



**Action Plan**  
**Trocellen Italia SpA**  
Coronavirus crisis

April 7, 2020

# Goal : Minimize risk of infection from external people



- **Truck drivers, parcel services, suppliers, and other external services suppliers.**

- 1) Truck Drivers and Parcel services: Access is allowed but limited into the already existing and dedicated rooms, all communications goes through a glass window.
- 2) Suppliers: Visits from suppliers are forbidden. Use conference calls instead to ensure the continuity of the business. In case suppliers have to come to deliver samples or such, process of point 1 have to be applied.
- 3) Stop all activities with service suppliers (gardening, training courses, building maintenance and so on). In case of emergency, special protocol has to be prepared by HR dep and validated by MD
- 4) Access to toilettes: one toilette must be dedicate as open one which can be assessed directly from outside and will be sanitized with NaClO, every day.
- 5) Handshake or any personal contact is forbidden.
- 6) Always keep distance (1 m or more) between each others.
- 7) Hand-disinfection is mandatory, before entering the above described rooms, using the specific cleaning products provided and placed nearby the entrance doors.

# Goal : Minimize risk of infection outside the plants



- **Customers, consultants, trainers, Trocellen and FEC colleagues**

- 1) Visiting customers is forbidden. Exceptions might be considered in case of significant risk for business disruptions, and only specifically approved by BD. We suggest to use calls, skype or any remote communication devices.
- 2) Visiting advisors is forbidden. For exceptions see point 1.
- 3) All trainings and courses (external, or internal with external teachers) are suspended.
- 4) Visits To/From colleagues of other TC plants are suspended. For exceptions see point 1.
- 5) Cleaner company' operators can only access our facilities if they wear a Tyvek suit and nitrile gloves in advance: to be worn both before entering our Plants.

# Goal : Minimize risk of infection from materials coming to the factory



- 1) In case of lunch delivery, the external side of the box must be sanitized before taken into the canteen room, by spraying medical product (Amuchina spray or similar)
- 2) Box of envelopes from couriers/postmen or suppliers: see point 1.
- 3) Envelopes or documents (truck drivers/raw materials deliveries): disinfection (by spraying medical product (Amuchina spray or similar) and 1 minute waiting must apply before handling. In case you can not sanitize the item before touching, take it over by using 1-time use latex gloves, and proceed with disinfection as written above. Gloves must be thrown away immediately after use into a separated bin with PE bags inside.
- 4) Raw Materials for production: handle them with regular working gloves, and sanitize the gloves frequently with medical product; wash hands frequently; and do not touch mouth and eyes.
- 5) Refilling service of coffee and drink vending machines are suspended.

## Goal : Minimize risk of infection by correct behaviour of our employees

- 1) If you notice symptoms in yourself, please apply immediately the procedure recommended by the authorities. Avoid absolutely to come to work, contact medical service and inform the company about your situation ASAP. Every case will be uniquely managed (e.g.: smart working at home, paid leave, sick leave, or others).
- 2) If you notice symptoms in yourself while working in the factory, inform your boss immediately and stay far from other colleagues, do not enter in the offices, meeting rooms, the canteen or changing room. Your boss will wear a mouth-mask, latex gloves, than will ask you to wear mouth-mask too and guide you to the medical room available in each factory. At this point the boss will call the emergency number (nr. is 1500 or 118).
- 3) In free time, it is forbidden to access the RED ZONES as defined by Authorities. After the working hours we strongly recommend to drive home directly, stay home all the time, avoid going to public places (like cafés, restaurants, shopping centers, visit relatives and so on) and invite your family member to do the same.
- 4) Inform the company if you get aware about cases found in your neighborhood or among your people-network.



## Goal : Minimize risk of infection by correct behaviour of our employees inside the company



- 5) Avoid any physical contact among colleagues, like handshake, hugs etc.
- 6) Always bring a paper towel with you to blow your nose and protect your mouth when you need to cough sneeze.
- 7) Sanitize you hands using proper medical gel right before entering to the factory and starting your work. Wash your hands frequently followed by a disinfection. Medical gel is available in every toilette-room.
- 8) In the canteen please sanitize the used table; also your hand before and after lunch.
- 9) Avoid sharing food with others.
- 10) Coffee break, coffee rooms. Sanitize you hands before using the vending machines.
- 11) It is not allowed to share any food among colleagues (e.g. cookies).
- 12) The use of external canteen «Rustic» is suspended.

