

TERRAPURE COVID-19 RESPONSE

FAQ for Customers

April 22, 2020

BUSINESS CONTINUITY

Q. Is Terrapure deemed an essential service in all provinces that have issued lists of such services that are allowed to operate during emergency business closures?

Yes. The initial definition of essential services in all provinces that have issued such lists includes a number of elements related to waste management and environmental services. In many cases it also includes business that supply services to other essential businesses. As such, Terrapure is continuing to operate as an essential service. This applies to all entities doing business as Terrapure and operating under Terrapure's ownership, including, but not limited to, Revolution Environmental Solutions LP (and all other "Revolution" LPs), Envirosystems Inc., and Marine Clean Ltd.

Q. What is Terrapure doing to ensure its ability to continue to provide service to customers during this situation?

Terrapure is monitoring the development of the COVID-19 outbreak and actively managing the associated risks. This includes comprehensive business continuity planning for all operations and corporate functions, as well as extensive new environment, health and safety, hygiene and PPE protocols.

Our Pandemic Response Team (PRT) has been activated and this team of senior operations and functional support leaders is managing all elements of Terrapure's COVID-19 response, reporting regularly to our Executive Leadership Team. The PRT's scope includes business continuity planning, front-line operator exposure, health & safety, absentee management, customer and contractor management, travel and alternative work arrangements, research and communications.

Business continuity plans are in place for every Terrapure location to ensure we are able to continue to provide our essential services to you. These plans also take into consideration vendor organizations Terrapure relies on to conduct business to ensure they too are prepared to maintain business continuity.

At the same time, we expect our customers to be taking similar steps to prevent or contain the spread of viruses and respiratory disease. Because our employees often perform work on customer sites, we must do everything we can to ensure their health and safety outside of our locations as much as we are in our own workplaces.

Q. Are you able to share your business continuity or pandemic response plans with us (for particular operations)?

Yes, we're happy to provide copies of our corporate pandemic response policy or any of our business continuity plans upon request. Please contact your usual Terrapure representative to make a request.

ENVIRONMENT, HEALTH & SAFETY PROTOCOLS

Q. What is Terrapure doing to provide employees with access to necessary information to ensure they stay healthy and safe?

We are taking proactive measures to manage the risks associated with the current COVID-19 situation. This includes communication with our employees on good hygiene practices (both personal and environmental), updated PPE requirements, physical distancing guidelines, what to do if they are unwell, procedures for employees who may be exposed to the virus, and restrictions on business travel. We have also instituted work-from-home options for employees, where possible, and implemented a screening process for visitors to Terrapure sites.

Q. How do you ensure only healthy workers are being dispatched to customer sites? Please detail how this process is documented and tracked.

We have developed a comprehensive Employee Screening Process to ensure only healthy employees, who have not been in contact with anyone with COVID-19 or COVID-19 symptoms, come into work each day. Conversely, anyone with COVID-19, in contact with anyone with COVID-19 or showing symptoms is not permitted to come to a Terrapure location until they have received clearance from HR to return to work. We are tracking and documenting all of these cases within Human Resources.

Additionally, a number of our customers require us to complete their own questionnaires through contractor registries to obtain clearance to work on their sites.

Q. What measures has Terrapure put in place for field services work at customer sites to ensure health & safety and minimize the spread of virus?

Terrapure has put a number of standard operating procedures and protocols to ensure the health and safety of our employees who perform field services work at customer sites, as well as the customers with whom they interact. These include: physical distancing by sending employees to job sites in separate vehicles and maintaining proper distance of 2 metres whenever possible. Where work does not effectively allow for physical distancing, we have established greater PPE requirements. Additionally, our employees must practice extensive personal and environmental hygiene practices, such as frequent hand washing and cleaning of high-touch surfaces, and we are providing workers with proper sanitization materials, such as sprays, gels and wipes.

Q. What specific training is Terrapure providing to employees and how is it being conducted?

Terrapure has developed a number of standard operating procedures designed to ensure the health and safety of our employees and stop the spread of COVID-19. All employees have been trained on these procedures, which include: physical distancing; disinfecting equipment & vehicles; cleaning and disinfecting of workspaces; and safely removing and decontaminating contaminated PPE, among others.

Q. How are you communicating with your field services employees to keep them updated on the latest EH&S and PPE protocols?

We communicate extensively with all Terrapure employees – field services and facilities – through a number of means. Operations employees have regular safety meetings with their managers/supervisors to share the latest information and training in new SOPs. We have also established an internal website where all COVID-19-related materials are stored and updated as information changes.

Q. How are you handling paperwork and the need to sign and pass paper back and forth among employees, customers and vendors?

