



VIA Rail Canada – Procedure Crisis Management Plan / Pandemic - 06
Procedure for Managing Visitors at VIA Rail Facilities

Procedure owner:

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Safety & Environment

Effective date:

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1 OBJECTIVE

Provide guidelines and instructions for managing visitor access and presence in VIA Rail Canada Inc. facilities not accessible to the public to reduce the risk of person-to-person spread of an infectious agent (COVID-19).

2 SCOPE

This procedure shall apply:

- During a pandemic with an infectious agent as declared by the World Health Organization; or a health emergency as declared by a federal, provincial or municipal public health authority; and
- To all suppliers, subcontractors and partners, and those responsible for the relationship with them, who come to VIA Rail's facilities for the purpose of accessing them and conducting activities.

3 DEFINITIONS

VIA Rail Facilities

Facilities not accessible to the public, owned and operated and managed by VIA Rail Canada Inc. or where VIA Rail is a tenant and is responsible for its operation and management, including the head office, satellite offices, administrative offices (e.g. stations) and maintenance centres (including the site).

Essential services and activities

Services and activities essential to the sound management and maintenance of operations and facilities, including:

- Transportation of persons and related services, including the provision of food, fuel and equipment intended for railway operations;
- Maintenance and repair of rolling stock, including the provision of services to employees (food, health and safety items, etc.) and the supply of parts and equipment for the maintenance and repair of rolling stock;
- Maintenance and repair of railway infrastructure, including the supply of parts and equipment;
- Maintenance and repair of buildings providing railway operations, including stations and maintenance centres, including the supply of parts and equipment and maintenance and repair services;
- Any other activities that will enable VIA Rail to fully resume operations once the situation is restored, including rolling stock renovation projects

Visitors

Any person having to access VIA Rail's facilities, including suppliers, subcontractors and partners, but excluding VIA Rail employees, facility



owners and maintenance personnel hired by the owner when VIA Rail is a tenant.

Unauthorized visitors

- All visitors who come to VIA Rail's facilities for the purpose of accessing and carrying out activities and services other than those designated as essential; or
- All visitors who:
 - i. Have signs and symptoms associated with an infectious disease (COVID-19);
 - ii. Have been in contact with a person with signs and symptoms associated with or infected with an infectious disease (COVID-19);
 - iii. Travelled outside of Canada within the last 14 days;
 - iv. Are subject to a public health prescription.

Person responsible for the relationship with the visitor

- For visitors under contract with VIA Rail, employed within the business unit that is responsible for the management and execution of the contract (not the person in the procurement group who acts in a support capacity);
- For visitors not under contract with VIA Rail, the person responsible for the management and delivery of the visitor's mandate.
- Any member of the Organizational Management Committee (including chiefs and vice-presidents)

Property Manager

VIA Rail employee responsible for the facility' s management.

4 ROLES AND RESPONSIBILITIES

Security Guard, Station Agent, Property Manager

Observe and conduct a health check and authorize access to VIA Rail facilities in accordance with the requirements of this procedure.

Person responsible for the relationship with the visitor

- Manage visitors' access to VIA Rail facilities for visitors under their responsibility
- Communicate the requirements of this procedure to all visitors
- Identify authorized and unauthorized visitors

Visitors

- Present themselves at the checkpoint
- Submit to the health check and do not provide answers to the health check in a false or misleading manner
- Comply with VIA Rail and public health agency guidelines and recommendations.

5.1 Visitors' management and identification of authorized visitors

1. Persons responsible for the relationship with visitors must authorize access to VIA Rail facilities only for those visitors whose services and activities are essential.

Note: Access to VIA Rail facilities must not be permitted to any other visitor (unauthorized visitors).

2. Prior to a visit to VIA Rail facilities, persons responsible for the relationship with visitors must:
 - a. Identify authorized and unauthorized visitors under their responsibility.
 - b. Communicate to unauthorized visitors the requirements related to visits to VIA Rail facilities:
 - i. Postponement or cancellation of meetings
 - ii. Using Call or Video Conferencing
 - c. Communicate the requirements for visits to VIA Rail facilities to authorized visitors:
 - i. Communicate with the person responsible for the relationship with the visitor
 - ii. Complete the Health Check Form (form available in Appendix A)
 - iii. Remind the responsibility to not provide answers to the health check in a false or misleading manner
 - iv. Report to the checkpoint (for maintenance centres)
 - d. Provide a list of authorized visitors, including the name of the company, to the security agents at the maintenance centre gatehouses.
 - e. Ensuring sound management of the approval of authorized visitors (section 5.2)

5.2 Visitors Approval**For the Montreal and Toronto maintenance centres:**

1. Visitors must report to the security gate (checkpoint).

Note: A list of authorized visitors including the name of the company must first be transmitted to the security agent by the person responsible for the relationship with the supplier.

2. Before granting access to the site and facility, the security guard must provide the visitor with a Health Check Form (form available in Appendix A).
3. The visitor must complete the form by answering the following questions, making sure not to answer in a way that he or she knows is false or misleading:
 - a. Do you have a fever and a cough?
 - b. Do you have fever and breathing difficulties?
 - c. Have you travelled outside of Canada in the last 14 days?
 - d. Have you been in contact with a person infected with Covid-19?



- e. Are you subject to a provincial or local public health order preventing you from leaving your home?
4. Once completed, the visitor must sign the form and hand it to the security guard.
5. The security agent must authorize access as per the instructions in section 5.4 of this procedure.
6. The form must be kept at the security desk and forwarded to the manager of the facility at least once a week or when a visitor is suspected of not responding in good faith.


