



ParcelPal

ParcelPal Technology Inc.

(CSE: PKG) (FSE: PTO) (OTC: PTNYF)

COVID-19 Release

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Executive Summary

The intent of this document is to outline ParcelPal's service, technology and give insight into ParcelPal's general operations, standard operating procedures, safety practices and plan of action of how ParcelPal can assist for the prevention of the spread of COVID-19.

The idea for starting ParcelPal Technology, Inc. originated in 2016. The company was founded in Vancouver, British Columbia and currently trades on the Canadian Securities Exchange under the symbol CSE:PKG. The company initially launched with its B2B platform whereby local merchants and users could log onto ParcelPal's web portal and simply request a courier to pick up and drop off their packages. The courier would proceed to fulfill the order and get the delivery completed within an hour or less.

ParcelPal's business model addresses local logistics and delivery in an entirely new approach and methodology. ParcelPal's vision is to make any local business inventory available and accessible to consumers within their city anytime, anywhere. ParcelPal services do not require warehouse-like traditional courier companies, whereby technology routes drivers and elegantly solves the last mile issue and ultimately enables our customers the power to reach a magnitude of customers. The Company currently operates in Vancouver, Calgary and Saskatoon, with plans to enter the Ontario market imminently. In addition to services in local package delivery, ParcelPal specializes in eCommerce fulfillment and works with a variety of businesses, including food and grocery delivery, including Amazon in Vancouver.

ParcelPal wishes to extend its efforts to help the BC government and engage in local communities we currently operate within this time of need to help reduce the spread of COVID-19. In this document, you will find our execution plan of how we will operate, execute and engage in any way possible with the BC government.

At your request, we will provide documents in addition to this one for ParcelPal's orientation training, courier FAQ (for online purposes), standard operating procedure, safety handbook and operation guidelines.

Introduction

Last week, as COVID-19 began its spread around the globe and has effective thousands of people. ParcelPal has now taken initiative and committed to providing safe and contactless delivery options to all its business partners and customers. ParcelPal is continually working with both Provincial and Federal Canadian Government Officials and reviewing continuity business processes and making its operations efficient in building a safe system to help stop the rapid spread of COVID-19.

There's a lot we still don't know about Coronavirus, but health authorities have been clear that maintaining good hygiene is absolutely critical. ParcelPal has always taken this seriously, but now we're going one step further. We recently launched a no-contact drop-off service. As a result, London Drug customers not wanting to expose themselves — or, indeed, the courier delivering their orders, prescriptions, etc. — to unnecessary human contact can add a note to an order to request a no-contact drop-off. In other words, you can request that your rider leaves the order on your doorstep - removing the need for direct contact for both parties.

Despite the first visible signs and downward tendencies in distribution markets, the COVID-19 impact on retail markets we're working in close to subject ourselves in the safest means possible. Looking at weekly retail sales data in the largest Canadian markets over the last weeks, there is an indication of any general change in dynamics and lower sales, this is why we urge people and partners to use our contactless delivery offerings.

ParcelPal would like to mention that our continued service and set precedent to have all its drivers and general staff to clean their works environments and follow Government guidelines to its fullest extent. We understand the impact that COVID-19 had pronounced itself and we're committed to supporting efforts in following additional steps to keep clean environments both at home and workspaces.

Furthermore, we have been working with warehouse facilities and parcels that might have travelled from different parts of Canada to make sure that they've been taken care of both the packing and unpacking stages.

Current Delivery Operations

ParcelPal currently has two divisions, our on-demand division and our logistics division which handles more of the 'traditional' fulfillment. We can fulfill, on-demand (1 hour), same-day, next day, or standard shipping.

ParcelPal's business entails a workforce of 60% full-time employees and 40% part-time flexible contract workers who deliver consumer goods which are ordered through our technology or partner businesses. A combination of scheduled and open shifts are published weekly to ensure all service areas are adequately staffed while providing staff with the opportunity to work as they please. This combination of crowdsourced and full-time employee model allows for maximum coverage of delivery zones and mitigates the risk and rigidity associated with a conventional model while keeping service levels optimal. Our deliveries are typically carried out by small vehicles that are able to move rapidly through cities: bicycles, scooters, and motor vehicles. On average, from the time of order placement and fulfilment, our orders are delivered 30-60 minutes after being submitted. To allow for fast deliveries, cities are divided into separate zones with assigned drivers within each zone for optimal routing.

