines prior to each shift and assess that they are not feeling any of the COVID-19 symptoms. Managers will visually monitor team members throughout the day to assess any early warning signs as to the status of their health and to touch base on how they are conducting their personal safety throughout the workday.

If symptoms are uncertain, workers should always resort to the available online self-assessment tool (<https://bc.thrive.health/covid19/en>).

1.2.1 If a team member tests positive for COVID-19

The team member will not be permitted to return to work until they test negative for the COVID-19 virus. Any team member who works closely with the infected member will also be removed from the workplace for a minimum of 14 days to ensure the infection does not spread further into the workplace. The infected area will be closed off immediately, cleaned and disinfected.

1.2.2 If a team member has been tested and is awaiting the results of a COVID-19 test

- As with the confirmed case, the employee will be removed from the workplace.
- The Public Health Agency of Canada advises that any person who has even mild symptoms to stay home and call the local or regional public health authority.
- Other team members who may have been exposed will be informed and removed from the workplace for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
- The workspace will be closed off, cleaned, and disinfected immediately in addition to any other surfaces that could have potentially been infected/touched.

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1.2.3 If a team member has come in to contact with someone who has COVID-19

If contact is confirmed, the team member will be removed from the workplace for a minimum of 14 days. Co-workers who may have come into close contact with the team member will also be removed from the workplace for a minimum of 14 days. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

1.2.4 Team Member Support

If a team member is directed to stay home or is sick with COVID-19, their manager will be in touch immediately to provide guidance and support as required.

1.2.5 Quarantine or self-isolate if:

- You have travelled outside of Canada within the last 14 days.
- You have any symptoms of COVID-19.
- You are from a household with someone showing symptoms of COVID-19.
- You are in quarantine or self-isolating as a result of contact with an infected person or in families who are self-isolating.

1.2.6 Worker without symptoms

Workers without symptoms of COVID-19 are welcome in the workplace if they adhere to the following:

- Maintain proper hand washing protocols.
- Practice physical distancing.
- Inform their manager immediately if at any time, they feel any symptoms of COVID-19.
- Avoid touching eyes, nose, or mouth with unwashed hands or when wearing gloves.
- Cover their mouth and nose with a tissue when coughing or sneezing.
- If soap and water are not available, use an alcohol-based hand sanitizer.
- Clean and disinfect frequently touched objects and workstation surfaces.

1.2.7 Extended team member training

After consulting with multiple industry professionals regarding the new heightened level of health and safety at a workplace, White Grizzly will be creating a new training seminar that every team member is required to complete before their first returned shift to work.

This training will include items such as:

- Personal hygiene best practices.
- Available person protective equipment (PPE).
- Proper mask use.
- COVID-19 disease transmission methods, signs, and symptoms.
- Cleaning and sanitizing a workspace.
- Physical distancing rules.
- Stay at home policy for sick or ill staff.

1.2.8 Disciplinary Action(s)

It is expected that protocols in this document and new procedures introduced are followed by all workers where applicable. Standard disciplinary actions will be enforced for failure to follow the newly established procedures.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

1.3 WORK PROCEDURES: HAND WASHING, HYGIENE AND PERSONAL PROTECTIVE EQUIPMENT

1.3.1 Worker temperature checks and self-assessment

Worker temperatures will be checked daily to ensure those with a fever are immediately sent home. Checking temperatures is also a method of distinguishing between a cold/flu and common seasonal allergies. Although allergies may present some similar symptoms, such as a running nose, allergies do not produce a fever. Workers must also follow strict self-assessment procedures before their shift to attest that they are not feeling any of the COVID-19 symptoms.

1.3.2 Workers must wash/sanitize hands frequently

Frequent and proper hand washing is encouraged as the best way of preventing all viral respiratory infections and other illnesses.

Workers will follow hand washing procedures, as well as a hand sanitizer being readily available at every workstation. All workers must wash hands with soap for at least 20 seconds once they arrive at work, every time they enter a new workplace. Workers are also required to wash hands each time gloves are put on and taken off. <https://www.youtube.com/watch?v=o0P-0d1mJfA>

If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands if they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

1.3.3 Workers must wear proper protective equipment

Personal Protective Equipment (PPE) related to the prevention and spread of diseases will be categorized in a three-level system.

