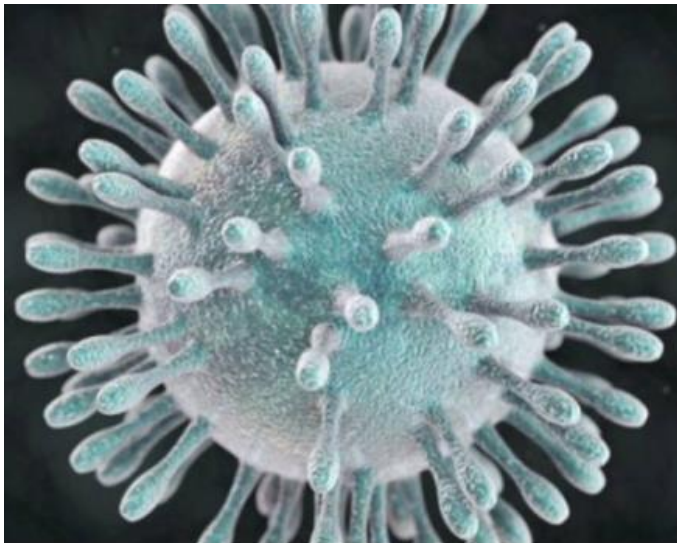




Corporate Infectious Disease Playbook



Corporate Business
Continuity Office (CBCO)

March 20, 2020

The guidance provided in this Playbook reflects the best direction available from the TELUS Medical Advisory Council and other approved sources, as of March 20, 2020.

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1. Playbook

1.1. About This Playbook

This playbook provides a framework for the development, implementation, and sustainability of a unified, consistent response to an infectious disease contamination at TELUS. Contact the Corporate Business Continuity Office for questions or access issues.

1.2. Adoption, Review, and Communication of Playbook

The CBCO regularly reviews this playbook to ensure its currency, suitability and effectiveness. Any material changes are communicated to senior management for sign-off. It is stored in a corporate location available to all team members.

1.3. Playbook Statement

The TELUS Board of Directors and Executive Leadership Team (ELT) recognize the potential of threats — natural, technological, or human-caused — to disrupt the ability of TELUS to meet its obligations to team members, customers, partners, suppliers, the community, and investors.

Adherence to this playbook is achieved through the sponsorship of the ELT, the coordination of the CBCO, the adherence by business units, and the oversight of business unit leadership and the Board of Directors.

Contagious disease risks and projected impacts are monitored and managed on an ongoing basis. Mitigation and preparedness measures are applied as appropriate, based on guidance from legitimate government and private sector sources.

2. Infectious Disease Management Capability

TELUS is responsible for maintaining an incident management capability to identify, monitor, respond to, and recover in a timely manner from threats that may threaten our team members or disrupt operations.

Various TELUS teams are charged with incident management responsibilities to address different types of threats, including threats to staffing, the telecommunications network, IT systems, supply chain and security.

The Emergency Management Operating Committee (EMOC) is responsible for strategically managing infectious disease incidents that are beyond the scope, mandate, or capabilities of regular operations to the extent that they require the coordinated management of response operations across business units, the determination of priorities, the management and procurement of resources, or the harmonized dissemination of internal and external communications.

The CBCO ensures that escalation processes are in place to guarantee the EMOC is engaged as appropriate. The CBCO is responsible to activate the EMOC when required.

The CBCO ensures processes are in place for the consistent, effective management of the EMOC. The CBCO is also responsible to ensure that exercises, surveys, and incident reviews are conducted for the EMOC to ensure optimum effectiveness and continuous improvement of the EMOC process.

3. Scope

All TELUS business units are covered by the playbook. TELUS International's infectious disease management is managed separately by TELUS International, with support provided by the CBCO when required.

4. Assumptions

4.1. Playbook Assumptions

The playbook is based on the following assumptions.

- The safety and well-being of team members is the first priority
- The playbook has the support of the ELT and the Board of Directors, who authorize the resources required to develop and sustain the playbook
- Any infectious disease contingency plans must be in compliance with all applicable corporate policies, including security, privacy and ethics governance
- Team members assigned to planning and incident management roles have sufficient authority, training, and resources
- Team members in incident management roles have alternates assigned as appropriate to ensure that their business areas will be appropriately covered during extended incidents
- Infectious disease contingency plans are regularly reviewed and exercised to ensure their currency, suitability, and viability in a disruptive incident
- Plans and critical supporting documentation are appropriately stored so that they will be available to applicable team members during a disruptive incident

4.2. Planning Assumptions

Infectious disease planning at TELUS is based on the assumptions listed below. These assumptions are based on information from external sources including medical experts, the Public Health Agency of Canada (PHAC), the World Health Organization (WHO), and others. Historical information indicates that Infectious disease outbreaks typically have the following characteristics, though each event will have unique characteristics.

4.2.1. Assumptions About viruses

- An infectious disease outbreak could strike at any time of year.
- An infectious disease outbreak is an inevitability, though it is difficult to make long-term predictions of when it might occur.
- Unlike other disasters, an infectious disease outbreak may touch everyone in every part of the country, and every part of the world.
- An infectious disease outbreak may affect regions of Canada and the world differently in terms of timing, severity, and duration. Some regions may be hit earlier, longer, or harder.
- An infectious disease may be highly contagious and spread quickly, depending on the specific strain and virulence.
- A primary means of spreading a virus is through droplets (cough, sneeze). Most viruses can live on hard surfaces for up to 72 hours. Each virus has its own characteristics, so TELUS will seek qualified medical guidance in each instance.
- An effective vaccine takes 9-12 months to produce and will be limited in terms of mass availability; anti-viral effectiveness may be limited.

4.2.2. Impacts to Infrastructure and Community

- Schools may be closed forcing parents to stay home and care for children.
- Public transportation may be impacted affecting team member attendance at work.
- The health system may be overwhelmed, especially testing facilities.

- Transportation disruptions—delivery of supplies and materials, border closures, etc.—may occur.
- Telecommunications and other critical infrastructure may face service degradations due to reduced maintenance as a result of infected employees.

4.2.3. Business and Workforce Impacts

- All businesses, hospitals and government agencies will feel the effects of an infectious disease outbreak.
- Businesses with regional offices may need to consider rotating service delivery from hard hit areas to virus-free areas, or areas that have been declared to be in a transition or inter-pandemic phase.
- The infectious disease outbreak will similarly impact supply chains. Some goods may be in high demand and difficult to obtain (particularly, masks and gloves); logistics may also be impacted.
- Organizations may face significant financial impacts, such as increased bad debt due to business customers impacted by infectious disease outbreak.
- A large percent of employees are likely to become ill at some time during the estimated eight weeks of the infectious disease outbreak; however, total absenteeism during an infectious disease outbreak may be as high as 50 percent of employees (including those who are ill as well as those who are care givers for family members and cannot come to work or are in fear of attending).
- Every person who becomes ill is expected to miss several days of work.
- The communications sector has been identified by the federal government as part of the second Recommended Priority Group for eligibility for an infectious disease vaccine for essential employees.

4.3. Assumptions for TELUS

- TELUS will leverage the Infectious Disease Planning Framework, and develop infectious disease checklists to support the management of the impacts of an infectious disease outbreak.
- TELUS will monitor health threats and their potential impacts on the organization.
- TELUS will develop processes to monitor absenteeism and manage resources in an infectious disease outbreak.
- TELUS will implement policies, strategies, and initiatives to mitigate or prevent the spread of the virus in the workplace in a pandemic threat or infectious disease outbreak.
- TELUS Emergency Resource Service Priorities (ERSP) will form the basis for assurance and provisioning during the course of the infectious disease outbreak; however, some public services (e.g. hospitals, health services, mortuaries) may be given priority service.
- Team members may be re-assigned to backfill critical functions.
- Work-from-home strategies by TELUS and other organizations may impact normal network traffic patterns.

5. Proactive and Immediate Steps – Onset of Outbreak

5.1. Health Hygiene

- Ensure proper health hygiene practices are followed.
- Wash your hands often with soap and water for at least 20 seconds.
- Use a gel-based hand sanitizer with minimum 60% alcohol.
- Avoid touching your eyes, nose and mouth.
- If you do not have a tissue, cough or sneeze into your arm or sleeve.

