

Frequently Asked Questions (FAQ)

Last Updated: March 17, 2020 10:30am



Business Continuity

1. Now that the World Health Organization has classified COVID-19 as a pandemic, what happens now? How does this change Canadian Natural's plans?

- The Public Health Agency of Canada and provincial health authorities continue to assess the risk for the general population in Canada, including Alberta, BC, and Saskatchewan. To see the latest updates from public health officials on the outbreak of COVID-19, access the following links:
 - [Government of Canada](#)
 - [Alberta](#)
 - [British Columbia](#)
 - [Saskatchewan](#)
- This situation is dynamic and continually evolving which is why governments have taken strong action to slow the spread of COVID-19 through social distancing measures.
- Canadian Natural has pandemic preparedness plans in place that are continually being updated as this outbreak evolves. We are continuously monitoring the situation and enhancing preventative measures as necessary.

2. What are the key parts of Canadian Natural's plan?

- Emergency Response – First responder protocol with medically trained professionals that are current with Alberta Health Services COVID-19 protocols at Canadian Natural's Oil Sands Mining and Thermal Plant sites;
- Camp & Isolation Strategy – Protocols have been set-up on a site-by-site basis; and
- Business Continuity – Assessment of critical site-based personnel including service providers

3. Now that the Alberta and Saskatchewan Governments have prohibited student attendance at K to 12 schools and licensed day cares being closed, what does that mean for coming to work and/or my options for working since I need to stay at home?

For all staff until further notice:

- **Staff critical to maintaining safe, reliable operations will continue to report to work** at their designated Canadian Natural office or work-site. Leaders of every department have identified staff who are critical to our operations; however, if you have questions, please speak to your supervisor as soon as possible.
- We have **enabled flexible work hours and/or voluntary working from home for all other staff**. If you are working from home, we expect that you are in daily contact with your supervisor and are available during core business hours.

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4. What are the other circumstances where I need to self-isolate or should work from home?

Under specific circumstances, employees may be required to self-isolate or stay at home:

- Person returning from travel outside of Canada including those in close contact*
- Person with a confirmed case of COVID-19 including those in close contact*
- Person isn't feeling well or person who needs to look after children who aren't well
- Person with compromised immune system or an underlying medical condition

5. Why has Canadian Natural taken such extreme measures related to travel, self-isolation, external visitors and working from home?

- Canadian Natural is following the advice of public health officials. The Public Health Agency of Canada and provincial health authorities continue to assess the risk level for contracting COVID-19.
- Our Company has put in place comprehensive risk mitigation measures to maintain the health and safety of our employees in buildings and workplaces. It is important for us to support social distancing measures, which is a conscious effort to reduce contact between people and key to decreasing community transmission of the COVID-19 virus.

6. Does the company consider how many people who work here and fall within an 'at risk' category?

- We will continue to be diligent with company initiated prevention measures at our office and field locations. This includes following the Public Health Agency of Canada (PHAC) and Alberta Health Services guidelines and screening protocol.
- We have implemented health screening for site access at Albion, Horizon, Jackfish and Kirby, deferred non-essential business travel, and employee gatherings.
- The Public Health Agency of Canada and provincial health authorities continue to assess the risk for the general population in Canada, including Alberta, BC, and Saskatchewan. To see the latest updates from public health officials on the outbreak of COVID-19, access the following links:
 - [Government of Canada](#)
 - [Alberta](#)
 - [British Columbia](#)
 - [Saskatchewan](#)
- However, there is increased risk of more severe outcomes for Canadians:
 - aged 65 and over;
 - with compromised immune systems; and
 - with underlying medical conditions.

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7. *Is the Oil Sands Mining Emergency Operations Centre (EOC) activated? What level are we at?*

- It is not currently activated. The EOC may be activated in the event that an unforeseen situation or combination of circumstances results in the need for immediate actions

8. *Can we send Canadian Natural's communications to contractors who work at site?*

- Yes. You can forward the information to contractors at site.