- **Low Risk** – tasks where a team member can work isolated, has access to hand washing facilities and does not encounter publicly touched items.
- **Moderate Risk** – physical distancing is adhered to, but gloves might be worn to protect the team member for certain items they are required to touch. A mask will be recommended occasionally during moderate risk activities.
- **High Risk** - tasks where team members cannot maintain social distancing of 6 feet, e.g. , administering first aid or riding in a snowcat. An N95 mask or equivalent, gloves and/or a shield will be recommended in many of these situations. A 3 layer mask is mandatory during these situations

If gloves are to be used, workers should wash their hands thoroughly before putting on the gloves. Change the gloves before handling money, cleaners, and after other contamination. Wearing gloves does not exclude a team member from washing their hands.

The following nitrile gloves are a recommended choice:

GLOVE TYPE	DEFINITION	ADVANTAGE	PROTECTION LEVEL	USAGE
Nitrile protective gloves	Made of synthetic material offers robust protection.	Stretchy, durable	Chemicals, viruses	<ul style="list-style-type: none">• Kitchen• Food service• Cleaning• Lift Operations• Grounds Maintenance

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There will be many new operational changes introduced that will affect team members daily, some of those changes include:

- Shifts will have staggered start and break times.
- Meetings will either happen in a large enough area to allow for physical distancing or will be conducted online.
- Many of the daily tasks will be communicated through email, radio, or phone call.
- Efforts will be made to reduce group training sessions. Training will be conducted outdoors when appropriate, and in small groups and/or online whenever possible.
- Office workers will have a rotated schedule to ensure physical distancing is adhered too.
- Seating in each room has been adjusted to ensure physical distancing.

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1.4 SKI GUIDES AND EXTRACTION PROTOCOLS

1.4.1 Day to Day Guiding operations

- Guides will wash hands regularly.
- Guides & Guests will wear PPE in any areas where 2m spacing is not permitted.
- Guides & Guests will be outfitted with masks and will be asked to wear masks and gloves in snowcats and vehicles.
- Guides will use portable hand sanitizer when working in the field.
- Guides will maintain a 2-metre perimeter between team members and public when feasible.
- Physical touching will be avoided whenever possible.
- No unauthorized personal in any first aid sanctioned area.
- Managers will clean radios before and after each shift.

1.4.2 Responding to calls

- All guides must wear gloves, safety glasses and N95 mask when within two metres of a patient. All guides must carry gloves, safety glasses and N95 at all times.
- Additional PPE COVID kits containing gowns and face shields will be available for guides.
- The guide will give the patient a N95 mask and gloves to wear during treatment.
- The following steps will be taken to limit human to human contact when dealing with a patient:
 - If possible, one guide will perform assessment and packaging.
 - All other team members on the call will remain two metres away from the patient.
 - Witnesses, friends and family will be instructed to remain 6 feet from the guide.
- Whenever possible, guides will verbalize patient assessments and treatment. All efforts will be made not to touch the patient unless absolutely necessary.
- BCAS dispatch will be informed if a guide is taking COVID-19 precautions to ensure BCAS is prepared when they arrive.

1.4.3 First Aid Equipment:

- The first aid equipment which is used for secondary assessments will only be used if it is deemed critical.
- The guide will sanitize all surfaces post treatment.
- Splints, jelly rolls and baskets must be sanitized after each use.
- When providing treatment, friends, family and other workers will be asked to wait outside unless needed.

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1.4.4 Guide and Cat Operator uniforms

- Any clothing worn while performing first aid on a patient with COVID-19 symptoms will be bagged and taken to housekeeping for cleaning.
- Guides and cat operators will not wear any part of their uniform off-duty. They will wear street clothes to and from work.

1.4.5 Medical Extractions at WGA

- If COVID-19 precautions are being taken, the patient will be taken out of mountains using the designated Emergency Transfer Vehicle. (Snowcat and/or Helicopter)
- The patient will ride isolated in the back seats of the E.T.V.
- All vehicles and equipment used during an extraction will undergo full sanitation.

1.4.6 CPR

- Guides will only do compressions and automated external defibrillator (AED). No airways or bag valve masks (BVM's) will be used.

1.5 MEDIA AND GUEST INTERACTIONS

1.5.1 Media

Consistent with existing media policy, workers are asked not to speak to the media on any issue unless they are authorized to do so by a member of the Management Team. This includes any media enquiries related to COVID-19. Designated spokespersons are the only authorized team members to make statements to the media.

Please refer any media enquiries to the Lodge Manager (snowcats@direct.ca).