5.2. Work and Social Distancing

- If you require support, connect with a professional and confidential counsellor through our Employee and Family Assistance Program provider.
- Avoid close contact with anyone who has a fever and cough. The World Health Organization recommends a distance of at least two metres.
- Stay at home if you are feeling ill and connect with a healthcare practitioner via phone or virtual care option.
- Avoid hand-shaking.
- If you have travelled, connect with a healthcare practitioner via phone or virtual care option and self-isolate yourself if directed to do so. Self-monitor no matter your travel destination.
- Utilize Work Styles as much as possible, ensure you have all necessary equipment.
- Remove all personal effects from desks in order to facilitate cleaning (and as per Work Styles policies). Corporate Real Estate cannot guarantee personal items will not be damaged or destroyed.
- Remove all personal effects from common areas (kitchens, etc.).
- If possible, keep your office or workspace unlocked for cleaning staff.
- Wipe all surfaces with provided wipes located in business centers.
- Try to avoid the use of provided keyboards and mice during an infectious disease outbreak.
- Pay attention to pop-up notifications of availability when reserving work spaces.
- Maintain up-to-date contact information for your team members.

5.3. Community Consciousness

As we progress through an infectious disease outbreak or pandemic, consider these ways that you can help others who may be more susceptible to the disease, or who are unable to help themselves:

- If you go shopping, consider asking your neighbours if they need anything – especially the elderly or self-isolated.
- Purchase reasonable amounts of essentials. For our shared protection, everyone needs access to cleaning supplies and sanitizers.
- When able, support your local businesses by ordering online and arranging delivery.

6. Infectious Disease Scenarios

The safety and wellbeing of our team members, customers, and community members is our top priority in all scenarios.

The following section provides direction for various infectious disease scenarios. Contact the CBCO if you would like any additional scenarios included.

This guidance directed to people leaders, and each scenario is broken down into three parts:

- **What to Do**
- **What to Say**
- **Who to Notify**

The “What to Say” guidance is intended to be reactive in response to team member concerns.

NOTE: These scenarios apply during a pandemic event, or other major infectious disease incidents under the control of the EMOC, or when deemed applicable by the CBCO.

6.1. Team member is sick with any symptoms consistent with the current virus of concern

Applicability: All Administrative building team members, Contact Centres, THPS, Payment Processing, TELUS Quebec, Field Techs, Cable Repair / Network Technicians, D2D Sales, Knowledge Workers, Retail Stores/Kiosks, CSD, CMS (all contact centres), All TCSS & ADT by TELUS Team Members

What to do

- Sanitization = **Always - See below.**
- Inform them that they must stay away from TELUS facilities, team members, and customers until cleared by a medical practitioner.
- Ask them to keep you informed of their situation.
- The person's workspace, common areas which may have been accessed by the person, and any other surfaces with which they have had contact must be cleaned and sanitized by an authorized sanitation service (arranged through Corporate Real Estate).
- Create a list of any team members who came in close direct contact (within 2 metres) with the ill person within the past 14-day period (e.g., meetings, workplace gatherings, etc.). Notify listed team members that they may have been in contact with a person who may have had an infectious disease (Don't disclose the ill person's identity). Instruct them to self-isolate for 14 days, seek medical advice via phone or virtual care, and contact askHR. The relevant Public Health agency may want the list for contact tracing activity and notifications.

If the team member becomes sick while in the office

- Isolate the ill team member from other people.
- Provide them a mask (if available), for the protection of others. Type of mask is specific to the current virus of concern.
- Arrange for transportation. Avoid use of public transportation.
- If the person is able to leave on their own, they should be instructed to contact a medical practitioner of their choice and seek guidance (phone or virtual care preferred).
- If emergency medical assistance is required contact 911 or the equivalent emergency service.
- The ill person's leader should maintain contact via telephone with the sick person after they leave the office to determine the nature of the illness.

Additional for CSD:

- Update Google Tracking template.

What to say

- A member of our team member has become ill or has been in direct contact with an ill person, and won't return to work until cleared to do so by a medical practitioner.
- At this time, it's important that we all respect their privacy.
- With the team member's help, we are creating a list of anyone here who they may have come in close contact with during the past 14-days.
- To ensure your safety at work, we are cleaning and sanitizing their workspace, common areas which may have been accessed by them, and any other surfaces with which they have had contact.
- It is safe to remain here during the cleaning and sanitization, however if you would prefer to work from home and are able to do so, please do.
- We will keep you updated with any new information as it pertains to your safety.

Additional for Retail Stores:

- If TELUS mandates that team members are required to practice self-isolation they will be paid for shifts scheduled and missed during this isolation period.

Who to notify

- Your own leader.
- askHR
- askRealEstate

Additional for Retail Stores:

- Area Manager/Regional Manager – Area Manager will contact the following:
 - TRL Property Management.
 - Sales Director.
 - Landlords.
 - PCBP.

Additional for D2D Sales:

- D2D EMOC Delegate.

Additional for ADT:

- HR.
- Channel Director.

Additional for TCSS CMS:

- Station Supervisors.

Additional for ADT (Contact centres including CMS):

- Site Director.
- ADT by Telus HR.

<ul style="list-style-type: none">▪ Work with CSD resource planning, or the corporate Resource Coordinator (if activated) to shift planned work for team member during their period of self-isolation / recovery.▪ Determine all business-related site visits made by the team member within the last 14-day period. The relevant Public Health agency may want the information for contact tracing activity and notifications.▪ The team member’s manager will arrange for thorough disinfection of team member vehicle and tools. <p>Additional for Retail Stores:</p> <ul style="list-style-type: none">▪ Store manager should contact the TRL Property Management team to organize the cleaning.▪ The store should be cleaned and sanitized by the vendor.▪ Once re-opened, bring in alternate team members where possible, if short-staffed by self-isolation. <p>Additional for D2D Sales:</p> <ul style="list-style-type: none">▪ TELUS “OSM” manager will identify all business-related calls made by the team member within the last 14-days. The relevant Public Health agency will want the information for contact tracing activity and notifications. <p>Additional for ADT by TELUS Managers:</p> <ul style="list-style-type: none">▪ Work with your coordinator to shift planned work for team member during their period of self-isolation / recovery.▪ Manager will work with their coordinator or NDC to remove team member from work load for self-isolation period. <p>Additional for TCSS Technicians:</p> <ul style="list-style-type: none">▪ Work with Dispatch & Managers to shift planned work for team member during their period of self-isolation / recovery.		
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6.2. A team member has been in prolonged and direct contact with an infected person (within 2 metres)

Applicability: All Administrative building team members, Contact Centres, THPS, Payment Processing, TELUS Quebec, Field Techs, Cable Repair / Network Technicians, D2D Sales, Knowledge Workers, Retail Stores/Kiosks, CSD, All TCSS & ADT by TELUS Team Members, CMS(all contact centres)

What to do

- Sanitization = **Sometimes - See below.**
- Ask them to contact their medical practitioner via phone or virtual care.
- Ask them to keep you informed of the cause of the illness.
- Instruct them to observe any prescribed self-isolation period (also isolated from the infected person).
- Instruct them to follow guidance of Public Health Agency Canada for recommended hygiene practices.
- If possible, direct them to take advantage of the Work Styles program.
- If the team member subsequently becomes ill, refer to Section 6.1.

Additional for CSD:

- Manager updates Google tracking template.
- Manager will work with CSD resource planning to remove team member from work load for self-isolation period.

Additional for ADT by TELUS Managers:

- Manager will work with their coordinator or NDC to remove team member from work load for self-isolation period.

Additional for TCSS Technicians:

- Work with Dispatch & Managers to shift planned work for team member during their period of self-isolation.

What to say

- Out of an abundance of caution, we have advised a member of our team to isolate themselves from the workplace for the prescribed self-isolation period to ensure they are symptom-free.
- At this time, it's important that we all respect their privacy and don't jump to conclusions.
- It is safe to continue working here, however if you would prefer to work from home or another TELUS location, and are able to do so, please do.

Who to notify

- Your own leader.
 - askHR.
 - askRealEstate.
- Additional for Retail Stores:**
- Area Manager/Regional Manager.
 - Sales Director.
- Additional for D2D Sales:**
- D2D EMOC Prime.
- Additional for CSD:**
- General Manager.
- Additional for ADT:**
- HR.
 - Channel Director.
- Additional for TCSS CMS:**
- Station Supervisors.
- Additional for ADT (Contact centres including CMS):**
- Site Director.
 - ADT by Telus HR.

