

Frequently Asked Questions (FAQ)

Last Updated: March 17, 2020 10:30am



Prevention & Response Measures – At Work

1. *What precautionary measures are we taking for ALL individuals accessing Canadian Natural sites?*

All individuals flying or driving to site follow the same pre-screening criteria as Canadian Natural employees.

2. *What are all the precautionary measures our charter airline companies (e.g. Canadian North) are taking in response to the coronavirus (COVID-19) outbreak?*

In addition to prescreening travelers by asking if they have traveled to, or been in close contact with anyone who traveled to the high risk locations, our charter airlines have adopted the same preventative cleaning measures that commercial airlines like WestJet and Air Canada has implemented. This includes increased frequency in cleaning and sanitization methods with specialized industrial cleaning products.

3. *What are all the precautionary measures our bussing providers are taking in response to the coronavirus (COVID-19) outbreak?*

Our bussing companies have already increased bus contact area wipe downs with anti-bacterial wipes.

4. *There are more people at site due to Turnaround at Albion. Are we screening at site in certain work areas more rigorously in addition to pre-screening, self-monitoring and cleaning?*

The Turnaround leadership team is pro-actively working on plans to address the additional manpower at site.

5. *What are the pre-screening measures for employees who drive to our field locations/sites?*

Employees who drive to site are pre-screened at the operations gate with the same questions and criteria as the travelers checking into flights to our thermal and mining locations. Should anyone traveling to site answer that they have either traveled through, or been in close contact with someone who has traveled through the high risk locations, they are turned away and advised to self-isolate at home for 14 days.

6. *Do we have additional cleaning coverage for shared spaces?*

We have significantly increased the cleaning and sanitization frequencies for:

- All camps and general meeting areas
- All aerodromes
- Oil Sands facilities and frequent use areas such as lunch rooms , learning and development centers
- Calgary and Field office locations

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7. *Who has access to my camp room? How are they screened?*

We increased the frequency of cleaning and sanitizing of common use areas and public washrooms. We enhanced the procedures for the cleaning and sanitizing of resident's rooms. Only authorized staff, maintenance workers and security personnel are permitted to enter guest rooms. All workers are pre-screened in the same manner and to the same standards as all workers at site.

8. *How have we adjusted the food prep/meal areas/self-serve food stations in camp locations to reduce exposures?*

At our larger work camps, food service contractors have increased the frequency of cleaning and sanitizing all food preparation and meal preparation areas using industry leading procedures and materials. These actions are as recommended by Alberta Public Health and are reviewed on a daily basis. Additionally, these enhanced measures are currently in place:

- Hand sanitizer upon entering the Dining room
- Additional spacing between the tables for more social distancing
- Take out containers/disposable cutlery for residents wanting the option of eating in their room
- Enhanced sanitizing in the dining room before, during and after meals
- Self-serve items being served or prepackaged
- Industry leading Food Safety and Sanitizing policies and procedures with regular monitoring by both the food service contractor and Canadian Natural

9. *Will Canadian Natural provide PPE for buses, flights and in camp?*

The company will continue to consult with public health officials, including Alberta Health Services. Should the risk of exposure change to a level requiring PPE, then the company will provide the necessary equipment to employees.

10. *Will we limit the number of people who need to be at our field locations/sites?*

We are constantly monitoring this situation. Each business area has plans in place to accommodate in response to this scenario. This would be communicated to staff, when needed.

11. *Could I be expected to work mandatory overtime to cover for people who are quarantined and can't come to work?*

Yes, this is a possibility. While mandating overtime is not something the Company prefers to do, when extenuating or emergency situations arise, this may be required.

12. *What do the travel restrictions mean for bringing in external vendors (e.g. training) to site?*

All non-essential business travel requires approval from Senior Vice-President. We strongly recommend that you defer these activities to a future date.