For all other VIA Rail facilities:

Visitors under the management of the firm Ainsworth

1. Ainsworth sends work tickets to suppliers for any repair or preventive maintenance work. These work tickets contain the following health questions:
 - a. Do you have a fever and a cough?
 - b. Do you have fever and breathing difficulties?
 - c. Have you travelled outside of Canada in the last 14 days?
 - d. Have you been in contact with a person infected with Covid-19?
 - e. Are you subject to a provincial or local public health order preventing you from leaving your home?
2. Suppliers are required to answer these questions before accessing VIA Rail properties. If one of the answers is "yes", the individual will not be permitted to enter the facility and must immediately inform his or her supervisor so that he or she can make other arrangements.

Other visitors

1. Prior to granting access to the site and facility, the person responsible for the relationship with the visitor must send a health check form to the visitor (form available in Appendix A).
2. The visitor must complete the form by answering the following questions, making sure not to answer in a way that he or she knows to be false or misleading:
 - a. Do you have a fever and a cough?
 - b. Do you have fever and breathing difficulties?
 - c. Have you travelled outside of Canada in the last 14 days?
 - d. Have you been in contact with a person infected with Covid-19?
 - e. Are you subject to a provincial or local public health order preventing you from leaving your home?
3. Once completed, the visitor must sign the form and return it to the person responsible for the relationship with the visitor.
4. the person responsible for the relationship with the visitor must authorize access according to the instructions in section 5.4 of this procedure.
5. The form must be retained and forwarded to the facility manager at least once a week.



Subcontractors with regular access to VIA facilities:

Subcontractors who have an access card to the facilities or who have a service contract (Examples: Garda, IT services, etc.) can be exempted from the systematic reception process at the facilities under certain conditions.

1. The employer is responsible for monitoring the state of health of its employees.
2. The person responsible for the relationship with the visitor(s) must be able to obtain a written report of the verification carried out by the visitor(s)' employer on a weekly basis.
3. The employer must ask the verification questions to its employees and record the answers in writing.

Subcontractors responsible for projects

1. When VIA Rail is not the prime contractor on a project, the prime contractor is responsible for ensuring that contractors comply with the guidelines established by public health.
2. Contractors are responsible for not contacting VIA Rail employees and must be self-sufficient in terms of health services.

5.3 Health measures reminder

1. At the time of the health check and access clearance, the security agent, station agent and property manager (if present on site) must remind the visitor to maintain a distance of more than 2 m when interacting with VIA Rail employees.
2. The visitor must also answer all questions at a minimum distance of 2 metres from the VIA Rail employee, the visitor being allowed access to VIA Rail facilities only after all questions have been successfully answered.
3. All visitors must comply with the health measures and recommendations issued by the Public Health Department and VIA Rail's requirements and procedures:
 - a. Wash hands with soap and water or alcohol-based hand sanitizer before entering the facility;
 - b. Maintain a distance of two metres at all times;
 - c. Wash hands frequently;
 - d. Sneeze inside elbow;
 - e. Avoid physical contact with objects that do not need to be handled.
4. Associated procedures:
 - a. Self-Isolation procedure
 - b. Hygiene and sanitation procedure
 - c. Physical distancing procedure
 - d. Procedure for wearing personal protective equipment in the event of a pandemic

5.4 Denial of Access to VIA Rail Facilities



1. The security guard, station agent and property manager will grant access to VIA Rail facilities to the visitor **only if the following 3 conditions are met:**
 - a. The visitor is an authorized visitor (in case of doubt, one should refer to the person responsible at VIA Rail for the relationship with this visitor).
 - b. The visitor has no signs and symptoms of a contagious respiratory illness.
 - c. The visitor answered "no" to each of the five (5) questions on the form.
2. The security guard, station agent and property manager must deny access to any visitor:
 - a. showing signs or symptoms of VIDOC-19, despite any responses that may have been provided by the visitor through the form.
 - b. does not meet the conditions set out in Section 5.4.1
 - c. for which the name or any other information on the ID is unclear or does not match the information on the visitor list provided in advance by the person responsible for the relationship with the visitor.
3. In the event that a visitor refuses to cooperate or is insistent, the security guard, station agent and property manager must contact the person responsible at VIA Rail for the relationship with the visitor.
4. In the event that a visitor refuses to cooperate or insists on doing so, which would lead to a situation of violence in the workplace (verbal or physical abuse), the station agent or property manager must contact VIA Rail's Security Operations Team (SOT) at 514-934-7159.

5.5 Management of information and denials of access

1. The security guard, station agent and property manager must give the forms to the property managers.
2. The property manager shall consolidate the completed forms and keep them in a directory.
3. If access is denied, the security officer, station agent and property manager must document on the form the reason for denying access, if applicable, before sending it to the property manager.

6 SUPPORTING DOCUMENTS

6.1 Appendices

The procedure is accompanied by the following appendices:

Appendix A: Health Check and Authorization Form for Visitors

Appendix B: Communication to persons responsible at VIA Rail for relationship with the visitor

6.2 Procedures

N/A

6.3 Resources



N/A

7 REFERENCES

S.O.

8 REQUESTS FOR INFORMATION

Questions regarding the interpretation of this procedure should be referred to the Safety & Environment service, at the attention of:

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9 APPROVAL AND AMENDMENT HISTORY

The person responsible for the instrument must review it once a year.

9.1 Approval

Procedure version 1.0 has been approved by the Safety & Environment service and is effective as of the following date:

Bruno Riendeau, Safety & Environment
Approving Authority

June 14, 2020
Date

9.2 Change History

Version	Description of the main changes	Effective Date
1.0	<i>New procedure</i>	May 14, 2020