



RESOURCES

COVID-19

QUEBEC

BACK TO BUSINESS KIT

IN THIS KIT, YOU'LL FIND:

- Best practices
- FAQ
- Templates
- Posters
- *And much more!*



CFIB

CANADIAN FEDERATION
OF INDEPENDENT BUSINESS

In business for your business™

6 WAYS CFIB can help you get back to business!

CFIB has a proven track record of helping members through difficult times like floods and fires—we are committed to doing the same during the COVID-19 pandemic and as businesses get back to business. Your health, your employees' health, and your business's health are our #1 priority.

As provinces reopen their economies, we've put together information and tools to help you to get back to business.

1. FIGHTING FOR MORE GOVERNMENT SUPPORT

We're pushing governments to provide more relief measures for small businesses during the COVID-19 outbreak and as businesses reopen.

We will continue to ask governments to:

- Expand the qualifying criteria for many small businesses that have fallen between the cracks of government programs.
- Monitor CECRA, the rent/mortgage relief program for SMEs, to ensure fairness and participation.
- Extend current program timelines to ensure businesses have the support they need for as long as they need it.
- Introduce additional support measures to help SMEs through the recovery period.

See the most recent measures governments have put in place to support small business at cfib.ca/covid19#govt.



CFIB.CA/COVIDPETITION



As we push governments to support businesses, make your voice heard: sign our petition at cfib.ca/covidpetition.

2. BEST PRACTICES FOR GETTING BACK TO WORK

As provinces reopen sectors of their economies, it is important you ensure that you follow best practices for health and safety to keep your workplace clean and your employees and customers safe.

Some provinces may have stricter requirements than the guidelines below.

CONTACT OUR
BUSINESS HELPLINE
TO LEARN MORE



1-888-234-2232
CFIB@CFIB.CA

BUSINESS OPERATION RECOMMENDATIONS

BUSINESS

- ☐ Keep informed of the provincial government announcements as to when your business can open.
- ☐ Ensure your business continues to follow regular employment standards and occupational health and safety compliance rules; please refer to your CFIB compliance checklist (in the appendix of this kit).
- ☐ Before returning to work, walk through your business to inspect/assess areas of risk of transmission in the workplace. This may require speaking to your Public Health authority.
- ☐ Consider changes to employee schedules to reduce the risk of transmission in the workplace such as allowing employees to work from home or creating a rotating schedule to avoid having all employees back at the same time.
- ☐ Assess business tasks to determine if you can minimize or eliminate ones that are not essential.
- ☐ Keep employee contact information updated regularly.
- ☐ Document your financial transactions, employee pay/attendance and all deferral/payment agreements.
- ☐ Understand symptoms: although there are a range of symptoms, the common signs are fever, cough, difficulty breathing and fatigue.
- ☐ Create a process on how customers will pick up orders/how orders will be delivered.
- ☐ Improve air circulation in the workplace.



2. BEST PRACTICES FOR GETTING BACK TO WORK CONT'D

BUSINESS OPERATION RECOMMENDATIONS CONT'D

CUSTOMERS

- ☐ If you are able, provide additional options for customer purchases, such as online or telephone ordering, delivery or curbside pickup.
- ☐ Consider cash-alternatives for collecting payments such as debit, credit and e-transfer.
- ☐ Mark physical distancing on the floor or assign staff to ensure physical distancing of 2 meters (6 feet).
- ☐ Minimize the number of people in the workplace.
- ☐ Restrict customer use of re-usable bags or containers.
- ☐ Post signage for best hygiene practices around the store or at the cash register.
- ☐ Communicate with your customers regularly to let them know what you are up to.
- ☐ Think about social media platforms that you can join to grow your customer base.