6.3. Someone in an adjacent office on the same floor has become ill

Applicability: All Administrative building team members, Contact Centres, THPS, Payment Processing, TELUS Quebec, Field Techs, Cable Repair / Network Technicians, D2D Sales, Knowledge Workers, Retail Stores/Kiosks, CSD, All TCSS & ADT by TELUS Team Members, CMS(all contact centres)

What to do	What to say	Who to notify
<ul style="list-style-type: none"> ▪ Sanitization = Sometimes - See below. ▪ Isolate team members away from the area thought to be affected. ▪ Direct team members to utilize the Work Styles program and work from home for a period deemed to exceed the lifespan of the subject virus on a hard surface at room temperature, or until the affected area has been sanitized. ▪ If working from home is not an option, contact your Director or askRealEstate to discuss your needs. ▪ Section 6.2 will apply for anyone who was in prolonged and direct contact (within 2 metres) with an ill person up to 14 days prior to the onset of symptoms, or after the onset of symptoms. <p>Additional for TCSS</p> <ul style="list-style-type: none"> ▪ There is no need to have employees practice self-isolation, unless they were exposed to the individual who has become ill. 	<p>What to say</p> <ul style="list-style-type: none"> ▪ Someone in another [office/floor/store] has become sick and will not return to work until they have been cleared to do so by a medical practitioner. ▪ Out of an abundance of caution, we are isolating all team members from the affected area, as well as from necessary surrounding areas. ▪ Their workspace, common areas and any other surfaces they may come into contact with are being cleaned and sanitized. ▪ It is safe to continue working here, however if you would prefer to work from home or another TELUS location, and are able to do so, please do. 	<p>Who to notify</p> <ul style="list-style-type: none"> ▪ Your own leader. ▪ askHR. ▪ askRealEstate. <p>Additional for Contact Centres</p> <ul style="list-style-type: none"> ▪ Designated Contact Centre Recovery Commander. ▪ Designated Real Estate Manager. ▪ Designated EMOC representative. <p>Additional for ADT</p> <ul style="list-style-type: none"> ▪ Ask HR. ▪ Channel Director. <p>Additional for TCSS CMS</p> <ul style="list-style-type: none"> ▪ Station Supervisors. <p>Additional for ADT (Contact centres including CMS)</p> <ul style="list-style-type: none"> ▪ Site Director. ▪ ADT by Telus HR.

6.4. Team member is/will be returning from an infectious hot-spot, or other locale deemed “restricted” by TELUS

Applicability: All Administrative building team members, Contact Centres, THPS, Payment Processing, TELUS Quebec, Field Techs, Cable Repair / Network Technicians, D2D Sales, Knowledge Workers, Retail Stores/Kiosks, CSD, All TCSS & ADT by TELUS Team Members, CMS(all contact centres)

What to do

- Sanitization = **Not applicable.**
- Instruct them to observe any prescribed self-isolation period.
- Ask them to contact their medical practitioner via phone or virtual care.
- Ask them to keep you informed of their situation.
- Have them contact askHR.

Additional for D2D Sales

- TELUS Outside Sales Managers (OSMs) are required to communicate the TELUS Infectious Disease policies and requirements to regional sales vendor’s managers.
- Vendor sales team managers must inform the team member that they will be required to observe the prescribed self-isolation period prior to returning to work for TELUS and advise the Regional TELUS OSM of any sales person who is removed from service for this reason.

What to say

- Based on the latest Public Health Agency of Canada guidance, a member of our team is isolating themselves from the workplace for the prescribed self-isolation period as a precautionary measure.
- They have been advised to monitor their symptoms and consult a healthcare practitioner if necessary.
- At this time, it’s important that we all respect their privacy and don’t jump to conclusions.

Additional for Retail Stores:

- If TELUS mandates that team members are required to practice self-isolation they will be paid for shifts scheduled and missed during this isolation period.

Who to notify

- Your own leader.
- askHR.

Additional for Retail Stores

- Area Manager/Regional Manager.
- Sales Director.

Additional for ADT:

- Ask HR.
- Channel Director.

Additional for TCSS CMS:

- Station Supervisors.

Additional for ADT (Contact centres including CMS):

- Site Director.
- ADT by Telus HR.

6.5. Team member requires leave to care for family member sick with an infectious Disease

Applicability: All Administrative building team members, Contact Centres, THPS, Payment Processing, TELUS Quebec, Field Techs, Cable Repair / Network Technicians, D2D Sales, Knowledge Workers, Retail Stores/Kiosks, CSD, All TCSS & ADT by TELUS Team Members, CMS(all contact centres)

What to do	What to say	Who to notify
<ul style="list-style-type: none"> ▪ Sanitization = Not applicable. ▪ Demonstrate empathy. ▪ Instruct them that before their return to work that they will need to comply with any prescribed self-isolation period, which begins after the ill person has received medical clearance. ▪ Advise team member to request time off using standard processes. ▪ Ask them to keep you updated on the situation. ▪ Ask them to contact askHR. 	<ul style="list-style-type: none"> ▪ A member of our team is taking some time off to care for a family member who has an infectious disease. ▪ As a precaution, they will remain at home for the prescribed self-isolation period after the person they are caring for has been cleared by a medical practitioner, to ensure they are symptom-free. ▪ At this time, it's important that we all respect their privacy and don't jump to conclusions. <p>Additional for Retail Stores:</p> <ul style="list-style-type: none"> ▪ If TELUS mandates that team members are required to practice self-isolation they will be paid for shifts scheduled and missed during this isolation period. 	<ul style="list-style-type: none"> ▪ Your own leader. ▪ askHR. <p>Additional for Retail Stores</p> <ul style="list-style-type: none"> ▪ Area Manager/Regional Manager. ▪ Sales Director. <p>Additional for ADT:</p> <ul style="list-style-type: none"> ▪ Ask HR. ▪ Channel Director. <p>Additional for TCSS CMS:</p> <ul style="list-style-type: none"> ▪ Station Supervisors. <p>Additional for ADT (Contact centres including CMS):</p> <ul style="list-style-type: none"> ▪ ADT by Telus HR.

6.6. Team member is healthy, but refuses to come to work

Applicability: All Administrative building team members, Contact Centres, THPS, Payment Processing, TELUS Quebec, Field Techs, Cable Repair / Network Technicians, D2D Sales, Knowledge Workers, Retail Stores/Kiosks, CSD, All TCSS & ADT by TELUS Team Members, CMS(all contact centres)

<p>What to do</p> <ul style="list-style-type: none"> ▪ Sanitization = Not applicable. ▪ Manager should seek support from their P&C Business Partner or Labour Relations. <p>Additional for Retail Stores</p> <ul style="list-style-type: none"> ▪ Store manager should follow regular process for bringing in another team member to operate the store. ▪ Store Manager will advise the team member that their absence will be considered unauthorized and unpaid. 	<p>What to say</p> <ul style="list-style-type: none"> ▪ No communication to team members needed. The absence will be managed through the performance management process. <p>Additional for Retail Stores:</p> <ul style="list-style-type: none"> ▪ Absence will be managed through the performance management process. 	<p>Who to notify</p> <ul style="list-style-type: none"> ▪ Your own leader. ▪ askHR. <p>Additional for Retail Stores:</p> <ul style="list-style-type: none"> ▪ Area Manager/Regional Manager. ▪ Sales Director. ▪ PCBP. <p>Additional for ADT:</p> <ul style="list-style-type: none"> ▪ Ask HR. ▪ Channel Director. <p>Additional for TCSS CMS:</p> <ul style="list-style-type: none"> ▪ Station Supervisors. <p>Additional for ADT (Contact centres including CMS):</p> <ul style="list-style-type: none"> ▪ ADT by Telus HR.
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6.7. Team members raise concern of inadequate cleaning and/or shortage of cleaning supplies and/or shortage of hand sanitizer

Applicability: All Administrative building team members, Contact Centres, THPS, Payment Processing, TELUS Quebec, Field Techs, Cable Repair / Network Technicians, D2D Sales, Knowledge Workers, Retail Stores/Kiosks, CSD, All TCSS & ADT by TELUS Team Members, CMS(all contact centres)

<p>What to do</p> <ul style="list-style-type: none"> ▪ Sanitization = Not applicable. ▪ Receive the feedback. ▪ Validate the situation. ▪ Escalate to Real Estate as required. <p>Additional for ADT by TELUS</p> <ul style="list-style-type: none"> ▪ Discuss in the daily EHS Scrum call. ▪ Escalate to Channel Director. 	<p>What to say</p> <ul style="list-style-type: none"> ▪ Thank you for raising this. We have increased cleaning services at all TELUS locations and are implementing the strictest hygiene standards to ensure your safety at work. ▪ I will raise your concern with Corporate Real Estate. In the meantime, please remember that frequent hand washing with soap and water, along with social distancing is the best way to minimize your risk of getting sick. 	<p>Who to notify</p> <ul style="list-style-type: none"> ▪ Your own leader. ▪ askRealEstate. <p>Additional for ADT</p> <ul style="list-style-type: none"> ▪ HR. ▪ Channel Director. <p>Additional for TCSS CMS</p> <ul style="list-style-type: none"> ▪ Station Supervisors. <p>Additional for ADT (Contact centres including CMS)</p> <ul style="list-style-type: none"> ▪ Site Director. ▪ ADT by Telus HR.
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6.8. Customer enters the store and requests store team member to wear protective gear (mask/gloves)

