

## SITUATION REPORT INTERNAL AND EXTERNAL COMMUNICATION

Dear All,

Everyone is now aware of the situation due to the evolution of Covid-19. This evolution has an impact on the entire population throughout the world, but also on the world economy. Kersia's activity is also being adjusted to comply with the instructions of the governments where the Group operates and in line with the WHO's recommendations.

In this context, significant and qualitative actions have been taken in our subsidiaries. These actions focus on three main areas:

- 1- ensure the well-being of all the women and men in our group ;
- 2- ensure the continuity of our activity and maintain our services for food safety, farm safety and certain solutions for the medical environment ;
- 3- Respond to the many questions and requests we receive from all of our stakeholders.

Due to the rapid evolution of the virus, we have created a dedicated team as presented below to monitor this crisis. Its role is to :

- 1- report daily on the situation in all of our subsidiaries and teams ;
- 2 - communicate as frequently as possible to all our stakeholders the latest information, guidelines, best practices and decisions of our Group ;
- 3- coordinate all the group's actions in this area.

Our hygiene and disinfectant manufacturing activities are vital in the fight against this pandemic. It is therefore a priority to ensure that our business can continue, to support professionals who need our solutions, in order to contribute to the overall health of every consumer.

In this context, I would like to thank each and every one of you for the efforts you make every day to carry out your mission for all our fellow citizens, regardless of the country in which they live.

Thank you for your commitment.

Sébastien BOSSARD  
CEO

### CRISIS CELL KERSIA #COVID19

**OPERATIONS MANAGEMENT**  
ISABELLE DEMOMENT – RSE DIRECTOR  
(Deputy: S BOSSARD - CEO)

**Secretariat**  
JULIETTE LAPORTE  
(Deputy : B. SERPAUD)

**SOCIAL OPERATIONS**  
Health & Well-being  
Taking care of men and women

**GUILLAUME TANTER**  
(Deputy : M. VOSS)

**SUPPLY CHAIN OPERATIONS**  
Continuity Business Plan

**GAUTHIER BAIVIER**  
(Deputy : S. EVEN)

**BUSINESS OPERATIONS**  
Maintaining Kersia's service  
in all countries

**SAMUEL SARDIN (FRANCE)**  
**TANGUY LECLERC (EUROPE & AM.)**  
**MICHAEL GATELY (MEDENTECH , ASIE ET MEA)**

**FINANCIAL OPERATIONS**

**Risk Assessment**  
**STEPHANE LE DALLIC**  
(Deputy: M LAGORCE)

**IT & DIGITAL OPERATIONS**

**CHRYSTELLE BRIAND**  
(Deputy: P RICHARD)

**LEGAL OPERATIONS**

**BEATRICE TEXIER**  
(Deputy: L. DESRUES)

**EXTERNAL CONSULTANTS**

**VIROLOGIST**  
**DOCTOR HEALTH AGENCY**  
**CRISIS MANAGEMENT**

**COMMUNICATION TO ALL STAKEHOLDERS**

**BLANDINE SERPAUD**  
(Deputy: ERETIC external agency)

**Any question: [cmt.covid19@kersia-group.com](mailto:cmt.covid19@kersia-group.com)**

## OUR PRIORITY: TAKING CARE OF PEOPLE

The measures put in place are adapted regularly and are as follows to date:

- We pay special attention to our most vulnerable employees (people over 60 years old, pregnant women, people suffering from chronic diseases, immuno-compromised people, ...). ) and we invite them to contact their doctor to evaluate the best adaptation of their workstation as well as their manager and Human Resources department.
- All business trips, trade shows, international and national meetings are cancelled in favor of online meeting solutions (Skype, Teams, conference calls). Telephony solutions that allow business calls to continue to be taken are deployed.
- Any visits by people (internal and external) not normally present in our plants and offices should be delayed if possible, but may be maintained in specific cases with the authorization of the supervisor and the relevant human resources department if, and only if, a specific investigation is carried out using the available form to be filled in before the visit in order to control access, take any measures and maintain traceability. The form is available on request from the contacts mentioned at the end of this note.
- Before returning from a business trip or personal holiday, all employees are requested to declare their health situation to their line manager and to their Human Resources Manager, who can take any preventive measures such as temporary telework placement.
- All employees with signs of infection/symptoms (fever and cough, breathing difficulties) are requested to promptly contact a doctor in accordance with the procedure in place in the country and to immediately inform the relevant human resources department.

In some countries, binding recommendations or instructions aimed at limiting the movement of populations have been given to limit the spread of the virus, which we ask you to respect scrupulously:

- ▶ However, we encourage employees to reduce their travel, and in particular to avoid public transport and inter-city travel.
- ▶ Administrative staff should be teleworking as much as possible. This measure applies to all employees with or without children. Access to the office remains possible for occasional operations (mail collection, document scanning, sending samples, etc.) with the agreement of their manager. For those who wish to do so, they must be allowed to move the equipment they judge necessary for optimal teleworking conditions (fixed screen, keyboard, mouse...). When the personal situation makes these instructions totally impossible, individualized solutions are put in place by the Manager and the HR department.
- ▶ It has been established that employees working in Factory/R&D and QSE functions are essential to the pursuit of the group's activity without being able to resort to teleworking. We are therefore pursuing the business by taking all measures to ensure the health and safety of our employees. When their personal situation does not allow them to come to work, we thank you for implementing the most appropriate solutions. The implementation of production management in two staggered shifts should be considered to reduce the risks of contamination for all production employees when this is technically feasible.
- ▶ Sales teams should also telework as much as possible. Meetings at customer sites / customer meetings should be postponed. An exception to this rule concerns possible emergencies on food safety and farm safety issues, which may require on-site presence; in this case, the authorization of the Sales Manager and/or the relevant human resources department is required.
- ▶ Any local/regional meetings that would be held (maximum 10 people) must be organized in safe conditions, taking into account the risks and instructions communicated by the authorities of each country.