1.5.2 Social media

Team members of WGA are encouraged to continue engaging on social media channels but it is important to do so in a manner that does not negatively impact ongoing business or reputation. This includes not addressing specific workplace issues through social media or sharing confidential and sensitive information. Workers are asked to abide by existing social media policy in the context of COVID-19 and the implementation of these new policies and protocols.

1.5.3 Guest interactions

While practicing these new safety measures, team members may encounter questions or comments from guests. If a guest within is looking for further information or clarification of policies and safety measures, please direct them to the COVID-19 related information on White Grizzly's website.

If a guest is upset or concerned, please direct them to a Team Manager. Do not go into specifics or make comments related to their feedback.

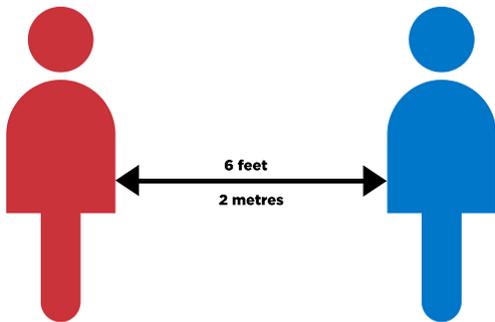
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1.6 PHYSICAL DISTANCING

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others. When outside of your home, practicing social distancing by keeping two metres (six feet) away from one another whenever possible is something we can all do to help stop the spread of COVID-19.

All team members and guests are expected to practice physical distancing as follows:

- Minimize interactions with others whenever possible.
- Keep at least two metres distance between yourself and others.
- Do not shake hands with guests or team members, nod, or wave instead.
- Follow social distancing protocols for shifts, breaks and team meetings.



1.6.1 Reduced seating in meal areas

Seating within our meal areas will be reduced based on the current provincial regulations to help ensure physical distancing.

1.6.2 Creating one-way traffic flows

High foot-traffic areas will have designated traffic flows to help reduce guest proximity whenever possible to help ensure physical distancing.

1.6.3 Installation of plexiglass barriers

Physical barriers will be used in locations where physical distancing becomes a challenge.

1.6.4 Introducing no-contact payments

Whenever possible no-contact payment systems will be introduced and utilized to help reduce the spread of diseases.

1.6.5 Removal of common touch points

To slow the spread of bacteria and viruses, WGA will audit the premise and remove any commonly touched items deemed unnecessary. For example: magazines have been removed from the rooms, and entry doors will be held open throughout periods of traffic flow.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

1.7 CLEANING, DISINFECTING AND SANITIZING PROTOCOLS

1.7.1 Cleaning definitions

“Cleaning” generally, refers to the removal of germs, dirt, and impurities from surfaces – making a visual difference. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

“Sanitizing” takes place after cleaning to reduce the level of bacteria to a safe level when following the manufacturer’s instruction for concentration and contact time. Sanitizers are used on food contact surfaces. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water. Disinfectants are different from sanitizers in that they have a greater ability to destroy bacteria, viruses, and molds. Disinfectants are used at a higher concentration and require a longer contact time than sanitizers. If a food grade disinfectant is used on a food contact surface, it may need to be rinsed off with potable water.

“Disinfecting” refers to using chemicals to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

WGA will be using cleaning, disinfecting and sanitizing products that have been listed by Health Canada as likely to be effective and may be used against SARS-CoV-2, the coronavirus that causes COVID-19. (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>). COVID-19 is susceptible to disinfectants and sanitizers.

PRODUCT	DEFINITION	APPLICATION	PROTECTION LEVEL
Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize/Disinfect: Pre-clean surface Apply to surface until thoroughly wet. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product	Disinfectant that meets Health Canada's, requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2	Advanced disinfectant and sanitizer for Hard surfaces
Bleach (6%) solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Liter of water. Minimum contact time of 10 minutes in a single application. Air dry.	Recommended by the BCCDC for disinfecting non-pours surfaces	General use disinfectant and sanitizer for Hard surfaces
Neutral Disinfectant cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Approved for use against the coronavirus disinfecting non-pours surfaces	Advanced disinfectant and sanitizer for Hard surfaces, low acidity
Disinfecting Wet Wipes 70% Alcohol	To sanitize / disinfect: Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	To clean hands if handwashing is not available	General use to kill bacteria and viruses

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1.7.2 General disinfecting

PPE equipment should always be worn when recommended by the manufacturer. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered disinfectants should be effective.
- Use products that are EPA-approved for use against the virus that causes COVID-19 if available.
- Follow manufacturer's instructions for all cleaning and disinfection products for (concentration, application method and contact time).
- Additionally, diluted bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 10 minutes for disinfecting, 1 minute for sanitizing, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix bleach with ammonia or any other cleanser. Unexpired bleach will be effective against coronaviruses when properly diluted.