In addition to our on-demand delivery, we also offer same-day delivery of select merchandise from various retailers. These orders are often processed and sent out after 10:00 am, then after 3:00 pm to ensure all customers get their orders. Additionally, we work late into the evenings and are not constrained by regular work hours.

COVID-19 Action Plan

The safety and well-being of everyone who interacts with ParcelPal is always our priority. We are actively monitoring the coronavirus (COVID-19) situation and are taking steps to help keep our communities safe. Within this document, you will find ParcelPal's internal plans to mitigate the spread of COVID-19 with our vendors, office staff and external partners.

We have a team available 24/7 to support public health authorities in their response to the epidemic. Working with them, we may temporarily suspend the accounts of customers or drivers confirmed to have contracted or been exposed to COVID-19.

ParcelPal's current team is well equipped to ensure the safety and continuous delivery of products to all consumers in the lower mainland.

Administrative Staff

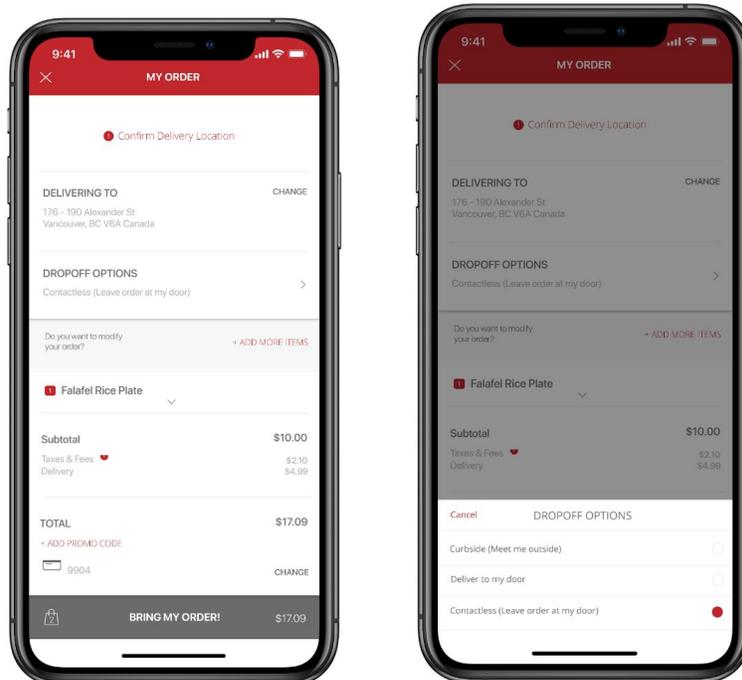
ParcelPal has already taken steps with its internal staff to mitigate the spread of the virus internally and externally with our core staff. The company has mandated the following:

- No overseas or nationwide travel unless necessary
- Encouraging employees to work from home.
- Education and reinforcing the importance of a healthy hygiene routine.

Mitigation Process

ParcelPal is committed to the safety of its staff, customers, as well as the general public. As such, we have outlined our plans to address growing public safety concerns regarding the COVID-19 pandemic, otherwise known as the Coronavirus.

ParcelPal has quickly adapted to ensure that our customers and any affiliates are safe during the delivery process. Traditionally, most deliveries require our delivery drivers to physically pass each package to our customers. We have added several options for consumers to pick while interacting with our team. To minimize exposure, consumers have the following options: unattended delivery, continue to receive items at their door or meet our drivers curbside. If an unattended delivery is required, customers will receive real time updates, and the drivers will leave all items in a safe location.



ParcelPal Internal Policy

The World Health Organization (WHO) has declared the outbreak of COVID-19 a pandemic and has acknowledged the need for a more coordinated international response.

Most people who become infected experience mild illness and recover, but it can be more severe for others. While the exact details of the virus are still being confirmed, symptoms may take up to 14 days to appear after exposure to COVID-19. This is the longest known infectious period for this disease.

Based on the information that the leadership team at ParcelPal has reviewed, we are implementing the following COVID-19 Policy until further notice. All employees are required to comply with the COVID-19 Policy to mitigate any risks for the company and to protect the health and safety of our employees, their families, and our community.

