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Best practices for all sites of the CERATIZIT Group (Updated regularly)

Set up a task force, if you have not done this yet. This task force should include:

Managing Director(s)

HR responsible

HSE responsible

Plus anyone of your choosing you consider relevant for this task force

The job of the task force is to assess the current situation, evaluate the risks for the company and take decisions on the questions that arise. For this, the task force should meet at least once a day.

You may also include a member of the Board responsible for your site, the Group HSE , Group HR as well as the Group Communication team or **at least keep them informed about measures and decisions taken.**

Communication is key!

Please make sure all relevant information about Rules of Conduct established in the Q&A and the Basic Rules of Conduct here below is spread to every employee and that the rules are complied with without exception.

Every employee must inform his or her superior if they suspect suspicious cases of infection.

Basic Rules of Conduct

- Limit travel to a minimum - permission from the Managing Director is required to travel.
- Customers and suppliers should only visit when absolutely necessary and need to fill out the self-declaration form beforehand. The form is already available in 3 languages. Should you need another translation, please contact the communication team.
- If you have a company laptop, take it home at the end of your workday. Also remember to take your VPN token and a charger.
- Clear your desk at the end of your workday so that the surfaces can be completely cleaned.
- Avoid crowding in break areas, reduce meetings and meetings as much as possible and use tools like Skype to communicate.
- Comply with the general prevention rules:
 - Wash your hands regularly
 - Keep a safe distance (1,5m) whenever possible to other employees.
 - Avoid direct contact with other people, such as shaking hands.
 - Minimize the exchange of personal items.

Responsible behaviour

Responsible behaviour is required of everyone: when the first symptoms appear, even if they are only partly attributable to coronavirus, you must stay at home and consult your doctor or the relevant authorities. Do the same, even if a family member and/or a partner has these symptoms.

Why are we doing this?

Even if we will most likely not be able to stop the spreading of the virus, we need to make sure we can slow down the spreading in order to give the medical teams a chance to take care of all infected people.

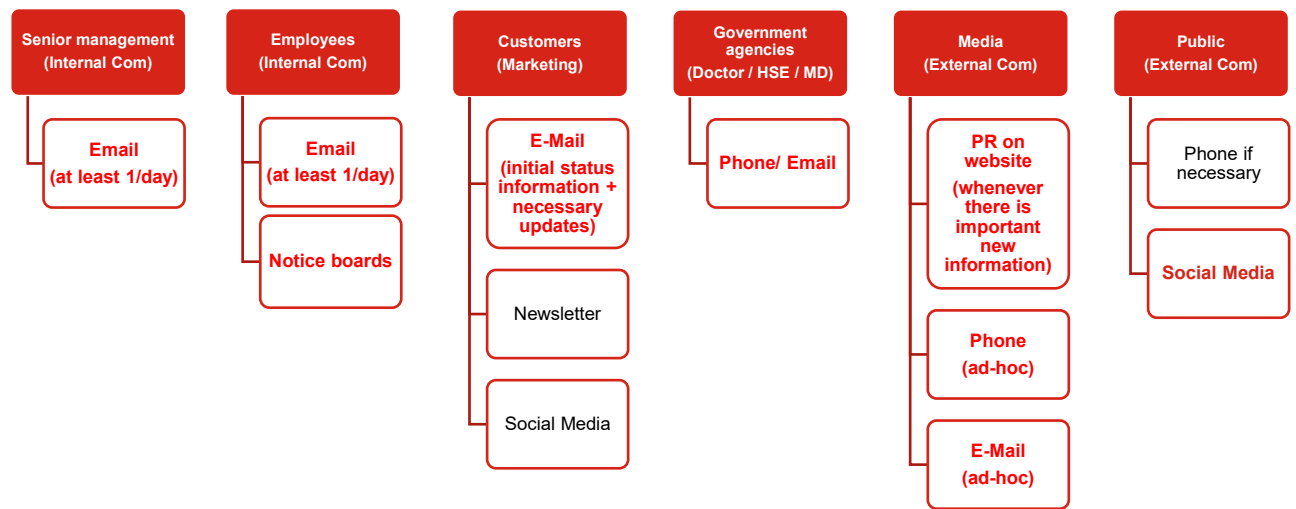
We appeal to everyone's sense of responsibility. With the active cooperation of each individual we should be able to slow down the spread.

Keep in mind, these are only best practises. Further action can and should be taken based on your situation.