1.7.3 Item cleaning

Certain items shall be cleaned between each customer use; examples of items are:

- Pens
- Company Vehicles
- Ski/snowboard gear
- Backcountry safety equipment

Other items shall be cleaned on a frequent repetitive schedule, examples of items are:

- Door handles
- Counters
- Light switches
- Sink faucets
- Hand railings

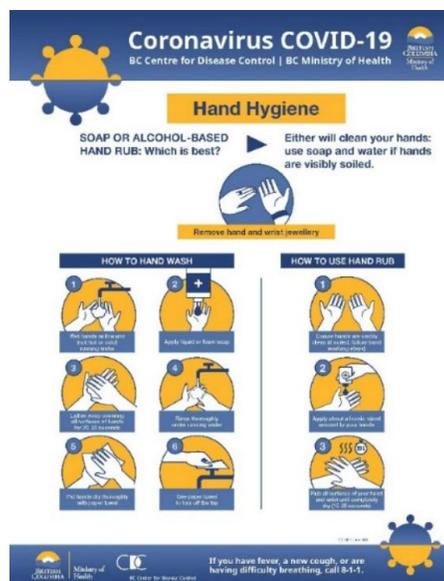
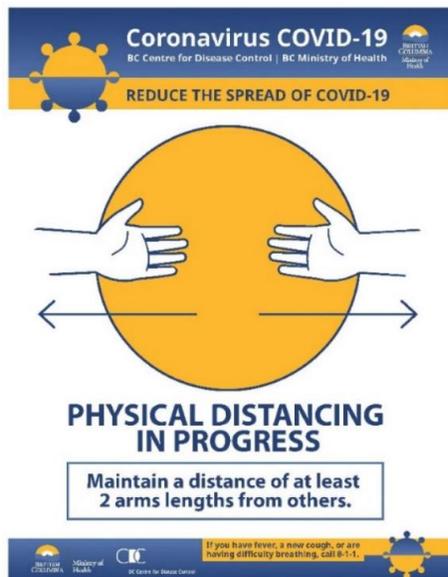
1.7.4 Washrooms

Washroom facilities will be maintained by the Lodge team. These facilities will be monitored, sanitized every 60 minutes, and deep-cleaned daily.

The maximum number of guests permitted to use a washroom at any given time may be limited by team members to ensure proper traffic flow and social distancing measures are adhered to.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

1.8 COMMUNICATION AND SIGNAGE



1.8.1 Up to date reports

WGA shall continually monitor global and Canadian health authorities and adjust its operation based on their guidelines, keeping public up to date on those changes.

1.8.2 Information posted on websites

Detailed information regarding changes in procedures will be posted on the public website for review by guests at any time. All team members will be made aware of this page so that they can refer to it and direct guests to the page when deemed appropriate.

1.8.3 Educational signage

As COVID-19 poses new health risks to the general public, WGA will work towards educating all guests through the use of signage with a clear, concise message.

1.8.4 Sign Placement

COVID-19 educational signs will be placed at the following locations at WGA unless otherwise stated:

- Parking lots.
- Outside and within Lodge.
- Washroom facilities.
- Team accommodation, offices, and common workplaces.
- Anywhere a line up may form.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

1.8.5 Signage types (include, but are not limited to the following):

- Hand washing protocols.
- Physical distancing guidelines.
- Physical distancing reminders.
- Floor / walkway spacing indicators.
- COVID-19 general information boards.
- Clean / used indicators.

1.8.6 Media posts

All necessary information will be made available to guests before they arrive at WGA and will be referenced through available media. This is to help guests take our health measures into consideration when making plans, and to help communicate the new rules and regulations.

1.8.7 Collaboration throughout the industry

White Grizzly will remain in constant communication with other resorts across the Province, openly sharing our procedures and experiences with others to help create a better and safer industry.