2. BEST PRACTICES FOR GETTING BACK TO WORK CONT'D

BUSINESS OPERATION RECOMMENDATIONS CONT'D

EMPLOYEES

- ☐ Plan which protective measures you will implement and communicate them to your employees. Encourage your employees to provide feedback on the measures to help determine the impact on their operations.
- ☐ Consider what technological changes can be made in the workplace such as a project management software or a time tracking software.
- ☐ Provide business updates to your employees 2 times a week to keep them posted on the ever-changing situation.
- ☐ Consider the methods of communication available to you and your employees and evaluate if they meet your needs.
- ☐ Educate your employees on the new policies put into place to reduce risk of transmission and contamination in the workplace.
- ☐ Ensure you follow the health and safety representative and committee guidelines, as per your provincial government requirements.
- ☐ Ensure you have hand sanitizer, soap and paper towel available, especially for employees that have in-person contact with customers.
- ☐ If your employees have any health-related concerns or recommendations, they should be encouraged to speak to their supervisor, and/or health and safety rep/committee.
- ☐ Remind employees of good hygiene practices such as hand washing and not touching their face.
- ☐ Mandate physical distancing of 2 meters (6 feet) during breaks or workplace interactions wherever possible.
- ☐ Limit in-person staff or external meetings as much as possible. Consider online and phone calls as alternatives.
- ☐ Consider installing barriers between employees and customers, such as plexi-glass or wearable employee reminder signs to physical distance.
- ☐ Train your employees on how to keep workstations clean and disinfect equipment. Areas with high traffic, such as cash registers, should be disinfected frequently throughout the day.
- ☐ Sanitize communal spaces like washrooms, entrances and counters that are frequently used.
- ☐ If you are able, provide a phone sanitizing station or cleaning wipes for this purpose.
- ☐ Postpone visits that are not essential to your business operations.
- ☐ If you are using personal protective equipment (masks, face shields, etc.), train your employees on how to use it properly.

3. ANSWERS TO YOUR QUESTIONS



How do I recall my employees back to work?

What if they refuse to come back?

What compliance issues and provincial standards do I need to follow as I reopen my business?

Every province has its own legislative requirements and recommendations that must be followed when reopening businesses, otherwise you could be fined. Not knowing could cost you!

We created a special Quebec FAQ for everything you need to know when it comes to reopening your business.



READ QUEBEC REOPENING FAQ

ONLINE COVID-19 FAQs

We are continuing to provide comprehensive answers to all your COVID-19 questions based on the latest information. Use our general FAQ to find information on:

- Government relief measures
- Your rights and obligations as an employer
- Which businesses have been deemed essential and non-essential
- Your employees' rights
- Prevention measures



Visit cfib.ca/covid19 for the full list of questions and answers.

**CONTACT OUR BUSINESS HELPLINE
FOR MORE ANSWERS TO YOUR QUESTIONS**



**1-888-234-2232
CFIB@CFIB.CA**

4. TEMPLATES THAT HELP GET YOUR BUSINESS BACK ON TRACK

Download our customizable templates to easily put policies in place that keep your employees, customers and business safe.

OUR TEMPLATES INCLUDE:

Quebec COVID-19 Operational Plan

While Quebec does not require an operational plan, putting COVID-19 health and safety protocols and practices in place will help keep your business safe. We've put together an operational plan that will help you keep track of everything in one place.



**DOWNLOAD YOUR PROVINCIAL
OPERATIONAL PLAN TEMPLATE**

Calling your employees back to work letter

As you prepare to reopen your business, recalling any staff from layoff will be your top priority. Use this template to let your employees know how they will come back to work.

"We're open" poster

Show your customers that your business is open and invite them to follow health guidelines. Find a copy of this poster in your kit.

CECRA request letters

Invite your landlord or renter to participate in the Canada Emergency Commercial Rental Assistance Program.

Notice to visitors

If you welcome visitors in your business, you might want to remind them to follow the safety measures you've put in place. This sign can help you communicate your expectations clearly and stop unsafe behaviour at the door.

Emergency preparedness

Emergencies can happen at any time. Our five-step checklist will help you identify risks to your business and make an emergency plan to deal with them—including the coronavirus pandemic.

Sick policy

Having an attendance or sick policy is a best practice at any time. It lets your employees know their rights and responsibilities regarding time off for sickness, reducing confusion and frustration.



Download all our templates at
cfib.ca/covidtemplates.