COVID-19 Policy

- All employees who are exhibiting any virus infection symptoms (e.g. fever, cough, congestion), must not come to work. They are asked to stay home until 24 hours after the symptoms have ended.
- All employees who have recently travelled through an airport, regardless of exhibiting symptoms or not (e.g. fever, cough, congestion), must not come to work for 14 days, starting from the date they returned home, to monitor their health.
- All employees that have come into contact with someone who has COVID-19, regardless of exhibiting symptoms or not (e.g. fever, cough, congestion), must not come to work for 14 days, starting from the date of contact, to monitor their health.
- Until further notice, access to Shelter or Agro-Greens is restricted to employees only. Exceptions may be made on a case by case basis at the discretion of the leadership team. Individuals who are granted access will be required to self-screen based on the above policy and agree to sign a waiver stating they are in compliance.
- All employees that have laptops are required to bring their laptop home with them at the end of each workday.

If any of the above-mentioned situations applies to you, or believe that you may have a situation

that requires unique attention, please contact your Supervisor on the specific details of your situation immediately. If you're unable to come to the workplace, we will ask you to do the following, unless otherwise instructed by your Supervisor:

- If your position allows for it, we will ask that you work from home as scheduled, be available to participate in virtual meetings, and maintain responsive communication during business hours with your team members, clients, vendors and stakeholders.

Subcontracted Couriers

The following items will be implemented with all subcontractor drivers:

1. Purchase and distribute gloves, sanitizer, and disinfectant wipes to all subcontracted couriers
2. Upon receipt of these materials, all couriers will be given and required to sign documentation which outlines:
 - a. Symptoms of the COVID-19 and how it is contracted
 - b. Best practices for limiting contraction and spread of the virus as per WHO (World Health Organization) guidelines (**See section Coronavirus Awareness and Best Practices**)
 - c. Internal company policies moving forward which require them to sanitize their vehicles pre and post shift, wear gloves, and limit face to face exposure with customers. (**See ParcelPals Policies for COVID-19**)
2. To ensure compliance with these new policies, supervisors will periodically conduct audits to ensure couriers have this equipment readily available and are in fact following best practices

Employee Couriers

Current efforts to address COVID-19 for all employee couriers and administrative staff are as follows:

1. Staff are reminded in daily standups to wear gloves, practice proper handwashing, limit exposure to customers while delivering and to sanitize their vehicles or workstation pre and post shift
2. Staff are continually provided with gloves, sanitizer, and disinfectant wipes to support hygienic practices

Additional efforts to combat COVID-19 amongst employees will include the provision of a best practices document as well as audits to ensure compliance.

Any of our drivers who are diagnosed with COVID-19 or is individually asked to self-isolate by the public health authority may receive financial assistance for up to XX days, while their account is on hold.

What is COVID-19

Coronaviruses are viruses that spread to humans from animals. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold. The COVID-19, or more commonly, the “Coronavirus” is one particular strain which the World Health Organization has classified as a pandemic, or extremely widespread.

Symptoms of COVID-19 may be very mild or more serious, such as:

- Fever
- Cough
- Difficulty breathing

Symptoms may take up to 14 days to appear after exposure to the virus.

The virus is spread from an infected person through:

- respiratory droplets when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

Symptoms	Coronavirus <small>Symptoms range from mild to severe</small>	Cold <small>Gradual onset of symptoms</small>	Flu <small>Abrupt onset of symptoms</small>
 Fever	Common	Rare	Common
 Fatigue	Sometimes	Sometimes	Common
 Cough	Common* (usually dry)	Mild	Common* (usually dry)
 Sneezing	No	Common	No
 Aches and pains	Sometimes	Common	Common
 Runny or stuffy nose	Rare	Common	Sometimes
 Sore throat	Sometimes	Common	Sometimes
 Diarrhea	Rare	No	Sometimes for children
 Headaches	Sometimes	Rare	Common
 Shortness of breath	Sometimes	No	No

Sources: World Health Organization, Centers for Disease Control and Prevention

If you have travelled to an at-risk area

If [you have travelled to Hubei province, China, or Iran](#) in the last 14 days, limit your contact with others for 14 days, starting the day you began your journey to Canada. This means self-isolation and staying at home. Contact the [public health authority in your province or territory](#) within 24 hours of arriving in Canada for advice.