1.9 STANDARD GUEST POLICIES AND PROTOCOLS

1.9.1 General outline for guests

- If you have underlying medical conditions, it is recommended that you do not visit White Grizzly.
- Anyone displaying symptoms of COVID-19 which primarily displays as a persistent cough, will not be permitted at White Grizzly.
- If you do not feel well, please stay home and, when in doubt, call 8-1-1 or get tested.
- If you have traveled outside of Canada, you are not permitted at White Grizzly until you have self-isolated for a minimum of 14 days.
- If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to White Grizzly.
- Following the recommendations of Health Canada, all visitors are required to wear a proper 3-layer (minimum) mask or face covering while at White Grizzly. These are mandatory unless seated for dining or outdoors where 2 metre spacing can be maintained.

1.9.2 Hand sanitizer to be available and used

WGA will be providing hand sanitizer at multiple locations. Guests are recommended to use hand sanitizer and at times, it may be mandatory. Guest & worker temperature checks

White Grizzly will be conducting mandatory temperature checks of all guests to contain those with a fever. Guest temperature check will not always indicate those with COVID-19, but it is a way to indicate who should not be out in public at that time.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

Each team member at WGA will be required to have their temperature checked at the start of their daily shift.

If guests or workers are found to have a temperature higher than the threshold, they will be discretely detained and their temperature will be re-checked for verification after 10 minutes using a handheld digital thermometer.

WGA will be using the following equipment for temperature checking: Non-Contact Infrared Digital Thermometer

1.9.3 Physical distancing

Physical distancing of two metres (six feet) is required whenever possible and will be enforced. Guests who fail to observe physical distancing risks the closure of the operation, and as such, may be asked to leave the premises and may be suspended from future visits.

1.9.4 Washroom Use

- Public washrooms throughout the Lodge site will be open and will be disinfected frequently.
- Washroom facilities should not be used as change rooms.

1.9.5 Guest adherence to new policies and protocols

All policies will be enforced and any guests not in compliance with these policies and/or those who choose to decline participation in protocols will be asked to leave the premises and may be suspended from future visits.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

2 GUEST PROTOCOLS FOR STAY AT WHITE GRIZZLY

2.1 BOOKING AT WGA

Guests will utilize the online booking procedures outlined at www.whitegrizzly.com.

Pre-arrival--Prior to their arrival Guests...

- Screening and training of guests will take place in a two-step process, including a pre-screening questionnaire and an on-site orientation.
- Will be required to complete a self-assessment form, 24 hours prior to their arrival
- Be informed of our mask policy and screening procedures
- will be given the option to preselect their rental equipment
- will be notified of the food service options throughout their time at WGA
- will be updated on the current facilities and amenities available
- will be updated on the current operational measures taken to protect workers and guests against the transmission of Covid-19
- Guests will be sent recommended travel procedures to prevent Covid for their travels.

2.2 ARRIVAL AT WGA

Upon arrival at WGA, guests will be directed via signage and by on-site team members - An orientation on arrival by the WGA team will inform guests on capacity levels and procedures for White Grizzly premises. General guidelines for all guests include:

- Temperature testing and a new self-assessment screening will be performed before entering the Lodge.
- We will also be collecting detailed contact information for each guest that will be used for tracing purposes if necessary.
- Hand sanitizer will be available throughout the operation including snowcats, vehicles and the Lodge
- Guests will receive 2 face masks upon arrival
- Masks must be worn while indoors unless seated for dining
- Masks will be worn outdoors unless guest are skiing/riding and more than 2 metres from others
- Workers and guests will space themselves 2 metres apart whenever possible

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

2.2.1 Procedures for ski day

Arrival at White Grizzly Lodge

- All guests arriving at the Lodge will be required to go through health screening
- A team member will present a site orientation for daily procedures and capacity levels at White Grizzly. A traffic flow map highlighting guest facilities will be presented.
- A ski rack will be available for storage of guest skis/poles
- An in-depth briefing on the lodge-specific COVID management plan will be conducted at the beginning of the trip
- A daily safety briefing must be conducted to remind guests of the guidelines and to confirm the absence of symptoms (BC self-assessment tool). Guests will be required to immediately bring any symptoms to the attention of staff members

Entrance in the Lodge

- Guests will check-in and be made aware of orientation time(s)
- Stairway door will remain open during guest check-ins.
- Administration offices, guides room, and dispatch to remain off limits to public/guests

Waiver Signing and Retail Shop

- Guests will be required to follow directional traffic flow through retail store
- Guests will be able to select their ski equipment and purchase any retail items they require

Rental Equipment

- Guests will be encouraged to select their rental equipment in advance
- Rental equipment will be set up and delivered on a ski rack to the exterior of the building
- Guests' ski boots will be handed back to the guests directly after the bindings have been set or they will be matched with their other boot in the boot room.
- Scheduled times for guests to be outfitted with gear will be established at check-in
- Gear will be sanitized before each guest receives their ski snowboard equipment

Breakfast

- Guests required to hand sanitize prior to entering the dining room
- Guests will be seated at breakfast with their others in their immediate bubble
- Guests who are skiing together but are from different social bubbles will be seated at separate tables for breakfast service.
- Once guests have been seated, they can remove their mask but if they choose to leave their seat, they are required to wear their mask.