Applicability: Retail Stores/Kiosks, All TCSS Branches, ADT CE receptionist MTL

<p>What to do</p> <ul style="list-style-type: none"> ▪ Sanitization = Not applicable. ▪ If available, a team member may don a mask/gloves for the period they are servicing the customer. ▪ If masks/gloves are not available, the team member should advise the customer that protective gear is not available, and offer for the customer to return at a different time, or pursue an on-line avenue for service. 	<p>What to say</p> <ul style="list-style-type: none"> ▪ Tell other team members that it's important to respect our customers' wishes and accommodate their requests wherever we can. 	<p>Who to notify</p> <ul style="list-style-type: none"> ▪ Your own leader. <p>Additional to TCSS</p> <ul style="list-style-type: none"> ▪ Branch Manager. ▪ Director.
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6.9. Customer enters the store wearing a mask/protective gear that obscures their face

Applicability: Retail Stores/Kiosks, All TCSS Branches, ADT CE receptionist MTL

What to do	What to say	Who to notify
<ul style="list-style-type: none"> ▪ Sanitization = Not applicable. ▪ For locations that require customers to be buzzed in, team members may ask for the individual to temporarily remove the mask so their face can be seen as they enter the store – this is in accordance with store policy to combat robberies. If the individual refuses, then team member may refuse access to the store. ▪ In a mall setting or kiosk, the store rep should service the customers, however, if activating a handset, the team member will ask the customer to temporarily remove their mask so they can confirm their identity (as per activation policy). If the customer refuses to remove the mask, the activation will be cancelled and the customer will be asked to return at a later time or use our on-line services. ▪ Review playbook guidance with other team members so they are clear on what to do in this scenario. 	<ul style="list-style-type: none"> ▪ Some customers may be wearing a mask/protective gear during this outbreak. 	<ul style="list-style-type: none"> ▪ Your own leader. ▪ Area Manager/Regional Manager. ▪ Sales Director. <p>Additional to TCSS</p> <ul style="list-style-type: none"> ▪ Branch Manager. ▪ Director. <p>Additional for ADT (Contact centres including CMS)</p> <ul style="list-style-type: none"> ▪ Site Director. ▪ ADT by Telus HR.

6.10. Customer enters the store presenting symptoms (undefined illness)

Applicability: Retail Stores/Kiosks, All TCSS Branches, ADT CE receptionist MTL

What to do	What to say	Who to notify
<ul style="list-style-type: none"> ▪ Sanitization = Always – See below. ▪ Team members should maintain a 2m distance from the individual where possible. ▪ Surfaces touched by the individual should be wiped down/sanitized after they have been served and left the store. ▪ Team members should wash their hands thoroughly after interaction with the customer and/or use hand sanitizer. ▪ There is no need for team members to practice self-isolation unless they fall ill or the customer who entered the store is known to have an infectious disease, in which case refer to Sections 6.1, 6.2, or 6.3 as applicable. ▪ Team members may say to the customer in this scenario: “For your safety and that of others in the store and to help avoid the possibility of spreading a virus:” <ul style="list-style-type: none"> ○ “I will stand 2 meters away as per the recommendation of the public health authority”. ○ “I will be cleaning off surfaces/handsets during our interactions as per the recommendation of the public health authority”. ○ “Would you like a tissue?” ○ “Would you please cough and sneeze into a tissue or your elbow?” ▪ Review playbook guidance with other team members so they are clear on what to do in this scenario. <p>Additional for ADT (Contact centres including CMS)</p> <ul style="list-style-type: none"> ▪ Team members will direct customer to call our contact centers or use self-serve option. 	<p>What to say</p> <ul style="list-style-type: none"> ▪ Remind team members to adhere to preventative measures – hand washing, wiping surfaces, hand sanitizer, etc. 	<p>Who to notify</p> <ul style="list-style-type: none"> ▪ Your own leader. ▪ Area Manager/Regional Manager. <p>Additional to TCSS</p> <ul style="list-style-type: none"> ▪ Branch Manager. ▪ Director. <p>Additional for ADT (Contact centres including CMS)</p> <ul style="list-style-type: none"> ▪ Site Director. ▪ ADT by Telus HR.

6.11. Retail infectious disease contamination or exposure confirmed by Public Health or customer

Applicability: Retail Stores/Kiosks

What to do	What to say	Who to notify
<ul style="list-style-type: none"> ▪ Sanitization = Always – See below. ▪ All team members directly exposed to the infectious individual must observe any prescribed self-isolation period. ▪ Store/kiosk manager should contact TRL Property Management team to organize the cleaning. ▪ The store/kiosk should be fully sanitized by the vendor as per the emergency process. ▪ The store/kiosk manager should hang the pre-approved message in the store window, indicating that the store is closed and customers should visit TELUS.com/Koodo.com as appropriate. ▪ The store/kiosk will be closed and locked. The Area Manager will contact TELUS Digital, Supply Operations, the device team and the Landlord to advise of the scenario. ▪ The general guidance is that merchandise which is already in stock will not be reclaimed for other purposes unless the scenario gets dire. ▪ For kiosks, the kiosk will be covered with tarp. For additional measures, we will defer to the recommendation from the Public Health advisory. ▪ Once re-opened, bring in alternate team members to operate the store if necessary. 	<ul style="list-style-type: none"> ▪ If TELUS mandates that store employees are required to practice self-isolation they will be paid for shifts scheduled and missed during the self-isolation period. ▪ At this time, it's important that we respect the privacy of the customer or team member. 	<ul style="list-style-type: none"> ▪ Your own leader. ▪ Area/Regional Manager. ▪ Area/Regional Manager will contact the following: <ul style="list-style-type: none"> ○ TELUS Digital. ○ Supply Operations. ○ Device Team. ○ Landlord. ○ Sales Director. ○ PCBP.

6.12. Community outbreak of an infectious disease near a store

Applicability: Retail Stores/Kiosks, All TCSS Branches

What to do	What to say	Who to notify
<ul style="list-style-type: none"> ▪ Sanitization = Not applicable. ▪ Team members should follow protocols from public health authority and TELUS Leadership. ▪ The response to an outbreak in the community will vary according to severity, guidance from the public health authority, media reaction, availability of store reps, customer traffic and behavior from other retailers in the area. ▪ Convene a meeting with the Sales Director, Branch Manager, People Leaders, Director of Real Estate and VP of TELUS stores and Koodo shops in order to monitor the situation and make a decision about whether or not the store location should be closed for team member safety. ▪ Unless and until a determination is made to close the location, all team members are expected to continue working (barring any other safety considerations). 	<ul style="list-style-type: none"> ▪ There is currently an outbreak of [virus name] in our area. ▪ We're following the guidance of our public health authority and closely monitoring the situation. ▪ If our situation changes and we need to close the [store/office/floor] I'll let you know. ▪ Please continue our preventative measures like washing your hands thoroughly, disinfecting surfaces regularly and using hand sanitizer, etc. 	<ul style="list-style-type: none"> ▪ Your own leader. ▪ Area Manager/Regional Manager. <p>Area Manager will contact the following</p> <ul style="list-style-type: none"> ▪ Director of Real Estate. ▪ Landlord. ▪ Sales Director. <p>Additional to TCSS</p> <ul style="list-style-type: none"> ▪ Branch Manager. ▪ Director. <p>Additional for ADT (Contact centres including CMS)</p> <ul style="list-style-type: none"> ▪ Site Director. ▪ ADT by Telus HR.