As much as possible, we are trying to eliminate the need for material signing. We have developed a new Authorized Representative for Hazardous and Non-Hazardous Waste Disposal Services letter, which is provided electronically to customers and can be returned electronically to allow them to authorize Terrapure to act as authorized representative to take appropriate actions and prepare and execute the necessary documents required for the transportation and disposal of hazardous and non-hazardous waste.

EMPLOYEE SCREENING PROCESS

Q. What pre-screening are you doing before Terrapure employees perform work on a customer's location?

We have developed a Screening Questionnaire for any employees who have been in contact with or cared for someone who has been diagnosed with COVID-19, who are currently being tested for COVID-19, or are currently experiencing symptoms associated with COVID-19. The use of this questionnaire will ensure anyone who poses a risk of exposure to COVID-19 is required to self-isolate and show no symptoms for at least 14 consecutive days prior to returning to work.

All employees nearing the end of their self-isolation must complete a "Return to Work Questionnaire" prior to their return to assess risk and potential exposure to COVID-19. Employees must be cleared by HR before returning to the workplace.

Q. What is your Screening procedure?

Terrapure has advised all our employees who feel unwell to stay home and, if they have symptoms associated with the COVID-19 Coronavirus, to contact their provincial public health authority, as well as their managers and HR. Everyone is also asked to contact their HR Advisor and stay home if they have come in contact with someone who has been confirmed as having COVID-19 or is currently being tested for COVID-19.

The following details illustrate how we are approaching various situations with our employees:

For confirmed COVID-19 case (or employees showing flu-like symptoms):

1. Ensure employees stay at home and isolate until their provincial public health authority advises them they are no longer at risk, and based on recommendations from our third-party disability adjudicator.
2. Employee is requested to contact their respective provincial public health authority and follow their instructions for isolation.

3. Communicate with HR and their manager to determine a plan to return to work once the employee has fully recovered and received clearance from their provincial public health authority and our third-party disability adjudicator.
4. Employee must complete a Return to Work Questionnaire before receiving clearance to return to work.

For employees with close contact with a confirmed or probable COVID-19 patient:

1. Ensure employees stay at home and self-isolate and monitor themselves for symptoms, even if mild, for 14 days.
2. If employee develops any COVID-19 related symptoms, they are requested to contact their respective provincial public health authority and follow their instructions for isolation.
3. Ensure the employee has been symptom free for at least 14 consecutive days before returning to the workplace.
4. Employee must complete a Return to Work Questionnaire before receiving clearance to return to work.

For employees who travelled internationally or domestically in NFLD, NB, NS in the past 14 days:

1. Employees who have travelled internationally or domestically in NFLD, NB, NS in the past 14 days are to stay at home and self-isolate for 14 days.
2. Employees are to stay at home and monitor themselves for symptoms, even if mild.
3. If employee develops any COVID-19 related symptoms, they are requested to contact their respective provincial public health authority and follow their instructions for isolation.
4. Ensure the employee has been symptom free for at least 14 consecutive days since their return from travel before returning to work.
5. Employee must complete a Return to Work Questionnaire before receiving clearance to return to work.

We've also created a COVID-19 Screening Questionnaire to be filled out by all visitors to Terrapure facilities.

TRAVEL RESTRICTIONS

Q. Has Terrapure imposed any travel restrictions?

Yes. We have restricted all business travel (land, sea or air) except that which is directly related to ensuring business continuity. This includes all international travel, regardless of destination, and any conference-related travel. Travel necessary for business continuity must be approved by a company executive.

Additionally, we have asked all employees who have travelled internationally to complete a "Screening Questionnaire" to assess risk and potential exposure to COVID-19. All employees returning from international travel must not return to the workplace and must self-isolate for a period of 14 days. Employees must be symptom free for at least 14 consecutive days before returning to the workplace.

Employees from Newfoundland, New Brunswick, and Nova Scotia, who have travelled domestically, are also required to complete a "Screening Questionnaire". All employees from these provinces returning from domestic travel must not return to the workplace and must self-isolate for a period of 14 days.

All employees nearing the end of their self-isolation must complete a "Return to Work Questionnaire" prior to their return to assess risk and potential exposure to COVID-19. Employees must be cleared by HR before returning to the workplace.

FUTURE UPDATES

Q. How will you keep customers updated regarding changes to your plan?

Obviously, the situation is evolving rapidly and we are relying on guidance from credible sources, such as the Public Health Authority of Canada and the World Health Organization, to inform our response. As Terrapure's response plan changes, we will advise customers directly, as well as through a page accessible through a link on the homepage of our website at <https://www.terrapureenv.com/terrapure-covid-19-updates/>. That page is also accessible by visiting any of our social media channels on Facebook, LinkedIn and Twitter.