Preparing to go skiing for the day

- Guests will primarily use their rooms to get ready for skiing and will minimize the use of the boot room to gear up for skiing
- Guests will meet their guides at a designated time and area outside the Lodge
- Guest on their first day will be lead through backcountry safety training

Gear Handling:

- Team members will respect physical distancing and wear appropriate protective equipment while handling gear, bags, etc.

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Transfer from White Grizzly Lodge to Staging Area

- When more than one team member is traveling to the staging area, physical distancing practices apply. Shared travel with more than one person must be minimized and, if it cannot be minimized, face masks must be worn
- Guests must drive independently or else only with those whom they will share their accommodation
- Pre-screening prior to loading including temperature checks
- Guests will not be permitted in the front snowcat passenger seat
- Clear barriers between the driver and passengers
- Sanitize of high contact points before/after transporting guests
- Guides will load skis while wearing gloves
- Lunches or additional gear will only be loaded by White Grizzly team members

Snowcat Orientation

- Physical distancing is paramount and will be conducted outside
- Groups will meet at the snowcat where the snowcat operator will take groups through the snowcat safety briefing.
- When multiple groups are present the groups are required to keep 2 metre spacing
- Assigned seating for guests to avoid common touch points

Loading/Unloading Snowcat:

- Guests must bring a mask for snowcat transportation with them and have one on their person at all times during the trip for situations where physical distancing is not possible (eg administering of first aid to another group member). Note that a buff or bandana is not an acceptable face covering.
- When disembarking from the snowcat, ample time will be given to allow passengers to adequately distance themselves to prevent crowding
- In conditions where it is impossible to maintain physical distancing, passengers will be required to wear a face mask
- Hand washing facilities or sanitizer will be made available before and after snowcat travel

In the field

- At the start of each working day and throughout the day, staff will clean and disinfect frequently touched surfaces in the snowcat using an alcohol-based cleaner or disinfecting wipes.
- Guests and guides will be required to wear masks, goggles and gloves at all times while loading/unloading, seated in the snowcat.
- Radios will be assigned upon shift arrival for each guide, and are to be cleaned between users.

High touch or key contact points will be frequently cleaned and sanitized and include:

- door handles (inside and out);
- seats, seat adjusters, seat belt buckles;

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Lunch

- If multiple groups are sharing a lunch location, they will be required to maintain a physical distance of at least 6 feet
- Guests who are not in each other's immediate bubble will provide a minimum of 6ft spacing even if they are skiing in the same group.
- Lunches and field snacks will be provided to guests in a pre-packaged format
- Guides will serve guests lunch while wearing masks and nitrile gloves
- Everyone must hand sanitize prior to eating
- Guests will continue to wear masks until their guide has served them lunch and has moved 6ft away
- Guests will be responsible for disposing of their garbage and recycling in the designated bags

Returning to Lodge

- Guides will stagger arrival times if possible
- Skis will be loaded on racks
- Guests will have scheduled check out times for the retail shop. These times will be configured during the day and communicated to the guests upon their arrival to the Lodge.
- Guests will be encouraged to use their credit card on file for extras

2.2.2 Food Service

- Team members will help the guests maintain good infection control and physical distancing
- Self-serve food will not be permitted
- Meals (breakfast, apres, dinner and desert) will be plated by the chef and served to guests by team members
- Seating will be rearranged to allow guests to spread out while eating
- Beverages are provided by team members to other workers and guests in a personal cup and handled with gloves.
- Approved sanitizers and disinfectants will be used
- Food contact surfaces, dishware, utensils, food preparation surfaces, will be sanitized frequently
- Surfaces repeatedly touched by workers or guests, such as door knobs, equipment handles, condiments, dining tables and counters etc, will be frequently cleaned and sanitized
- Floors, counters and other facility access areas, such as bathrooms, will also be cleaned and sanitized frequently using authorized disinfectants