5. OUR BUSINESS HELPLINE— REAL PEOPLE, REAL ANSWERS

Speak with an expert about interpreting both the required and recommended steps to reopen your business. Make sure you're compliant to avoid a fine!

For example:

- *Every province has its own health and safety requirements which govern various sectors and industries. Be prepared to implement these as you reopen your business.*
- *The Federal government introduced many relief programs to help SMEs. Which program(s) is your business eligible for?*
- *Many provincial governments have initiated relief measures aimed at helping businesses defer taxes and reduce operating costs. Which ones are available to your business?*

With counsellors in every province, the answers are a quick phone call away!

OUR BUSINESS COUNSELLORS CAN HELP!

Since the COVID-19 crisis began, we have answered more than 20,000 calls from business owners looking for help with HR and access or advice on the federal and provincial programs designed to help.

**CONTACT OUR BUSINESS HELPLINE
FOR MORE ANSWERS TO YOUR QUESTIONS**



**1-888-234-2232
CFIB@CFIB.CA**

6. GOOD PROTECTION IS GOOD BUSINESS

LOOKING TO BUY OR SELL PERSONAL PROTECTIVE EQUIPMENT? JOIN OUR “PPES FOR SMES” GROUP

As governments start to lift restrictions and reopen the economy, access to personal protective equipment (PPE) is one of independent business owners' top concerns, according to our members.

To help you reopen your business safely, we built a Facebook group to connect you directly with other businesses looking to buy or sell PPE.

FOR BUYERS

You can see all the offers from providers and contact the one that suits your needs.

FOR SELLERS

Post your offer using our clear, easy-to-use template to ensure buyers can both find you and contact you.

Don't have a Facebook account?

You can set one up in less than a minute using any email address or mobile phone number.

Alternatively, you can email us at ppe@cfib.ca for support.



Some provinces are also making information about accessing PPE available. Visit cfib.ca/covid19#ppe to learn more.

APPENDIX

INCLUDING:

- “We are open” poster
- Regular compliance checklist

COME IN, WE ARE



WELCOME BACK!

Your health and safety is our #1 priority.

We're committed to:

- Cleaning and disinfecting surfaces in high traffic areas regularly.
- Frequent handwashing for employees.
- Offering contactless debit/credit.
- Following provincial guidelines.



OUR NEW HOURS:

Thanks for dropping by! If we're at capacity, try visiting us online or give us a call to arrange pickup or delivery



VISIT US ONLINE at

OR **CALL US AT**



HELP US KEEP OUR BUSINESS SAFE.

Stay 2m apart from other customers and cough into your elbow.

Join us in creating a COVID-19 free community!

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IS YOUR BUSINESS AT RISK?

Managing a business entails many challenges – and you might not have the time to follow the details of all the regulatory changes that are taking place. **CFIB is keeping a close eye on these changes for you!**

Here are some of the amendments made to the legislation that governs your business. Take a good look so you can avoid needless fines and penalties!

➤ LABOUR STANDARDS: THE LAW HAS CHANGED!

As an employer, you have to deal with the provisions of the *Act regulating labour standards* on a daily basis. How familiar are you with the changes the government has made to the Act?

- Payment for your employees' days of absence (due to illness, family obligations, birth, death)
- Your employees' right to refuse to work
- Number of weeks of annual vacation
- Psychological and sexual harassment at work
- Rights of victims of domestic or sexual violence
- Vacation pay for seasonal workers
- Staggered working hours
- Personnel placement agency operating licences (*date to be determined*)



Learn more about what has changed in the *Act regulating labour standards*.

Visit our site at cfib.ca/labourstandards or talk with your CFIB counsellor.

➤ TOBACCO CONTROL ACT: HOW WELL DO YOU KNOW THE 9-METRE RULE?

Keep these points in mind to avoid fines and penalties:

- Smoking is now prohibited within a 9-metre radius of any building entrance or air vent, including emergency exits.
- If the distance from the entrance to the sidewalk (i.e. the edge of your property) is less than 9 metres, your employees and customers can smoke there.
- As an employer, you are required to install a sign at all entrances saying that smoking is prohibited within a 9-metre radius.
- The same rules apply to cigarettes, e-cigarettes, cigars, pipes and cannabis.