6.13. Customer who appears unwell, greets D2D Agent or Technician

Applicability: D2D Sales, All TCSS & ADT by TELUS Sales, CSD

<p>What to do</p> <ul style="list-style-type: none"> ▪ Sanitization = Not applicable. ▪ During an infectious disease outbreak, team members are not permitted to shake hands with any sales contacts or customers. ▪ If an occupant appears unwell, the team member must immediately disengage & leave the premise. ▪ Team members are required to record address and date of interaction with a sick individual and advise the TELUS OSM immediately. ▪ Team members are to be equipped with hand sanitizer and must sanitize hands after leaving any home. <p>All TCSS & ADT by TELUS Sales</p> <ul style="list-style-type: none"> ▪ Reps are required to record address and date of interaction with a sick individual and advise their Manager immediately. 	<p>What to say</p> <ul style="list-style-type: none"> ▪ Advise customer prospect: We are taking proactive measures to ensure team member safety & business continuity. 	<p>Who to notify</p> <ul style="list-style-type: none"> ▪ Your own leader. ▪ Ask HR. ▪ D2D EMOC Prime. <p>Additional to TCSS & ADT Sales</p> <ul style="list-style-type: none"> ▪ Director.
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6.14. TELUS Corporate Real Estate invokes building lockdown

Applicability: Corporate Security Office, Corporate Real Estate

<p>What to do</p> <ul style="list-style-type: none"> ▪ Sanitization = Not applicable. ▪ If possible, direct team members to utilize the Work Styles program and work from home until the location is reopened. ▪ If working from home is not an option, contact Corporate Real Estate to discuss your needs for relocation. 	<p>What to say</p> <ul style="list-style-type: none"> ▪ Out of an abundance of caution, access to our building is being restricted. ▪ For the next [timing, if known] please work from home if you can until our building reopens. ▪ If you're not able to work from home, we will work with Corporate Real Estate and look at getting you relocated to another location until our building reopens. 	<p>Who to notify</p> <ul style="list-style-type: none"> ▪ Your own leader. ▪ askHR. ▪ askRealEstate. ▪ Corporate Security Office.
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6.15. Landlord invokes building or floor lockdown

Applicability: Corporate Security Office, Corporate Real Estate

What to do	What to say	Who to notify
<ul style="list-style-type: none"> ▪ Sanitization = Not applicable. ▪ If possible, direct team members to utilize the Work Styles program and work from home until the location is reopened. ▪ If working from home is not an option, contact Corporate Real Estate to discuss your needs for relocation. 	<ul style="list-style-type: none"> ▪ Out of an abundance of caution, access to our building [or floor] is being restricted. ▪ For the next [timing, if known] please work from home if you can until our building [or floor] reopens. ▪ If you're not able to work from home, we will work with Corporate Real Estate and look at getting you relocated to another location until ours reopens. 	<ul style="list-style-type: none"> ▪ Your own leader. ▪ askHR. ▪ askRealEstate. ▪ Corporate Security Office.

7. Roles and Responsibilities

Roles and responsibilities identified in this playbook have been confirmed by the relevant teams identified below.

7.1. Corporate Business Continuity Office (CBCO)

The CBCO provides direction and support for the development, implementation, and sustainability of corporate infectious disease plans and playbooks. The CBCO is also responsible for activating and coordinating the EMOC as per the established EMOC activation criteria. EMOC activation criteria are presented as a guideline to assist in a decision to activate the EMOC and are regularly updated. Contact the CBCO for questions or access issues.

During an Infectious Disease Incident

The CBCO provides consultative and coordination services in order to promote a coordinated response to infectious disease incidents.

The CBCO is responsible for activating and coordinating the EMOC, the EOC, and/or the Virtual Emergency Operations Centre (VEOC) during an incident which meets the established EMOC activation criteria. The CBCO may also activate a disease-specific working group if an EMOC activation is not warranted.

Responsibilities include the following:

- For EMOC Activations:
 - Consult with the EMOC Operational and Program Chairs on decisions to activate the EMOC and to stand it down in full or in part
 - Establish the EMOC meeting agenda with the EMOC Operational Chair
 - Ensure at least one EMOC member from each required group is present
 - Manage and facilitate EMOC meetings (e.g. notifications, call bridge, Google Meet, etc.)
 - Compile and track action items
 - Liaise with external emergency agencies and other telecommunications service providers
 - Manage mapping layers on MyWorld
 - Produce EMOC meeting minutes
 - Manage an incident debrief during the final call of any EMOC activation
 - Conduct a post-incident survey of EMOC members and other involved individuals after an EMOC activation
- For non-EMOC infectious disease incidents:
 - Determine the need for, and assemble a working group
 - Create a working group portal to support action logs, document sharing, and resource access
 - Manage and facilitate working group meetings (e.g. notifications, call bridge, Google Meet, etc.)
 - Compile and track action items
 - Liaise with external emergency agencies and other telecommunications service providers
 - Produce working group meeting minutes
 - Conduct a post-incident survey of working group members and other involved individuals after a working group activation

7.2. EMOC

The EMOC is the highest-level incident management team within TELUS.

The EMOC forms the membership of the TELUS Emergency Operations Centre. It supports the activation and management of response and recovery activities during an incident which meets the established EMOC activation criteria.

The EMOC can be activated in whole or part, depending on the nature and severity of the incident.

During an Infectious Disease Incident

During an infectious disease incident, the EMOC performs its standard functions for managing TELUS' incident management capability with a focus on the specific requirements of a pandemic or infectious disease outbreak. See the TELUS Business Continuity Policy for a description of the EMOC roles and responsibilities. During major incidents, additional non-EMOC team members will be added to the EMOC meetings, as required.

The [Pandemic Coordinator](#) and [Resource Coordinator](#) (see role descriptions below) will also be engaged as an extension of the EMOC to provide specific pandemic support as required.

EMOC member responsibilities include the following:

- Ensure adequate coverage for incidents, considering appropriate shift lengths, shift hand-off between Primes and Alternates, and sustainable support for longer-term incidents (one Prime and two Alternates for each role).
- Represent their business unit, but focus on the entire organization as required and coordinate with other EMOC members and business units.
- Bring business unit situational awareness and status of response and recovery activities to the EMOC.
- Manage action items assigned to them and update the action item log in the VEOC.
- Participate in EMOC debriefs and support business unit debriefs to ensure lessons learned are identified and incorporated into processes and plans.
- Respond to EMOC surveys.

7.3. People & Culture

During an Infectious Disease Incident

- Liaison between the CBCO / EMOC and the health services industry including the TELUS Employee/Family Assistance Program provider
- Responsible for TELUS policies related to the specific health threat
- Collaborates with Communications to provide health related information and policies to TELUS team members
- Fulfills roles of Pandemic Coordinator and Resource Coordinator, (See Section 8, Absenteeism Monitoring & Resource Management on page

7.4. Business Continuity Planning Primes

During an Infectious Disease Incident

Business units are responsible for activating relevant plans, team members, and war rooms, as required to support response efforts. Business Continuity Planning Primes may or may not play a direct role in incident management, depending on the business unit.

7.5. Business Unit War Rooms

During an Infectious Disease Incident

Comprised of the leadership of individual business areas, the business unit war room is a resource for the business unit's response and recovery activities. War rooms support their respective EMOC members, recovery teams for their business areas, and recovery for the organization as a whole.

Business units are responsible for establishing and managing their war rooms and management bridges as appropriate.

7.6. Board of Directors

During an Infectious Disease Incident

The Board of Directors provides oversight. This is accomplished through regular, ad-hoc, and on-demand reports.

7.7. Executive Leadership Team

The Executive Leadership Team provides leadership, accountability, and authority for the Program.

During an Infectious Disease Incident

The ELT empowers and supports the EMOC in managing the response to, and recovery from disruptive incidents. The ELT is the escalation point for the EMOC (through the EMOC Operational Chair).

The ELT may (if appropriate) play a role in internal and external communications and in engaging senior leaders in government and other organizations to support TELUS incident management activities.

7.8. Corporate Safety

During an Infectious Disease Incident

TELUS Corporate Safety provides consultation and coordination as required.

- Develops safety policies and processes, conducts safety training, and provides oversight for the development of emergency response plans.
- Addresses specific safety concerns with regard to the infectious disease outbreak.
- Participates in interpreting the Canadian Labour Code and addressing labour issues related to an infectious disease outbreak.

7.9. Corporate Security Office

TELUS Corporate Security creates a sustainable and future friendly security ecosystem that will continuously improve the security posture of TELUS and its clients.

During an Infectious Disease Incident

- Manages security requirements related to an infectious disease outbreak, e.g. implementing requirements to secure and block or limit access to TELUS sites.
- Support the Physical Security card access system, guard force and camera systems
- Provision systems and building user access and security clearances
- Coordinate at a national level with the various government agencies and other carriers
- Evaluate and provide feedback to interim solutions being implemented for security risk

- Monitor, report and respond on new threat landscape in response to changing work environments.
- Liaise with external security researchers to keep TELUS ahead of a changing threat landscape.
- Enact group specific pandemic plans to ensure correct prioritization of issues and risks
- Monitor and responds to capacity usage on key access control systems
- Work with external clients to assist them in the pandemic response

7.10. Corporate Real Estate, Mission Critical Environments, Property Management

Corporate Real Estate (CRE) and Mission Critical Environments (MCE) will support the implementation of real estate-related initiatives to provide a clean and healthy work place.