CERATIZIT Group Crisis Team

Executive Board
 Head of Group HSE
 Group Communication Team
 Head of Group HR
In coordination with the local Managing Directors

Stakeholders and channels



Internal Communication

At least once a day, the CERATIZIT Group Crisis Team will send updated information to all Managing Directors. This information needs to be cascaded down to all employees in the company and put on the local notice boards. Please take all necessary measures to ensure the communication flow. Even if you are not yet directly concerned by the coronavirus yet, informing your employees about what the company is doing to guarantee their safety is very important and prepares you for the “worst case scenario”.

Further internal communication documents should be created on base of necessity in coordination between local crisis teams and the Head of Group HSE as well as the Group Communication Team.

External Communication

Interview requests and questions from the press should be coordinated with the Group Communication Team and the Spokesperson on the Group level. If for any reasons a local spokesperson should become necessary, the role is taken over by the local Managing Director.

Smart working

All sales representatives are requested to not visit other locations. Use the phone or Skype if possible to communicate.

Shift handover

Working shifts should be separated and shift handover cancelled. E.g. early shift will end at 13:50 and afternoon shift will start at 14:10. Handover can be done via phone if necessary.

Partial unemployment

In case of necessity, the company can apply for short-time working for "force majeure".

Home office

All employees who are able to (Notebook, charger + eToken) should work from home.

Canteen

Every second chair should be removed, and a sign placed that the minimum distance is mandatory. Possibility of use of the canteen in shifts or completely close the canteen.

Cleaning staff

Cleaning staff is instructed to clean all door handles and handrails regularly.

Professional school students and apprentices

External professional school students and apprentices are not allowed to enter the company premises.

Collective user email

For each location a collective user email address needs to be created, contains all members of the task force.

Smoking areas

The number of employees in the smoking areas is limited to 15 people and a safe distance from 1,5m needs to be kept.

Masks

In the busiest departments, where it is absolutely impossible to maintain the required safety distances, the obligation to wear the masks is activated and they will be distributed as soon as they are available.

Logistics

Exchange of goods or packages only over reception or goods receipt.

Warehouse entrance only for selected personnel (exceptions only for maintenance).

Loading and unloading to be handled by the drivers himself.

Only one defined entrance for drivers.

The loading area is clearly defined by floor markings and the transfer of goods may only take place in this area.

Additionally, a route is marked on the ground, which the drivers are not allowed to leave.

The use of our lifting equipment is only permitted to the drivers if they do not have their own lifting equipment with them. When using our lifting equipment, drivers must wear gloves.

After returning the borrowed lifting equipment, it must be cleaned by our employees. (Wipe surfaces and disinfect if possible)

Contact between drivers and staff must be avoided or kept to a minimum as far as possible

Personal hygiene (washing hands) should be given special attention after contact.

The staff toilets may no longer be used by drivers. If possible, provide a toilet (construction site toilet/Dixi) for drivers.

Customer support

To keep in touch with the customers, 30 employees are equipped with hardware for home office, calls are automatically routed to their mobile phones.

Measuring fever

The body temperature of all employees will be taken when they enter the company premises. If the temperature is above 38°C the access will be denied, and the affected employee must consult a doctor.

If your site becomes part of or adjacent to a risk zone:

Measuring fever

All employees must take their body temperature before coming to work, and if it exceeds the reference values, they must behave responsibly. Random checks are carried out at the workplace with appropriate equipment by personnel delegated by the Task Force.

Advanced Rules of Conduct to put in place

- Set up shifts for the use of changing rooms to avoid crowding
- During the refilling of coffee, drinks or food vending machines, employees should stay clear of the break room/area
- Make masks/gloves available for crowded areas
- External visitors (suppliers/customers/...) must continue to fill out the self-declaration form and bring their own masks and gloves to operate on site.

If there is a suspicion of an infection of an employee at your site:

1. Employee contacts his superior and the local health authorities

In case the suspicion arises during the workday, the employee has to be put in quarantine on site (define and prepare a room or location asap) and local health authorities must be contacted.

2. Superior informs task force:

- HSE responsible
- Company doctor/nurse
- Managing Director
- HR

This list can be extended as needed

3. HSE responsible / designated responsible discusses further steps with local health authorities.

4. Superior compiles a file about the infected employee containing:

- Name
- Department
- Workspace
- Attendance overview

To be shared with the task force

5. Superior stay in contact with the employee

- if infection is confirmed, see below
- if there is no infection, inform task force, decide next steps

If there is a confirmed case at your site:

1. Employee contacts his superior (phone/email, no personal contact!)

2. Superior informs task force:

- HSE responsible
- Company doctor/nurse
- Managing Director
- HR

This list can be extended as needed

3. HSE responsible / designated responsible informs local health authorities

4. Superior compiles a file about the infected employee containing:

- Name
- Department
- Workspace
- Attendance overview

In order to determine who might have been in contact with the infected person.

5. Task Force Meeting to determine further steps and actions to be taken