# Proper management of the commonly used rooms



- 1) Canteen: every user is responsible to sanitize the area he/she used for lunch by using appropriate sanitizing spray, available in all rooms.
- 2) Changing rooms/shower rooms: the cleaning service company is responsible for the disinfection.
- 3) Coffee breaks areas: coffee vending machines will operate until they run out. Refilling service is suspended. No external people (truck drivers or others) can access to coffee break areas. Those areas are sanitized daily (see point 2).
- 4) Truck drivers' reception room: to be sanitized daily (see point 2), by the cleaning service.
- 5) All toilettes: to be sanitized daily (see point 2), by the cleaning service.
- 6) Common PCs and keyboards (laboratory, production, warehouse): to be sanitized with special disinfectant wipes after use.



# Communication



# Communication process

Define a «crisis team» which meets periodically, suggested every day, to analyze internal and external scenario with following focus:

- Extension of Infection area: local, national, European
- Define specific actions in case of infection cases in Plants nearby Trocellen Plants, or in case of infection cases in areas nearby TC employees' home/living areas, or in case of infection case of a person who was recently in contact with a TC employee.
- Respect of Safety protocol/rules by employees and stakeholder
- Every kind of info that could be relevant for employees and local population in terms of safety
- According to above, the «crisis team» defines communications guidelines and approach for relevant info to be communicated to employees, local community (nearby Companies, Townhall), business partners (customer, suppliers, consultants, etc..)





**Plan B – continue  
Manufacturing activities in  
«restricted area»**

## Plan B – continue manufacturing activities in «restricted area»



1. Decision to continue to run manufacturing activities in «restricted area» has to be from Plant Management (because of legal related aspects) and formally approved by the CEO (because of AoA related aspects)
2. Compliance with Local Authorities regulations (e.g. in Italy it is necessary to have self-declarations to be allowed to reach workplace).
3. Inside the Plant more strict regulations related to common areas:  
avoid/limitate use of common areas:
  - a. no use of Locker rooms, employees coming already «job dressed» from home.
  - b. use of internal canteen with limited access – avoid crowded work place
  - c. use of internal showers is forbidden.
4. Extensive use of smart working for white collars (at least 36 hours/week against 40 total hours) to further reduce occasions of contacts. Only Depts excluded from smart working:  
Production/Maintenance/Warehouse/Shipping/Laboratory.
5. For the above Departments, not included in smart working and for each employee entering the Plant, use of Mask FFP2/FFP3 UNI EN 149 as device to protect people close to you.

## Plan B – continue manufacturing activities in «restricted area»



6. Continue, even in smart working, to manage situation with **“Covid-19 Crisis management meeting” every morning.**
7. To accept new incoming orders only «with reserve» or also “order confirmation subject to change”. (to avoid legal issue in case of orders unfulfillment because of crisis reasons)
8. Daily monitoring of order status and its trend (to adopt/plan countermeasures if necessary)
9. To carefully evaluate before accepting «orders for stock increase» from some customers, because this could delay ordinary orders from other customers or, even worse, these customers could not retire or go in Bankrupt.
10. To monitor raw material arrivals to both check: potential delays or raw material overstocking in case of production activity slow down or incoming orders reduction/cancelling
11. Purchase Dept to avoid tensions that could jeopardize supply chain (any potential claim to be managed with MDs authorization/if central purchase with CPO).

**Plan C – Management of  
infected people living in  
dormitory/Hostel**

## Plan C – Infected person who lives in the hostel



When a TC employee (who lives in the hostel), is found to be infected we will isolate him in the extra room we have in the dormitory and call local National Health Department to be taken to the medical facility. (Identified medical facility)

1. The infected persons' rooms and washrooms need to be closed until complete sanitization and cleaning (leader in each hostel to take action preventing entry).
2. Identifying close contacts in the dormitory and requesting them to stay in quarantine (**stay in their rooms for 2 weeks isolated**).
  - Organization diagram for the dormitory
  - List of employees who have had close contact with the infected persons
  - Approve identification results for close contacts
  - Identify those people who might have had contact with the infected persons (besides close contacts) if necessary – by the Crisis Team
  - Instruct usage restrictions for shared areas
  - Strictly enforce disinfection of common areas
  - Implement all precautions to ensure safety for other dormitory residents

## Plan C – Infected person who lives in the hostel



3. Following the instructions of **National Local Health Department**, disinfect (clean and sanitize) areas that might have been touched by infected persons (ie: common area like kitchen, bathroom, etc).
4. Crisis Team to go to the dormitory and conduct an Audit.
5. Those staying in the hostel have to obey the Audit findings and comply with the regulations.
6. Crisis Team to submit documents/findings requested by the authorities.
7. Crisis Team to accommodate requests.