Caution! It is not a good idea to leave ashtrays inside the no-smoking zone because employees and customers will be tempted to use them. An inspector might then assume that you are allowing people to smoke within 9 metres of your business – and issue you a fine.



Questions?

Visit cfib.ca/tobacco or contact your CFIB counsellor.

➤ PAY EQUITY: IMPORTANT CHANGES

If your business has 10 employees or more, you are likely subject to the *Pay Equity Act*. Significant changes to the maintenance audit required by this law came into effect on April 10, 2019:

- **Correction of wage gaps and payment of adjustments**
During your pay equity maintenance audit, you now need to identify the date of the event that created or changed the difference in compensation between two job classes. Adjustments are paid from this date.
- **Employee participation process**
You are required to institute an employee participation process if:
 - you implemented such a process during your last maintenance audit
 - your company is unionizedContact us to find out exactly what is involved in this process.
- **Complaints process**
There is now a prescribed form that must be used by employees wishing to file a complaint with the CNESST.



Make sure you're in good standing!

Visit cfib.ca/payequity or contact your CFIB counsellor.



If you began your maintenance audit exercise on April 10, 2019 but have not completed it:
Contact us right away; we will tell you all you need to know to avoid complaints.

ESSENTIAL TOOLS FOR YOUR BUSINESS

Here are a few customized tools that will facilitate your human resources management operations:

- ☐ **Psychological and Sexual Harassment Prevention Policy**
Mandatory for all businesses as of January 1, 2019
- ☐ **Employee Handbook**
Easily adaptable for your company's specific requirements
- ☐ **Workplace Drug, Alcohol and Medication Policy**
An indispensable tool – now that cannabis legislation has come into effect

Request your copy today!

Your CFIB counsellor will help you adapt each tool to suit your specific business needs and guide you through the implementation stage.



 **Get in touch.**
We're here to help.

Any questions? Call our business counsellors today.

1-888-234-2232.

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CORONAVIRUS (COVID-19)

Preventive measures for workers

PHYSICAL DISTANCING APPLIES TO EVERYONE:

← 2 m →



At work, from start to finish



During lunch and breaks



Use appropriate technology
to limit physical contact



Avoid direct contact for
greetings — use alternative
methods instead

SO DOES HYGIENE:



Wash your hands
regularly for 20 seconds



Sneeze and cough into
your elbow



Discard tissues
immediately after use



Do not share tools, or
disinfect them after use

EMPLOYERS MUST:



Arrange work so that people
can maintain a physical
distance of 2 metres



Regularly clean surfaces
that are frequently touched



Provide access to soap
and water

COVID-19 Hotline:

1-877-644-4545

To contact a CNESST inspector:

1-844-838-0808

Workplace Sanitary Standards Guide – COVID-19

OHS is everyone's business!



The purpose of this guide is to support the workplaces for management of OHS in their work environment. The proposed measures must be adapted by the different sectors to their specific conditions to guarantee that operations can resume or continue under the safest and healthiest possible conditions in the context of COVID-19.

In a crisis period, it is important that workers, employers and other players in the workplace collaborate to have healthy and safe work environments for all! Dialogue and cooperation are essential to achieve this.




Management of occupational health and safety

Management means implementing the necessary measures to honour the employer's legal obligations, namely identify, correct and control the risks and encourage the workers' participation in this preventive approach.

Good cooperation between the employer and the personnel, including the members of the health and safety committee, as applicable, is crucial to promoting management of OHS. The workers' representatives, particularly the members of the health and safety committee, as well as the prevention representatives, as applicable, can help identify everyday risky situations, evaluate the real feasibility of the actions envisioned, encourage their implementation and anticipate practical questions. They can also participate in dissemination of the information to their co-workers. When a health and safety committee is present, it would be expedient to analyzing the possibility of adjusting the frequency of the meetings to the context of the work environment.

