



Coronavirus Update

AltaGas continues to monitor developments regarding novel Coronavirus (COVID-19) and we are providing this update for employees as part of our ongoing effort to keep you informed. This remains an evolving public health situation and we are following the guidance of governmental officials in both Canada and the United States as we work to continue to operate our business and serve our customers. AltaGas is taking a proactive approach to further safeguard our employees and their families from virus exposure and to ensure the resiliency of our overall workforce.

We also want to encourage all employees to rely on credible government sources for information related to this public health situation. Both the [U.S. Centers for Disease Control and Prevention](#) and the [World Health Organization](#) have excellent resources available for you. In addition, we have posted [this video](#) which provides a good overview of how the virus operates.

Business Operations Updates

AltaGas has implemented the following policies and procedures, effectively immediately:

1. All business air travel is restricted and reserved for business-critical activities and only with the appropriate EVP approval. This applies to all travel that is currently scheduled or planned. Please work with your teams to update travel plans accordingly. Please work with your leader to determine what, if any, planned travel is deemed business critical.
2. Personal vacation travel to locations with known COVID-19 cases should be reported to your leader and/or HR representative, who will assist you in assessing whether a period of remote work is warranted upon your return. Please work with your leader or HR partner.
3. Third-party meetings with external associates, consultants and contractors should be scrutinized and, whenever practical, be completed through technology such as video conference or telephone. This applies to both hosted meetings and AltaGas employees going to third-party locations.

4. Avoid meeting in large, congested groups and utilize technology whenever practical to minimize exposure.
5. Where possible, laptops should be taken home each night to support remote work capabilities.

Tips for Utility Employees who Interact with Customers

We are continuing to monitor industry best practices in accordance with guidance from governmental health agencies to formulate an ongoing plan that protects the health and safety of our workforce and our customers. We recognize that we will continue to have the need to enter customers' homes and businesses for service-related reasons. As a result, we are taking the following steps at this time:

1. Recommending social distancing of approximately 6-feet from customers.
2. Wearing disposable gloves at each job site that are disposed of following the completion of the call.
3. Wash your hands or use hand sanitizer before and after a service call or customer interaction.
4. Consult with your supervisor if you believe additional precautions may be needed on a case by case basis.

General Guidance for Employees

As we have previously shared with you, practicing good personal hygiene is imperative to stopping the spread of viruses like COVID-19 and the flu.

1. Avoid personal contact (including handshakes and sharing items)
2. Wash and disinfect your hands regularly
3. Avoid touching your mouth, nose and eyes
4. Limit exposure to anyone who is ill
5. Stay hydrated
6. Clean and sanitize your workplace surfaces and home
7. Cough into your arm or a tissue
8. Consider conducting meetings remotely (where possible and practicable)
9. Consult with your physician if you experience any symptoms of COVID-19, which are consistent with flu-like symptoms: respiratory symptoms, fever, cough, shortness of breath and breathing difficulties