If you have COVID-19, reduce contact with others

If you are sick, the following steps will help to reduce contact with others:

- stay at home and [self-isolate](#) (unless directed to seek medical care)
 - if you must leave your home, [wear a mask](#) or cover your mouth and nose with tissues, and maintain a 2-metre distance from others
- avoid individuals in hospitals and long-term care centres, especially [older adults and those with chronic conditions or compromised immune systems](#)
- avoid having visitors to your home
- cover your mouth and nose with your arm when coughing and sneezing
- have supplies delivered to your home instead of running errands
 - supplies should be dropped off outside to ensure a 2-metre distance

Being prepared

It is important to know [how you can prepare](#) in case you or a family member become ill.

Hygiene

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
 - use alcohol-based hand sanitizer if soap and water are not available
- when coughing or sneezing:
 - cough or sneeze into a tissue or the bend of your arm, not your hand
 - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water):
 - toys
 - toilets
 - phones and other electronics
 - door handles

Wearing masks

If you are a healthy individual, the use of a mask is not recommended for preventing the spread of COVID-19.

Wearing a mask when you are not ill may give a false sense of security. There is a potential risk of infection with improper mask use and disposal. They also need to be changed frequently. However, your health care provider may recommend you wear a mask if you are experiencing symptoms of COVID-19 while you are seeking or waiting for care. In this instance, masks are an appropriate part of infection prevention and control measures. The mask acts as a barrier and helps stop the tiny droplets from spreading you when you cough or sneeze.

Policies for Pre Shift for Drivers

Pre Shift

Before starting your shift ensure that you have:

- gloves
- hand sanitizer
- lysol wipes

1. Upon arrival, immediately sanitize your device and work vehicle steering wheel, console, glove box, gear shift and any other frequently contacted surfaces with lysol wipes
2. Put on gloves.
3. While wearing gloves, clean your hands using hand sanitizer. Ensure you wear gloves the entirety of your shift.
 - a. Any time you reapply gloves you need to clean them with hand sanitizer.

Be sure to wash your hands before and after lunch or bathroom breaks.

- 1** Apply soap to wet hands or an alcohol-based hand sanitizer to dry hands.



- 2** Rub hands palm to palm.



- 5** Rub backs of fingers into the opposing palm with fingers interlocked.



- 6** Grasp thumb in other hand and rub while rotating around the thumb. Repeat with other thumb.



- 3** Rub hands palm to backside and switch.



- 4** Interlace fingers and rub hands palm to palm.



- 7** Rub finger nails, including the thumb, into the opposing palm and repeat.



- 8** If using soap, rinse off with water and turn off faucet with a clean towel. If using hand sanitizer, once hands are dry they are safe.



On Shift

As you complete your deliveries be aware of any frequently contacted surfaces such as:

- door knobs or handles
- gates
- buzzers or keypads

Do your best to avoid touching them as much as possible and be sure to sanitize your hands in the event that you do.

In the event, you need to deliver a package directly to a customer, try to keep your distance from them and avoid any physical contact. In the event, you need to take a signature, be sure to sanitize your device after.

In the event you need to cough or sneeze, always do so into your elbow and sanitize your hands after.

Be sure to wash your hands before and after lunch or bathroom breaks.

Avoid touching your face as much as possible.

- 1** Apply soap to wet hands or an alcohol-based hand sanitizer to dry hands.



- 2** Rub hands palm to palm.



- 5** Rub backs of fingers into the opposing palm with fingers interlocked.



- 6** Grasp thumb in other hand and rub while rotating around the thumb. Repeat with other thumb.



- 3** Rub hands palm to backside and switch.



- 4** Interlace fingers and rub hands palm to palm.



- 7** Rub finger nails, including the thumb, into the opposing palm and repeat.



- 8** If using soap, rinse off with water and turn off faucet with a clean towel. If using hand sanitizer, once hands are dry they are safe.



Post Shift

Do your best to avoid touching them as much as possible and be sure to sanitize your hands in the event that you do. Dispose of all gloves, wipes, and wipe down inside of your vehicles

Be sure to wash your hands after your shift

- 1** Apply soap to wet hands or an alcohol-based hand sanitizer to dry hands.



- 2** Rub hands palm to palm.



- 5** Rub backs of fingers into the opposing palm with fingers interlocked.



- 6** Grasp thumb in other hand and rub while rotating around the thumb. Repeat with other thumb.



- 3** Rub hands palm to backside and switch.



- 4** Interlace fingers and rub hands palm to palm.



- 7** Rub finger nails, including the thumb, into the opposing palm and repeat.



- 8** If using soap, rinse off with water and turn off faucet with a clean towel. If using hand sanitizer, once hands are dry they are safe.