It is also important to inform **the suppliers, subcontractors, partners and customers** of the measures implemented in relation to COVID-19 and the importance of compliance with these measures, and to solicit their cooperation.



The result of the preventive approach allows proactive intervention so as to plan a safe resumption of operations while honouring the legal obligations. This also allows updating of the prevention program, as needed.

After identifying the risks related to contamination in the context of COVID-19 in your work environment, it is important to **implement the preventive measures recommended by the public health authorities and the occupational health and safety experts.**

When the preventive measures are chosen and implemented, it must be ensured that they remain in place and effective. This is called “permanency of corrective action”. In addition to applying the preventive measures specific to COVID-19, the employer must also consider the other risks related to his usual operations, new operations and ad hoc operations (e.g. work reorganization, restoration of machines to operation, maintenance, verifications).

To propose specific tools to identify the risks and the preventive and control measures in the context of COVID-19, the CNESST has provided quick references to support the work environments in the management of occupational health and safety.

Biological risk: COVID-19



Transmission mode

Coronaviruses usually infect the nose, throat and lungs. They are spread most often by droplets from an infected person, whether symptomatic or not, when this person coughs or sneezes, for example. They can also be spread by infected hands. Thus, touching your mouth, nose or eyes after having been in contact with an infected person or a contaminated surface is a way of developing COVID-19.

In general, coronaviruses do not survive long on objects. They will last a few hours on inert objects with dry surfaces and a few days on inert objects with moist surfaces.



Preventive measures

The employer must **proceed with identification of the risks of transmission of COVID-19 in the work environment.** If the risks of contamination cannot be eliminated, the employer must seek to reduce and control them. The employer must identify the tasks during which workers may be exposed to the virus.

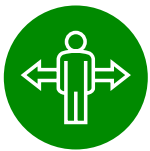
Preventive measures may be applied to reduce the risks of transmission of COVID-19. They are based on the principles of exclusion of symptomatic persons from the workplace, physical distancing, hand washing, respiratory etiquette and maintenance of hygiene measures for the tools, equipment and frequently touched surfaces.



Exclusion of symptomatic workers from the workplace

Persons exhibiting symptoms are part of the COVID-19 transmission chain in the workplace. Procedures accounting for the following factors can avoid transmission of the disease:

- Identification of workers with COVID-19 symptoms before they enter the workplace.
For example:
 - a questionnaire,
 - a self-evaluation by the workers;
- Isolation in a room of a worker who starts feeling symptoms in the workplace, wearing a procedure mask and reporting to 1-877-644-4545.



Physical distancing

- Whenever possible, a minimum of 2 metres of distancing between people must be maintained at work, from arrival to departure;
- This distance must also be maintained during breaks and lunch hour;
- Handshakes and hugs must be avoided.

Adjustments that must be made to limit the risk of transmission when the principles of physical distancing cannot be respected:

- Use of technological means (telework);
- Installation of physical barriers (transparent full partitions) between different workstations when they are too close or cannot be spaced;
- Organization of work methods. For example:
 - prefer teams that are as small and stable as possible,
 - reduce the number of workers and job rotation,
 - if applicable, do not hold meetings that require a physical gathering,
 - avoid sharing objects,
 - limits outings and trips to those strictly necessary;
- Personal protective equipment adapted to the risk is supplied:
 - respiratory protection,
 - protective glasses,
 - visor,
 - gloves.



Hand washing

Frequent hand washing with lukewarm water and soap or with a 60% hydroalcoholic solution for at least 20 seconds limits the risks of transmission in the work environment, especially:

- before touching the face (eyes, nose, mouth);
- after coughing, sneezing or wiping the nose;
- before and after eating;
- after handling something that is frequently touched.



Respiratory etiquette

Respecting respiratory etiquette consists of:

- covering your mouth and nose when you cough or sneeze, and using tissues or the crook of your elbow;
- using single-use tissues;
- immediately discarding used tissues in the trash can;
- frequent hand washing;
- not touching your mouth or eyes with your gloved or bare hands.



Maintenance of hygiene measures for tools, equipment and frequently touched surfaces

Given that the virus responsible for COVID-19 can survive on surfaces, application of hygiene measures is essential.

- Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;
- Clean the sanitary facilities at least every shift and disinfect them daily;
- Clean the meal areas before each meal and disinfect them daily. For example:
 - the refrigerator door handle,
 - chair backs,
 - microwaves;
- Clean the frequently touched surfaces at least every shift and when they are visibly soiled. For example:
 - tables,
 - counters,
 - doorknobs,
 - faucets,
 - toilets,
 - telephones,
 - computer accessories;

- Clean the tools and equipment used after every shift or when they must be shared;
- Use the appropriate cleaning products or disinfectants (see the manufacturer's recommendations and do not mix cleansers);
- Remove non-essential objects (magazines, newspapers and knickknacks) from the common areas.

Resources are available online for more information concerning [cleaning of surfaces](#) or the [recommended disinfectants](#).



Work-Related Psychosocial Risks

The COVID-19 context can be a major stress factor, whether for the employer or for the workers, suppliers, subcontractors, partners and customers, due to the upheaval it causes in the different spheres of society. Special attention must therefore be paid to the psychosocial health of personnel.

In the current context, the employer must pay special attention to [cyberharassment](#), especially if part of the team is engaged in telework. It is also important to define the expected behaviours and the behaviours that are deemed inappropriate, such as incivility, including digital incivility and in the work environment, on the part of everyone found there.

Furthermore, any form of violence between individuals (co-workers, hierarchical superiors, subordinates) must not be tolerated, even if it comes from outside the organization (customers, users, suppliers, subcontractors). The employer is invited to post this information and inform the personnel.

The work climate is crucial and, in the specific context of the pandemic, special attention must be paid to keeping it healthy. Harmonious relations among the employer, the workers and the customers are very important. For example, the employer could **create means of discussion to promote social support**, especially if the tasks are performed by telework. Furthermore, the employer is invited to welcome the concerns of the members of its personnel respectfully. The employers should encourage the workers to present them with the problems they may encounter so that they implement family-work reconciliation measures, if possible.

It is important to be able to rapidly detect people who will be more specifically affected by the psychosocial risks of the pandemic. There are four categories of signs and symptoms of psychological distress: physical, cognitive, emotional and behavioural. To be significant, these symptoms must be accompanied by a change of habits and behaviours. New hires, reassignment of workers, stress and fatigue caused by this unusual situation may necessitate special measures. In case of psychological distress, it is important to direct these persons to the employee assistance program (EAP) or other supporting resources.

The implementation of various preventive measures in the work environment and good communication of information will allow the employer to respond to the concerns of each individual and thus reassure the workers and reduce their anxiety.



Legal obligations

The legal obligations in occupational health and safety, both for the employer and the workers, must be applied in the context of COVID-19. Here is a summary.

Employer

Every employer has the obligation to protect the health and ensure the safety and physical well-being of their workers. The [*Act respecting occupational health and safety*](#) (AOHS) requires every employer to take the necessary measures to achieve this ([section 51](#)). To do this, the employer, in particular, must implement methods for the identification, correction and control of risks.

In the context of COVID-19, the employer must ensure that the preventive measures usually implemented are always adapted. Otherwise, he must modify them to protect the workers against the risks of contamination.

The employer must also inform the workers about the risks related to their work, including those related to COVID-19. The employer must also assure the workers of the appropriate training, supervision and coaching so that everyone has the skills and knowledge required to perform the work assigned to them safely.

Worker

Every worker has the obligation to protect their health, safety or physical well-being, and to ensure that they do not endanger the health, safety or physical well-being of other persons found in the workplace ([section 49](#) of the AOHS). To do this, they must comply with the rules and measures implemented in the context of COVID-19 on the same basis as the other rules applied in the work environment. The workers must also participate in the identification and elimination of risks. If they see risks or have suggestions in this regard, they must inform the health and safety committee (if there is one), their superior or a representative of the employer.

The guide and the kit result from a reflective process intended to support the work environments in management of occupational health and safety in the context of COVID-19. The project is scalable and will harmonize with the preventive measures order by the public health authorities.

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