



<b>EMERGENCY RESPONSES PLAN</b>	Publication date: 2020, December 3
	Replaced: Aug 23, 2021

## **Emergency Response Plan for Customers diagnosed with COVID-19**

### **This protocol is applicable to the following situations**

- i) *Someone who is fully vaccinated or not and has tested positive for COVID-19 as confirmed by an appropriate Authority (e.g. laboratory)*

**or**

- ii) as directed by relevant public health authority.

This protocol is applicable to any customers from abroad who become symptomatic or are identified as being exposed while in Canada and at all CAE sites where CAE has operational control. For all other facilities please contact the site leader.

Please note that considering the seriousness of the situation, CAE Customer' PoC are accountable for the execution and the effectiveness of this protocol.

Below are detailed guidelines for all collaborators having a responsibility in this protocol (Customer Point of contact, Medical, Security, Facility)



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Responsible	Actions to be taken	Resource support
<p><b>Medical Team</b></p>	<p>In all circumstances under this protocol, ensure the infected individual continues to follow all CAE protocols and always practices physical distancing with others</p> <ol style="list-style-type: none"> <li>1. If the infected Customer is in a CAE facility:               <ol style="list-style-type: none"> <li>a) Immediately upon receiving confirmation of Customer being infected, ensure Customer’s PoC, Security, Facility and Medical coordinator are informed and that the ERP protocol is launched.</li> <li>b) Ensure that the Public Health department is informed of the positive test result by calling the appropriate phone number as follows and sending an email to the Government of Canada through Samuel Breton at : <a href="mailto:Samuel.Breton@international.gc.ca">Samuel.Breton@international.gc.ca</a>:                   <ul style="list-style-type: none"> <li>▪ 514 528-2400 #’’Garde COVID’’ or 1 877 644 4545 for CAE sites in Quebec; or</li> <li>▪ 1 866 797 0000 for CAE sites in Ontario; or</li> <li>▪ 1 888 268 4319 for CAE sites in British Columbia</li> </ul> </li> <li>a) Validate with customer’s PoC and Security the information gathered in the <a href="#">COVID-19 – Positive declaration form (download on your desktop)</a></li> <li>b) Fill up the COVID-19 case validation check list testifying each steps of the ERP are completed.</li> </ol> </li> </ol>	<p>Customer PoC</p> <p>Security</p>



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	<p><b>If the infected person was in contact with a CAE employee:</b></p> <ul style="list-style-type: none"> <li>a) Inform the direct manager that the employee is required to leave CAE facility and self-quarantine for 14 days</li> <li>b) Inform the employee that he must contact local public health authority to notify them of their direct contact with a COVID-19 positive case.</li> <li>c) Advise Security and the customer’s PoC once the customer in quarantine is authorized to return to the CAE facility.</li> <li>d) Ensure that CAE’s admittance protocol is followed as per the Quarantine Decision Process and approved by CAE Medical before granting access to the CAE facility.</li> </ul> <p><b>WARNING:</b> When sending a person to the CAE designated quarantine location, do not publicly identify the person. Follow local government privacy regulations.</p>	
<p><b>Customer Point of contact (Sales/PM/CS/PDS/GSS)</b></p>	<p><b>2. If the infected customer is in a CAE facility:</b></p> <ul style="list-style-type: none"> <li>a) PoC to advise Customer of COVID-19 positive test result. PoC to ask Customer to immediately wear a procedural mask, if not already on.</li> <li>b) PoC to ask Customer to remain where he/she is while waiting for a Security agent to come escort him/her out of CAE facility to self-quarantine in their hotel room under the hotel’s COVID-19 protocol.</li> <li>c) PoC to instruct Customer, that CAE medical team will schedule a follow-up appointment</li> <li>d) Once in an isolated and safe location, ask the Customer to inform their own employer of the current situation</li> </ul>	<p>Sales/PM/CS/PDS/GSS</p> <p>Medical</p>



