



## Client Update: COVID-19 Business Continuity

As all of us adjust to the current environment surrounding COVID-19 we want to ensure we keep our valued clients updated on how Archipelago is managing our staff, our business and our commitment to you during these uncertain times.

We have set our primary goal to keep our staff and their families safe and healthy and with that goal as our focus, we are adapting our business processes accordingly. We are proud to say that we already had a lot of protocols in place for dealing with a significant business interruption like COVID-19, but like so many businesses, the speed at which we have been forced to adjust has been challenging.

We have the majority of our staff working remotely and for those that are unable to, they are managing their health and safety by following protocols set out by our local health agencies. A large component of our business involves being in close contact on vessels or on the dock, so at times it can be difficult, but our staff are doing a great job to be flexible to all your needs and requirements while staying safe.

**At this time, it is business as usual for Archipelago with respect to supporting our clients with all their monitoring and reporting needs in the fisheries we support across the globe.**

We are proud to be an important part of the seafood supply chain in the markets we serve and will endeavor to deliver our services with minimal interruptions to ensure these food chains stay open and active during these challenging times. We are monitoring all aspects of our business constantly and making adjustments as needed to keep the doors open and support all of you and your businesses.

For any specific questions relating to the work we do for you or your members, continue to reach out directly to your contacts within Archipelago. Our head office phone line is still active and being answered during regular business hours and at (250) 383-4535. We have activated an email address that flows directly to our leadership team if you have immediate concerns or needs that require urgent attention. It is [cv19@archipelago.ca](mailto:cv19@archipelago.ca). Please utilize this channel if you have exhausted all other communication options.

We will continue to work with our local health agencies, our team members and our industry partners in the coming days to ensure we are able to provide services to all of you in a safe and healthy manner. If any changes occur, we will continue to update our website, social media and all members of our leadership team so you can get up to date information and make informed decisions about your operations.

We look forward to working together to push through this crisis and are thankful to all our clients for putting their trust in Archipelago for all these years, especially during challenging times like today.

Stay safe and stay healthy.

Gord Snell  
President and CEO

# What Are We Doing to Keep Our Staff and Clients Safe?

## In Our Offices

- In order to reduce the number of people in our offices, we have implemented more work-from-home arrangements and expanded the use of virtual meetings for our teams and clients.
- Plexi-glass barriers have been installed in office reception areas where possible.
- Separate payment and document tables for clients that are disinfected and wiped down after use.
- Social distancing guidance such as maintaining a two-metre distance to anyone else, minimizing movement within the office, avoiding physical contact, and encouraging the use of technology for meetings has been provided to all office team members.
- Common areas such as kitchens, bathrooms, hallway and stairwell protocols have been determined and communicated.
- Personal protective equipment such disposable gloves, reusable and disposable face masks, disinfecting wipes /sprays and hand sanitizer are available for team members as needed.

## Effective Cleaning and Hygiene Practices Implemented

- Additional cleaning and sanitizing of high touch areas such as door handles and washrooms.
- Installation of additional hand sanitizer stations as necessary.
- Good hygiene practices have been communicated and are posted throughout our offices.
- Sick protocol that follow the Provincial and State health officer guidelines.
- We ask that our team members do not share computer peripherals, food or mobile phones.

## Meeting Protocols

- Limiting in person meetings and encouraging virtual meetings.
- Conference and workshop attendance by all staff are on hold.
- Ensuring out of office business meetings follow safety protocols and only occur when vital.
- In-office lunches schedules ensure no more than 1 person is in the lunchroom at any time.

## Team Members and Travel

- Essential business travel only by approval.
- Self-isolation protocol for international and inter-provincial travel is in place.

## Field Work and Team Members

- All field work programs have specific plans and protocols to limit exposure and contact.
- Additional PPE's provided to field staff.
- Face shields provided to First Aid Attendants.

The health and well-being of our team members, clients, and all our families continue to be a priority as we navigate through these unprecedented times. We continue to assess and adjust our actions within each office and community to reflect the local COVID-19 situation.