Corporate Real Estate, in conjunction with property management provided by the landlord within leased locations, is responsible for office space, including most buildings and call centres.

Mission Critical Environments, in conjunction with property managers and other service providers, is responsible for network buildings, data centres and central offices.

During an Infectious Disease Incident

These teams are responsible to manage/procure cleaning and sanitization services of TELUS work spaces. They work closely with Emergency Wardens, first responders, and other key stakeholders to control and stabilize a critical situation.

These teams provide consultation and coordination as required, as well as situational awareness reporting to the EMOC, or to the CBCO if the EMOC has not been activated.

7.11. Corporate Communications

During an Infectious Disease Incident

Corporate Communications is responsible for communicating information about a pandemic threat or an infectious disease outbreak.

- Provides strategic communications counsel and support to the CBCO, the ELT, and business units
- Develops and delivers accurate and timely messaging and communications to senior leaders and managers
- Manages internal channels—such as Habitat, Jam, SharePoint, email bulletins, etc.—to provide accurate and timely information to stakeholders

7.12. Data & Trust Office

During an Infectious Disease Incident

The Data & Trust Office supports the protection of customer and team member personal information that reflects our commitment to earning and maintaining our customers and team members trust.

- Manages privacy and data handling requirements related to an infectious disease outbreak, e.g. supporting the protection of customers and team member's information; managing data incidents, and requests for government or other regulatory authorities.
- Develops privacy policies and guidance to support the protection of personal information
- Supports the review of required changes or new systems or processes involving the collecting and handling of data to identify and appropriately mitigate the associated privacy risks.

7.13. Procurement & Supply Operations

During an Infectious Disease Incident

Procurement and Supply Operations is responsible for maintaining normal supply chain activities, and also for supporting special infectious disease outbreak-related requirements such as:

- Procurement of Personal Protective Equipment (PPE).
- Procurement of sanitizing products

Procurement and Supply Operations will:

- Identification of key providers of equipment and services; develop strategies and plans to ensure continuity of supply and service.
- Work with suppliers to ensure infectious disease outbreak plans are in place and assess the level of risk to TELUS business during an outbreak and work with suppliers to reduce risk.
- Consider factors such as a second and third level supply chains, closed borders and restrictions on shipping.

Procurement and Supply Operations and TELUS business units share some responsibilities for ensuring supply chain and business continuity.

7.14. Customer Network Support (CNS)

During an Infectious Disease Incident

CNS may invoke special network management strategies to address additional congestion (e.g. telecommuting) and issues related to limited network support resources.

8. Absenteeism Monitoring & Resource Management

It is essential for TELUS to have processes in place to monitor the impacts of an infectious disease outbreak on the organization, specifically absenteeism as well as other impacts to operations, customers, etc.

8.1. Pandemic Coordinator

During a significant pandemic threat or infectious disease outbreak, a Pandemic Coordinator will be activated to monitor team member absenteeism at the corporate level. The Pandemic Coordinator would normally be activated after the EMOC has been activated to address a pandemic threat or outbreak.

Activation of the pandemic absenteeism monitoring system will be initiated at the discretion of the EMOC. Activation can occur at local, regional, or national levels.

Absenteeism reporting frequency depends on the requirements of the EMOC, though it is expected to be daily during the height of a pandemic.

Absence reporting should be coordinated with resource management reporting (Resource Coordinator process).

- Sets up a system to monitor team members who are ill or suspected to be ill in the event of a pandemic, including collecting and tracking the number of team members affected according to different criteria (location, business unit, role, etc.)
- Provides absenteeism reports to the CBCO, EMOC, the Executive Leadership Team (ELT), and to business unit primes responsible for managing resources during a pandemic
- Develops specific absenteeism reports required by the CBCO, EMOC, the ELT, and business unit primes

This role falls under the responsibility of People & Culture.

8.2. Resource Coordinator

During a significant pandemic threat or infectious disease outbreak, a Resource Coordinator will be activated to manage the impacts to the organization due to absenteeism of team members and contractors. The Resource Coordinator would normally be activated after the EMOC has been activated to address a pandemic threat or outbreak.

Activation of the resource management system will be initiated at the discretion of the EMOC. Activation can occur at local, regional, or national levels.

Resources will be primarily managed within each business unit, with an escalation process to the Resource Coordinator to obtain resources from other business units.

Reporting frequency shall be at the discretion of the EMOC, though it is expected to be daily during the height of a pandemic.

Resource management reporting should be coordinated with absence reporting (Pandemic Coordinator process); absenteeism reporting is a key input for resource management.

Business units are responsible for collaborating with the Resource Coordinator during a pandemic to ensure adequate human resources are available to maintain critical business functions and service levels across TELUS.

- Sets up a resource management system during pandemic response and recovery phases to optimize human resources across TELUS
- Leads the business unit primes in managing resources in a pandemic outbreak
- Manages resource gaps, including working with business unit primes to bridge resource gaps and escalating to the EMOC
- Reports to the CBCO, EMOC, and ELT on resource management with inputs from the business units
- Develops specific reports required by the CBCO, EMOC, Executive, and business unit primes responsible for resource management

This role falls under the responsibility of People & Culture.

8.3. Business Unit Responsibilities – Resource Management

- Assign resources to be responsible for compiling and managing resource gaps for the business unit and to work with the Resource Coordinator
- Determine business unit resource gaps during an infectious disease outbreak. Inputs include absenteeism reports from the Pandemic Coordinator and minimal service levels and resource requirements from business unit business continuity plans and infectious disease checklists
- Report to business unit leadership and EMOC (through CBCO) using the corporate tools and templates
- Manage resource gaps within the business unit, escalating to the Resource Coordinator as required

8.4. Monitoring Other Impacts

Business units are responsible for assessing their essential business functions to determine at what threshold of absenteeism those functions would be threatened as part of their business continuity planning. During an infectious disease outbreak, they are responsible for assessing and responding to the impacts to their operations, customers, etc.

9. Visitor and Guest Control

Access controls for team members, visitors and guests, are in place to ensure the protection of TELUS assets at all times. Workplace entry restrictions may be required for team members and visitors. TELUS Corporate Security will be engaged as necessary to invoke any TELUS card access restrictions.

10. Site Closure and Re-Entry

10.1. Access to TELUS Owned Facilities

It is not anticipated that individual ID/Smartcard access restrictions to TELUS facilities will be required.

Should there be a need to escalate entrance restrictions for a TELUS facility to a full lockdown, TELUS Corporate Security will be engaged as necessary to invoke any TELUS card access restrictions.

10.2. Access to Leased Facilities

Some TELUS occupied facilities are managed by lease companies, and in some cases, may be multi-tenant buildings. Although TELUS Corporate Security does control TELUS card and key access to most leased properties, it does not manage the landlord-contracted guard force presence at leased properties, nor does it manage the general flow of people accessing the building. In the event of a health emergency, property management companies will be taking cues from the World Health Organization, federal, municipal and public health agencies.

Should a property management company decide to lock down a facility that TELUS leases, this decision will be communicated to TELUS Real Estate who will in turn advise EMOC.

TELUS Corporate Security will then be engaged as necessary to invoke any TELUS card access restrictions.

11. Landlord and Property Management Involvement

Landlords and property managers play an integral role in ensuring the safety of TELUS facilities. Corporate Real Estate has engaged our landlords to align preparedness activities across TELUS.

These activities include:

- Posting health hygiene practice messaging to all team members, vendors, and guests.
- Encouraging team members to stay home if they are feeling sick.
- Cleaning common work areas using anti-microbial wipes and cleaners.
- Ensuring sufficient supply of accessible hand sanitizer, anti-microbial wipes, and cleaners.
- Inspection, maintenance and cleaning of HVAC systems and common areas including washrooms.

Where the landlord manages their own card access system, guard force and camera systems, the TELUS Corporate Security Office will support the landlord card access system, landlord-contracted guard force, and landlord camera systems.

12. Security Guard Messaging and Communications

Security guards will only communicate approved messaging and post approved signage.

In facilities where the security guards are managed by TELUS, approved messaging and signage will be provided by the TELUS function which manages the security contract, e.g. Corporate Security Office, Corporate Real Estate, Mission Critical Environments, etc.

Security guards working for property managers other than those under the control of TELUS will only communicate messaging and post signage approved by the facility's property manager.

13. Sanitization and Cleaning

Corporate Real Estate (CRE) and Mission Critical Environments (MCE) work closely with our custodial providers to ensure regular cleaning is performed at Administrative buildings Central offices (COs), contact centres, and data centres.