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	<p>e) Fill out the COVID-19 – Positive Declaration Form gathering all requested information notably: all individuals with whom the customer was in close proximity with (less than 2 metres and for more than 10 minutes) in the previous 14 days. As well as all the workstations, conference rooms, restrooms and collaborative areas that he/she used in the past 12 hours.</p> <p>f) Provide to the medical team the list of all individuals with whom the Customer was in close proximity with (less than 2 metres &amp; for more than 10 minutes) in the previous 14 days</p> <p>g) Provide to the Facility team and to the CAE head of security, the list of all workstations, conference rooms, restrooms and collaborative areas that customer used in the past 12 hours</p> <p>h) Fill out the COVID-19 case validation check list testifying each steps of the ERP are completed.</p> <p><b>3. If the infected customer is at the hotel:</b></p> <p>a) Contact Customer to advise of COVID-19 positive test result.</p> <p>b) Advise the Customer to remain in his/her room for the entire self-quarantine period of 14 days and that the hotel’s quarantine protocol is launched.</p> <p>c) Inform the Customer, that CAE medical team will schedule a follow-up appointment</p> <p>d) Fill out the <a href="#">COVID-19 – Positive Declaration Form (download on your desktop)</a> gathering all requested information notably: all individuals with whom the Customer was in close proximity with (less than 2 metres &amp; for more than 10 minutes) in the previous 14</p>	
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	<p>days. As well as all the workstations, conference rooms, restrooms and collaborative areas that he/she used in the past 12 hours</p> <p>e) Advise Customer to inform their own company of the current situation</p> <p>f) Fill out the COVID-19 case validation check list testifying each steps of the ERP are completed.</p> <p>g) Based on the Quarantine Decision Process, get official approval from the CAE Medical team that access is granted for each individual in quarantine who needs to return to facility</p> <p><b>WARNING:</b> When sending a person to the CAE designated quarantine location, do not publicly identify the person. Follow local government privacy regulations.</p>	
<b>Security</b>	<p>1. Escort the Customer out the CAE facility immediately and transport the Customer to his hotel to quarantine for 14 days.</p> <ul style="list-style-type: none"> <li>▪ The following risk mitigation measures shall apply during transportation:           <ol style="list-style-type: none"> <li>1. Use a private vehicle to transport the infected individual (i.e., no public transportation, taxi or ridesharing);</li> <li>2. Physically distance the infected individual from the driver (i.e., the infected individual should sit in the back of the vehicle);</li> <li>3. Open vehicle windows to increase air ventilation;</li> <li>4. When possible, put physical barriers (e.g., plexiglass) between the driver and the infected individual;</li> <li>5. Disinfect frequently touched surfaces (e.g., door handles, payment machines, seatbelts);</li> <li>6. Provide a face covering for the driver and a procedural mask for the infected individual.</li> </ol> </li> </ul>	POC



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	<ol style="list-style-type: none"> <li>2. The following risk mitigation strategies shall be used while at the hotel: <ul style="list-style-type: none"> <li>▪ notifying the hotel of the case so they can enact their own COVID-19 quarantine protocol and necessary cleaning/disinfection protocols</li> <li>▪ arranging with the hotel to use a specific entrance/exit to minimize contact with others or high-touch surfaces;</li> <li>▪ always maintaining physical distancing from hotel staff and other guests;</li> <li>▪ travelling alone in an elevator or opting to use a stairwell where physical distancing can be maintained;</li> </ul> </li> <li>3. Restrict access to CAE facility to the infected person and to the identified people that have worked in customer proximity.</li> <li>4. Confirm access restriction to PoC once completed.</li> <li>5. Notify the medical team of any other individual with whom the customer was in close proximity (less than 2 metres &amp; for more than 10 minutes) during the previous 14 days as well as all the common areas, where Security cameras are available conference rooms, restrooms and collaborative areas that customer used in the past 12 hours.</li> <li>6. Fill out the COVID-19 case's validation check list testifying each steps of the ERP are completed.</li> </ol>	
<b>Facility</b>	<ol style="list-style-type: none"> <li>1. Communicate immediately with the cleaning team and with the building landlord (if the site is in a shared building), then activate the <a href="#">COVID-19 disinfection protocol</a> for workstations and any other areas used by the infected person.</li> <li>2. The affected areas should be quarantined to prevent utilization by anyone, until disinfection is completed.</li> <li>3. Confirm disinfection is completed to the medical team and Customer PoC.</li> </ol>	<p>Customer PoC</p> <p>Medical Team</p> <p>Building landlord</p> <p>Local cleaning Team</p>



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**APPENDIX A**

- ❖ **Medical contact information:** [Medical@Cae.Com](mailto:Medical@Cae.Com)
- ❖ **Facility contact information**
- ❖ **Full list of Customers Point of Contact**  
Robert Nag for TSC Americas (Quebec)





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**Detailed information on document control**

<b>Responsible</b>	Jennyfer Valme
<b>Executive approval</b>	Pietro D’Ulisse
<b>Approval Core team</b>	Emilie Orhac Maryse Barbeau Laetitia Garcia Mike Bucking Christian Begue Danny Samra Clifford Watson Manon Lanteigne

**Historic of revisions**

<b>Date</b>	<b>Modified by</b>	<b>Changes description</b>
2020-08-12	Jennyfer Valme	New document
2020-09-02	Pietro D’Ulisse	Incorporated comments from PHAC (CAE Round 2 - PHAC Consolidated Comments) dated 2 <sup>nd</sup> September.
2020-11-27	Jennyfer Valme	Adjusted isolation location and transportation requirements, Change of Centre Leader for Montreal – Zoe to Laetitia and general improvements
2021-05-03	Jennyfer Valme	Further detailed CAE’s admittance protocol for granting access to the CAE facility for positive COVID-19 individual
2021-08-04	Sonya Ladouceur	Added information: protocols apply to all. Whether the infected person be fully vaccinated or not.
2021-08-23	Sonya Ladouceur	Added Quarantine Decision Process step to the ERPé