## Until further notice



## KERSIA'S SOLUTION FROM FARM TO FORKS

### HAND HYGIENE THE FIRST BULWARK AGAINST PROPAGATION



- 1) CLEAN:** Don't forget hand's cleaning: **SOFTY TOUCH'**  
**2) DISINFECT:** **Disinfectant Solution or Disinfectant Gel or Duo Touch'**

Other possible local alternatives: DEPTISKIN / ESEPT GEL / SUPRADES HD



COVID-19 is the infectious disease caused by the last discovered and still poorly known coronavirus. **The spread of the virus via surfaces, water, food and the environment is not a major proven route to date.**

However, following the numerous requests received on the subject, and insofar as coronaviruses belong to a family of enveloped viruses, widely described as being more sensitive to disinfectant than non-enveloped viruses, it is possible to draw up a list of products tested according to EN standards on enveloped and/or non-enveloped viruses which could respond to specific situations:

<b>FOOD surfaces</b>	DEPTAL MCL / FOAM CL 320 /DEPTIL HDS/EXCLUSIVE WIPES PREMIUM/ DEPTIL KHA / KLORKLEEN 2/ KLORSEPT/ ANTI-GERM DES ALC-IP
<b>FOOD Circuits</b>	DEPTIL PA 5 /INO SAN
<b>FOOD Soakage</b>	AGAVOX N / AGAVOX G
<b>Breeding</b>	VIROSHIELD/ EFFISAFE/ AGAKOK 2.5 / AGACID/ VIREX/ GERMICIDAN IODES/ KILCOX EXTRA/AGACID FORTE / GERMICIDAN FF PLUS / SEPTRIVET G/ VIROPHOR 2.8% / HYPRED FORCE 7
<b>Specific applications</b>	PERFO GRIF / PERFO GRIF + / HYPRA'ZUR

Other local alternatives are available : please contact your usual contact person

## Concerns about the availability of key products :

### Disinfectant Gel :

Due to the depletion of the texture agent needed to make the gel, the last orders will be partially filled this week. Remaining orders will be served in Disinfectant Solution (or equivalent). An Information Note was sent last week to inform our sales teams in all our countries. The resumption of production will take place as soon as the Covid-19 situation is over.

### Disinfectant Solution (only produced in Dinard):

Dinard's Production team as well as the Purchasing and Support departments have increased our capacity in alcohol deliveries for the manufacture of this product. Reorganization in progress to move to a production of 30T per week within 3 weeks (available for all subsidiaries and the French market). The allocation customer by customer, subsidiary by subsidiary, will be done with the approval of the sales departments involved. The explosion in sales of 10L sizes with pumps nevertheless poses a risk on the availability of pumps within 15 days, which we are currently trying to resolve. In order to free up this bottleneck, our Spanish and Polish subsidiaries are ready to pack the products directly on site.

### DEPTIL HDS :

For now, the risks of shortage are limited. However, delays linked to our production/packaging capacities are to be observed without any significant impact on our customer service. We will be able to deliver 30T per week.

### WIPES (any type) :

Situation under assessment.

## Information on raw materials and packaging from any geographic zone (key elements of communication to be passed on to customers) :

As for today, none of our critical suppliers (or suppliers of materials in Mono-sourcing) have declared themselves to be out of business. The situation is evaluated every day. However, we are beginning to observe business shutdowns indirectly impacting our businesses or slowdowns related to contamination of our stakeholders. As border closures do not concern the transport of goods, we are only observing simple delays in the delivery of insignificant materials due to the reinforced customs controls in Europe.

Local contexts may change this plan and we monitor the situation on a daily basis.

## Action plan for continuity, including transport :

Our hygiene and disinfectant manufacturing activities are vital in the fight against this pandemic. It is therefore a priority to ensure that our business can continue, to support professionals who need our solutions, in order to contribute to the good health of every consumer. Concerning transport, considered a priority in terms of activities, the market is able to meet all demands, given the general decline in activity not affecting our core business (interruption of deliveries to non-industrial activities considered non-essential to the population).

Our sites (as well as our industrial subcontracting partners and critical stakeholders) are in the process of sending us their business continuity plans to ensure the continuation of our mission. Nevertheless, a few days will still be necessary to finalize all the International Plans (depending on the local contexts, more or less advanced). The Business Continuity Plans for France, Spain, Eastern Europe, Italy and Brazil have been finalized and implemented. The other continuity plans are being finalized. .

### Our Contact Points :

**France** : Samuel SARDIN & Corentin ALLEE  
**Central Europe** : Luca POGGIO & Mark VOSS  
**Eastern Europe** : Adam BUSZ & Sylwia DERPINSKA  
**Iberian Peninsula**: Alvaro REDONDO & Maria Pilar RUIZ  
**Italy** : Robert GERRITSEN & Sylwia DERPINSKA  
**UK & SCANDINAVIA** : Damien LEROUX, Nikki LIBERA  
**IRELAND**: Michael GATELY & Deirdre FORTE  
**ARGENTINA** : Marcelo ASCANELLI & Miriam LAIER  
**BRAZIL** : Paulo ALVES & Miriam LAIER  
**USA** : Chris LAPAK & Miriam LAIER  
**CANADA** : Jean François TRUDEAU & Karina MARCHAND  
**TURKEY** (Veli YAYLA), **CHINA** (Justin PAN) & Guillaume TANTER