For all cleaning inquiries at administrative sites, contact askRealEstate as a single point of contact. askRealEstate is the single front door for all cleaning enquiries and will direct enquiries as required depending on the location.

In the event a team member, a tenant, or a guest is infected or exposed to an infectious disease in one of our facilities, our custodial providers will employ full sanitization of compromised areas including terminal cleans, hand-touch cleaning, and bio-hazard cleaning.

CRE and MCE continually work with our providers to determine their capability to continue providing services to TELUS in the event of a pandemic or widespread infectious disease outbreak. This includes staffing availability, stockpiling required cleaning supplies, and Personal Protective Equipment (PPE).

14. Media Inquiries

The Social and Media Relations team is responsible for external communications regarding TELUS during a pandemic threat or an infectious disease outbreak.

As directed by the Corporate Disclosure and Confidentiality Policy, only authorized external communicators are permitted to respond on behalf of TELUS to any inquiries from, or initiate communication with the media. TELUS team members should refer inquiries from the media to the authorized spokespeople in the Public Relations team.

Procedures for when team members are approached by the media:

Suggested response:

“Thank you for your question. I'd like to help you get the most current and accurate information. Please leave me your contact information and I will connect you with the appropriate TELUS spokesperson.”

15. Stand-Down and Return to Business as Usual

The EMOC will determine when infectious disease response activities can be downgraded or stood down based on information from public authorities and assessment of the continued impacts to TELUS.

Restarting suspended business functions or returning to pre-event service levels for all business functions will be documented in business unit specific infectious disease checklists. This documentation will also include any required communications for both internal and external stakeholders.

16. After Action Review (AAR)

After Action Reviews (AARs), in various forms, will be conducted following standard TELUS AAR processes. The CBCO will coordinate post-incident updates for the EMOC. Other teams will conduct formal and informal AARs for their respective areas as appropriate.

The information gathered will be used as inputs to the corporate and business unit risk assessment and planning processes.

17. Corporate Policies, Strategies, and Processes

17.1. Compensation and Benefits

Owner	People & Culture
Description - Compensation	<ul style="list-style-type: none"> ■ All compensation, including overtime, for TELUS team members during an infectious disease outbreak will follow existing collective agreement wage scales and/or existing management compensation criteria. ■ Team members who are not working from home and are not ill but stay home will be asked to take vacation, banked time off, personal wellness days, etc.; sick time will not be allowed for these cases. ■ Team members with critically ill family members may qualify for a leave with pay in accordance with current policy and existing collective agreements. ■ If team members are asked to stay home by TELUS, regular compensation will apply.
Description - Benefits	Benefits for team members will continue during an infectious disease outbreak as per the existing collective agreement and contractual obligations.
Other	Additional compensation and benefits may be considered at the time of an event.

17.2. Morale plan

Owner	People and Culture
Description	<ul style="list-style-type: none"> ■ Due to the stresses of an infectious disease outbreak on team members, a morale plan will be developed. ■ The plan will be built to celebrate/mark milestones – i.e. end of first wave, etc. while being sensitive to the circumstances (i.e. fatalities within the team member ranks). ■ The morale plan will be limited to TELUS team members only and can be shared with their families but will not be communicated publicly. ■ See also TELUS HR Emergency Guidelines and Communications Emergency Guidelines.

17.3. Child / Elder Care

Owner	Wellness / People & Culture
Description	<ul style="list-style-type: none"> ■ TELUS may provide assistance with child and elder care during an infectious disease outbreak based on the nature of the disaster and individual needs and circumstances.

17.4. Absence Embargo

Owner	People and Culture
Description	<ul style="list-style-type: none"> ■ TELUS may impose an absence embargo (vacation, PW, Personal Leave of Absence etc.) for team members performing critical functions. ■ The EMOC will determine when an embargo would be implemented and ended; exceptions will be managed on a case by case basis through the EMOC. ■ The absence embargo may be implemented by geographic location or business areas.

17.5. Employee and Family Assistance Program (EFAP)

Owner	Wellness / People & Culture
Description	<ul style="list-style-type: none"> ■ During any emergency or disaster, TELUS will continue to provide confidential counseling or treatment services to all team members. ■ The Employee and Family Assistance Program ensures that all team members will have access to professional counselling and support for personal issues. ■ The Wellness team will work with our outside EFAP provider to develop and enhance the programs for each emergency. ■ This team will also work with the People & Culture Communications Prime to ensure all team members are aware of the support they get from our EFAP provider. ■ The Wellness Team may set up a 24-hour support line for impacted team members and their families.

17.6. Monitoring and Managing Ill Team Members

Owner	People and Culture / Corporate Real Estate
Description	<ul style="list-style-type: none"> ■ The following processes are in place for managing illness in the workplace during an infectious disease outbreak: illness screening, team member illness management, contact management for ill team members, work place cleaning, and return to work.
Illness screening (People & Culture)	<ul style="list-style-type: none"> ■ Processes may be put in place to screen potentially ill team members.
Team member illness management (People & Culture)	<ul style="list-style-type: none"> ■ Processes will be put in place to deal with ill team members. This is expected to include protocols for team members who have symptoms at work, communicating illness to the Pandemic Coordinator, etc.
Contact tracing (People & Culture)	<ul style="list-style-type: none"> ■ A contact-tracing process may be put in place for to identify team members who may have been in contact with an ill team member and asking them to go home.
Work place cleaning (CRE)	<ul style="list-style-type: none"> ■ Processes will be put in place to disinfect work spaces of ill team members. ■ Cleaning supplies may also be made available for team members to disinfect their own work spaces. ■ See Secure and Healthy Workplace in Section 17.13 on page 34.
Return to work (People & Culture)	<ul style="list-style-type: none"> ■ A return-to-work process will be put in place to ensure team members do not return to work too early and potentially infect other team members. ■ Elements of this process would include advice to the team member on how long to stay away from the office (the Public Health Agency of Canada website will have advice on this once the characteristics of an infectious disease outbreak are known); a process to ensure that team members are healthy before allowing them to return to work; and encouraging team members to return to work once they are well.

17.7. Flu Shot, Vaccine, and Anti-Viral Policies

Owner	Wellness /People & Culture
Annual flu shot	<ul style="list-style-type: none"> ▪ TELUS does not provide the annual influenza vaccination to team members since vaccinations are readily available through doctors, clinics, and pharmacies. ▪ TELUS promotes the flu shot in Habitat and other communications during flu season.
Antiviral medication	<ul style="list-style-type: none"> ▪ TELUS will not provide antiviral medication generally. However, antivirals may be provided to team members under certain circumstances.
Vaccines	<ul style="list-style-type: none"> ▪ TELUS will not provide vaccines generally. However, they may be provided to team members under certain circumstances.

17.8. Influenza Prevention Protocols and Practices

Owner	Wellness / People & Culture, Corporate Real Estate, and Communications
Description	<ul style="list-style-type: none"> ▪ TELUS will promote and in some cases mandate influenza prevention protocols and practices. ▪ Practices to promote influenza prevention, such as hand washing practices, sneezing protocols, healthy eating and exercise, workstation cleaning, etc. ▪ Social distancing means minimizing human—to-human contact in peak phases of an infectious disease outbreak to avoid the transmission of illness. ▪ Maintaining minimal distance between people (2 metres). ▪ Eliminating or limiting face-to-face meetings or training. ▪ Working from home. ▪ Limiting the number of team members at a location to what is essential. ▪ Installing protective barriers (glass/plastic at stores, minimizing public contact. ▪ See also Personal Protective Equipment in Section 17.16 on page 35.

17.9. Workforce: Use of Retirees

Owner	People and Culture
Description	<ul style="list-style-type: none"> ▪ Retirees may be engaged as a workforce supplement during an infectious disease outbreak.

17.10. Regulatory and Labour Relations Requirements

Owner	Labour relations
Description	<ul style="list-style-type: none"> ▪ Existing Canadian Labour Code applies during an infectious disease outbreak. ▪ 'Right to refusal' may be an issue during an infectious disease outbreak, such as repair or installation visits to customer premises. ▪ Labour Relations will engage TELUS unions regarding TELUS policies and communications related to an infectious disease outbreak as required.

17.11. Liability

Owner	Legal
Description	<ul style="list-style-type: none"> Liability issues related to all infectious disease-related policies and processes will be reviewed and approved by TELUS Legal Services.