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

2.2.3 Lodging

Guest Accommodations

- Every attempt will be made to allow guests from a different 'bubble' to have their own bedrooms
- No individuals in a shared accommodation can be ill or meet criterion that requires self-isolation requirements. Any individuals that are ill or require self-isolation will not share accommodation
- Workers will not enter guest rooms unless authorized
- Cleaning/sanitizing supplies will be supplied in each bedroom for guests to use during their stay

Housekeeping Service

- No in room housekeeping services will be provided during your stay. Additional towels and amenities are available on request and staff can arrange a contactless delivery.
- Guest rooms will be sanitized with an electrostatic sprayer 3 hours after each check out and again once housekeeping has completed their cleaning.
- Personal Protective Equipment will be worn by all housekeeping staff and changed after use in each guest room.
- All single-use items and remnants, even if they seem unused or untouched will be discarded between each guest stay. This includes, but is not limited to, toilet paper, soap, shampoo.

Cleaning of Common Areas

- There will be daily cleaning and disinfection of all common areas and surfaces
- High touch surfaces will be cleaned at least twice daily. This includes doorknobs and handles, radios, light switches, tables, chairs and washrooms
- Garbage cans in common areas will be emptied and cleaned regularly

Common Areas

- The lodge has 10 square metres of space per-person, including team members (the required minimum is 5 square metres of space per-person). In addition, team members will stay in a separate building from the guests (as per usual)
- Where possible, groupings of any size will be structured so that those present can maintain a reasonable physical distance from each other

General Disinfection Protocols

- Our standard strict cleaning and sanitizing protocols will be continued and frequency increased

2.3 ILLNESS OR COVID SYMPTOM

Guests showing any symptoms of Covid will be required to self-isolate in their room until a medical advisor has been contacted. Medical advisor will direct guests and workers on what procedures are required for operation.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

3 PROTOCOLS FOR FOOD AND BEVERAGE OPERATIONS

3.1 MINISTERIAL ORDER OF THE PROVINCIAL HEALTH OFFICER

White Grizzly agrees to follow current orders regarding operation of Food & Beverage (including liquor sales and services where applicable) as laid out by the Provincial Health Officer of British Columbia.

The most recent order from the Provincial Health Officer of British Columbia for Food Service Establishments and Liquor Services at the time of the latest update of this document, dated May 22, 2020 can found here: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-order-nightclubs-food-drink.pdf>

The most recent order from the Provincial Health Officer of British Columbia for Food Service Establishments and Liquor Services, will be listed here:

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

3.2 KITCHEN

- Only designated lodge team members will be allowed in the kitchen, serving meals and cleaning the table
- Team members are required to practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).
- Food safety: Normal cooking temperatures for foods will kill COVID-19 and other microbes in food. As with other microbes always use a thermometer to check that the internal temperature of the food has reached 74°C.
- There is no evidence that COVID-19 is spread through eating or touching raw fruits or vegetables. When preparing fresh fruits and vegetables, wash or scrub them under cold, running, potable tap water prior to consumption.
- Prevent cross-contamination by:
 - o Keep fruits and vegetables separate from raw foods.
 - o Only handle (touch) the fresh fruits and vegetables that will be washed or cooked immediately to limit any hand transfer of germs.
- Food grade sanitizers are to be used after cleaning to reduce the level of bacteria to a safe level when following the manufacturer's instruction for concentration and contact time. Sanitizers are to be used on food contact surfaces. When sanitizers are used at the no-rinse concentration level, it does not need to be rinsed off with clean potable water.
- Increase cleaning and disinfection frequency of high-touch surfaces and high traffic areas to reduce the risk of spreading COVID-19. Increase cleaning and sanitizing frequency of food contact surfaces.
- Work with all deliveries companies and vendors who come on premise to ensure social distancing is maintained and instruct safe drop off point for deliveries.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

DISINFECTION: NON-FOOD CONTACT FRONT OF HOUSE

Clean and disinfect hard surfaces and high-touch objects with approved disinfectants. **Increase frequency as needed.**



DISINFECTION: FOOD CONTACT BACK OF HOUSE

During RED REMEDIATION: Clean and disinfect hard surfaces and high-touch objects with approved disinfectants. **Increase frequency as needed.**



All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

4 PROTOCOLS FOR RETAIL OPERATIONS

WGA has only one retail location in operation. Keeping our customers and employees safe and healthy is our top priority along with ensuring that our customers have access to the products they need. By following the following measures, we believe we can fill the essential service nature of our business while mitigating risks of contamination.