17.12. Contractors / Co-locate Employees / Customers / Visitors

Owner	Business unit using the contracted services or responsible for the relationship.
Description	<ul style="list-style-type: none"> Contractors employed by TELUS are required to follow TELUS infectious disease outbreak procedures while on TELUS premises and generally follow procedures to maintain their health in order to provide the services contracted. Business Units using contracted services are responsible for verifying the capacity of the contractor to deliver services. Co-located customers and visitors are required to follow TELUS infectious disease processes while attending TELUS premises. These could include local, provincial or federal government directives. Access to TELUS premises may be restricted.

17.13. Secure and Healthy Workplace

Owner	Corporate Real Estate and Security
Cleaning	<ul style="list-style-type: none"> CRE may increase cleaning frequency. Cleaning supplies may be more readily made available to support self-service for team members. Disinfecting surface / equipment wipes. Hand sanitizers. Decontamination / isolation procedures will be put in place as required.
Security	<ul style="list-style-type: none"> Entry to TELUS work locations may be restricted in an infectious disease outbreak. Security has a number of methods to control building access. Security may also make recommendations for building control during an infectious disease outbreak. Security is responsible for TELUS-owned buildings. For leased buildings, Security would work with CRE and the property manager.

17.14. Government Relations

Owner	Government Affairs, Government Relations, Wellness (People & Culture), CBCO
Description	<ul style="list-style-type: none"> Understand national, provincial, and local government policies and the potential impact they may have on business operations, emergency plans, and response in an infectious disease outbreak. Analyze the capability of national, provincial, and local governments to provide assistance to TELUS and team members.

- Government affairs and relations have relationships with governments at all levels that can be leveraged during an infectious disease outbreak.
- Wellness focuses on policies and plans that may impact TELUS team members.
- CBCO focuses on working with government agencies to plan and manage the impacts of an infectious disease outbreak.

17.15. TELUS Telecommuting

Owner	Corporate Security Office
Description	<ul style="list-style-type: none"> ▪ If a large number of team members are working from home during an infectious disease outbreak, there may be a need to institute some telecommuting best practices, including the following: ▪ Performing large data transfers and backups during non-business overnight hours. ▪ Implementing bandwidth saving practices (compression techniques, file size reduction, etc.). ▪ Implementing staggered tele-work shifts. ▪ Using instant messaging. ▪ Limiting the size of email attachments. ▪ Logging off enterprise network connections when performing work that does not require network access. ▪ Implementing cyber security best practices for home computers.

17.16. Personal Protective Equipment (PPE)

Owner	People & Culture (Wellness, Safety) and business units
Description (General)	<ul style="list-style-type: none"> ▪ Broadly defined, PPE is specialized clothing or equipment worn to protect someone against a hazard. It can range from a mask to a combination of gear that might cover most or all of the body. In the case of influenza, PPE may include using masks, gloves, sanitizers, and protective barriers. ▪ PPE is part of a larger strategy of protecting team members against the spread of disease, including hygiene practices, working from home, social distancing, and avoiding situations and locations that would put team members at risk of the transmission of disease. ▪ TELUS will provide Personal Protective Equipment (PPE) for team members as per provisions in the Canada Labour Code. This responsibility isn't limited to TELUS team members; it is for anyone granted access to our workplace, including contractors, third-party licensees, etc. ▪ PPE will be provided to team members based on their role. For example, team members with direct face-to-face contact with customers have a different need than team members in an administrative building or contact centre.
Equipment	<ul style="list-style-type: none"> ▪ Masks – standard (General usage). ▪ Masks – specialized N95 (more robust for unknown threats). ▪ Gloves - standard non-latex gloves. ▪ Disinfectants.

	<ul style="list-style-type: none"> ▪ Alcohol swab/wipes. ▪ Antiviral/bacteria – stronger strength – air spray/wipes. ▪ The use of PPE in general and N95 masks in specific would be determined by guidance from Public Health authorities at the time of an infectious disease outbreak.
Public facing team members	<ul style="list-style-type: none"> ▪ CSD and other team members on customer premises. ▪ PPE will be made available as required. ▪ Customer premise visits may also be limited.
Public facing team members	<ul style="list-style-type: none"> ▪ Retail stores, innovation centres, and reception areas have face-to-face contact with customers. ▪ PPE will be provided as required. ▪ In conjunction with the EMOC, the business units responsible for these areas will determine status (remain open/close) and timing of any closure(s) of TELUS and Koodo phone stores / kiosks, innovation centres, TELUS reception areas.
Other offices	<ul style="list-style-type: none"> ▪ Work-from-home strategies will be implemented when an infectious disease outbreak becomes significant. However, some team members may be required to work from TELUS facilities, such as COs and IDCs, as well as some contact centres and administrative buildings. ▪ TELUS has greater control over internal environments (e.g. cleaning, social distancing polices, etc.). However, these environments aren't immune from the spread of disease. The focus for these offices will be on prevention through cleaning, hygiene, social distancing, etc.

17.17. Telecom Network Management

Owner	CNS would work with internal and external communications teams
Description - General	<ul style="list-style-type: none"> ▪ Validation of network congestion points and development of alternate strategies or controls to monitor and manage potential congestion.
Description - Internal	<ul style="list-style-type: none"> ▪ Development of network best practices (data, IP, etc.) including consideration of the following: <ul style="list-style-type: none"> ▪ Ensuring customer services including traditional voice calls, text messaging, teleconferencing and data services are capable of operating with minimal human intervention for a six-to-eight week an infectious disease outbreak. ▪ Ensuring network personnel have a secure, remote access capability in order to access and operate network management tools. ▪ Implementing rate limits or bandwidth caps in certain areas to improve traffic flow and reduce congestion. ▪ Limiting remote access to critical users only. ▪ Limiting access to business critical services only. ▪ Adjusting or retiming automatic desktop backup software and updates. ▪ Assessing the ability and capacity to manage an expected increase in audio and video conferencing demand. ▪ Developing and maintaining plans and procedures to manage an increase in work-from-home/telecommuting capacity/demands.

Description – External	<ul style="list-style-type: none"> ▪ Public communication to limit telecommunications usage, including: ▪ Voluntarily limiting non-critical, recreational communications use. ▪ Voluntarily limiting streaming media, gaming, file transfer and other bandwidth intensive communications services particularly during daytime hours. ▪ Configuring web servers to block multi-media content (images, videos, sounds, etc.). ▪ Using broadcast news sources (television, radio, etc.) in place of online news sources when possible. ▪ Procuring offline entertainment options to reduce network traffic during an infectious disease outbreak (i.e. desktop games, DVD's, etc.). ▪ Using instant messaging in place of voice communications. ▪ Limiting the size of email attachments. ▪ Staggering on-line activity. ▪ Logging off Internet connections when not in use.
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17.18. Team Member Travel

Owner	Corporate Services and Sustainability / Travel
Current monitoring processes	<ul style="list-style-type: none"> ▪ TELUS' travel department tracks travel and provides information on the travel site for countries at risk. ▪ Corporate Security has copies of international travel itineraries (for TCC) so can monitor threats in these areas. ▪ TELUS International manages its own travel and can address risks as required.
During an infectious disease outbreak	<ul style="list-style-type: none"> ▪ Travel may be suspended to specific destinations, depending on the infectious disease outbreak. ▪ If team members are traveling, they will be asked to return home, if possible. ▪ If a TELUS team member is healthy and quarantined for any reason while on business or vacation, they will be asked to work remotely first and if they cannot work remotely TELUS will pay for their time away while quarantined. ▪ Arrangements may also be required for team members who are stranded outside of the country because borders are closed. ▪ If a team member has recently traveled to countries known to be affected by the disease, TELUS may do the following: <ul style="list-style-type: none"> ○ Advise the team member not to report for to a TELUS office for the duration specified by Health Canada. ○ Ask them to follow instructions on the Public Health Agency of Canada website for self-checking for influenza symptoms, which may include advice to telephone (rather than visit) their medical centre to seek advice immediately if symptoms occur. ○ Ask them to document all the people they have been in contact with since returning. ○ Ensure that the team member has completed the specified duration as directed by Health Canada and is healthy before allowing him/her to return to work.

- Set up a process for ensuring that the team member has completed the time duration and is healthy before allowing him/her to return to work.

18. Additional Support and Information Sources

- Internal TELUS
 - If you have questions about travel for work purposes within Canada or internationally, please contact Corporate Travel.
 - For general team member inquiries, please contact People & Culture.
 - For inquiries regarding team member safety, please contact Corporate Safety.
 - For inquiries regarding TELUS facilities, please contact Corporate Real Estate.
 - For all other inquiries, please contact the Corporate Business Continuity Office (CBCO).
- External
 - [Public Health Agency of Canada](#)
 - [Government of Canada](#)
 - [World Health Organization](#)
 - [Center for Disease Control](#)