The following measures follow the guidelines of:

RCC (Retail Council of Canada <https://www.retailcouncil.org/>)

CRCC (Canadian Convenience Industry Council) <https://convenienceindustry.ca/covid-19/>

BC CDC (BC Center for Disease Control) <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/malls-stores>

4.1 WGA RETAIL STORE

As preventative measure, the layout of the retail location will be modified to allow a physical distance of two metres at all time. This includes removing some in store fixtures and spread out merchandise in the closed part of the Lodge as needed.

Daily practices and other considerations:

- All store surfaces will be disinfected prior to opening, as well as being sanitized every hour throughout the day.
- Workers will have access to masks, gloves and appropriate cleaning supplies.
- Customers will be allowed in with a maximum number of customers at a time to allow for proper physical distancing.
- Guests will be scheduled in their group “bubble” to visit our retail facility.
- Hand sanitizer will be present and mandatory to apply at the entrance of all locations.
- Guests will be reminded to keep a physical distance of two metres from other guests and team members.
- Guests will be asked to touch only what they are purchasing, as much as possible.
- Team members will be available to serve guests should they need to try on a clothing item. Team members will minimize guests’ handling of the product by determining size availability, pricing and fit prior to the guest touching or try on the garment.
- Novelty and souvenir items will be displayed in limited amounts.
- Guests will be asked to pay with credit cards upon check-out.
- Workers will be encouraged to ask guests to handle their payment card to reduce touchpoints.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

5 PROTOCOLS FOR SKI SHOP & FIELD OPERATIONS

5.1 MAINTENANCE FACILITY ACCESS:

- No outside visitors permitted, except for deliveries
- Block doors open so handles do not need to be touched where practical.
- Restrict access to certain areas of shops, e.g. only equipment technicians allowed in repair/bay areas.
- Washrooms:
 - The number of workers permitted in any room at the same time may be limited to ensure physical distancing measures are adhered to;
 - All touch points must be disinfected after use, e.g. sink, toilet, etc.
- Physical distancing will be adhered to in all change rooms.

5.2 MAINTENANCE FACILITY CLEANLINESS:

All door handles, counters, light switches, fuel handles and other high touch items must be sanitized several times per day depending on the amount of use, with the following suggested at minimum:

- once workers have left the facility to perform morning maintenance;
- after lunch;
- at the end of each shift.

Place hand sanitizer throughout maintenance area(s) and ensure access to hand washing stations.

5.3 EQUIPMENT AND TOOL USE / CLEANING / MAINTENANCE

Vehicles, equipment (hand or power), tools, etc.:

- All vehicles to be single occupancy.
- Each worker is required to disinfect their own equipment/tools before and after use.
- During the course of a shift, do not share vehicles, radios, tools and other hand or power equipment without disinfecting between uses.
- Consider assigning equipment to avoid sharing between team members.

Equipment Cleaning:

- Clean and fuel equipment as per usual.
- Disinfect fuel pump handle/nozzle after use.
- Spray equipment with disinfectant on all touch point areas including but not limited to the following:
 - steering wheel
 - gear shift
 - key
 - light and other switches
 - seats
 - gas caps/lids
- Contact with another individual's personal items may pose a risk of indirect transfer of the virus. All personal items should be kept in locations where there is no risk of incidental contact by other workers or lodge guests (i.e. personal bedroom)

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.

- Team members will have their own radios. After the shift, radios will be collected, cleaned and sanitized.
- Mobile phones, computers, water bottles, headlamps, reading materials, and other personal items may have droplets on them and could transmit infection to another worker or guest. These items must not be left in common areas.
- Lodge books and games will not be available for guest use this winter. Instead, guests will be required to bring their own games, cards, books, etc and keep them in their bedroom when not using them.
- Personal gear and clothing, including Gore-Tex outer layers, insulating layers, leather gloves, backpacks, etc will be stored in each individual's bedroom or on designated hooks outside their rooms in the dry room.

6. A FINAL WORD

Our company's goal is to provide a healthy environment for both holidaying (guests) and working (employees). In many cases, we see this as an opportunity to increase our services rather than services being taken away. Our company has invested significant resources and will continue to do so, to ensure we continue to provide COVID-19 conscious services based on the latest science and resources whilst maintaining a welcoming and fun holiday.

All protocols outlined in this document are subject to change based on updates and recommendations from local health authorities.