

## SITUATION REPORT N°3 INTERNAL AND EXTERNAL COMMUNICATION

Dear All,

Like you and a lot of citizens around the world, we are all living an exceptional and unprecedented situation. Like you and many people, we are doing our best to adapt to this unique and rapidly changing environment. Kersia's hygiene and disinfectant solutions are vital in the fight against the COVID-19 pandemic now affecting the entire population throughout the world. This is why, in all countries, Kersia has been designated as one of the companies "essential to the well-being of the nation". Every day we are mobilized to ensure our mission: "Inventing a food safe world". Additionally, we also do supply to healthcare sector, providing differentiated solutions for contributing to safety of medical workers and patients.

Today I want to give you a quick summary of the measures taken on 3 priority fronts to ensure the continuation of our mission:

- 1) take care of people,
- 2) meet the extraordinary demand for our solutions,
- 3) answer questions and provide a complete information.

As previously communicated, a Crisis Management Team (CMT) has been set up to constantly assess the situation in our subsidiaries and coordinate all actions in these 3 areas:

**Take care of people:** Ensuring the well-being of all the women and men in our group and preventing human-to-human transmission of the virus is our priority. Very early on, we have cancelled international trips, delayed visits of 3rd parties and started to deploy home-office solutions where and whenever possible.

**Produce, allocate, deliver:** demand for some key products (such as disinfectant based on alcohol) has exploded, with up to 30 times the standard demand during some weeks in March. Many Kersia facilities have increased their production with extra shifts, longer hours, the hiring of temporary workers.... Our teams are sparing no effort to solve tensions in our supply chain and in our delivery schedules, when confronted with suppliers' shortages, bottlenecks and reinforced customs controls. I am very grateful to Kersia employees for their efforts, to all our customers for their trust and to all our partners for their support.

**Respond to questions:** Sharing and Transparency are 2 of our 4 values. We are committed to be fully transparent regarding the decisions of the Group, and to communicate as frequently as possible our latest information, guidelines and best practices. You will find many answers on <https://www.kersia-group.com/newsroom>, with our periodic Covid-19 Situation Reports. Hand hygiene being the first bulwark against the propagation of the virus, we have also listed recommended disinfectants solutions for different surfaces and applications. Good practice rules are also graphically described and communicated to all our partners.

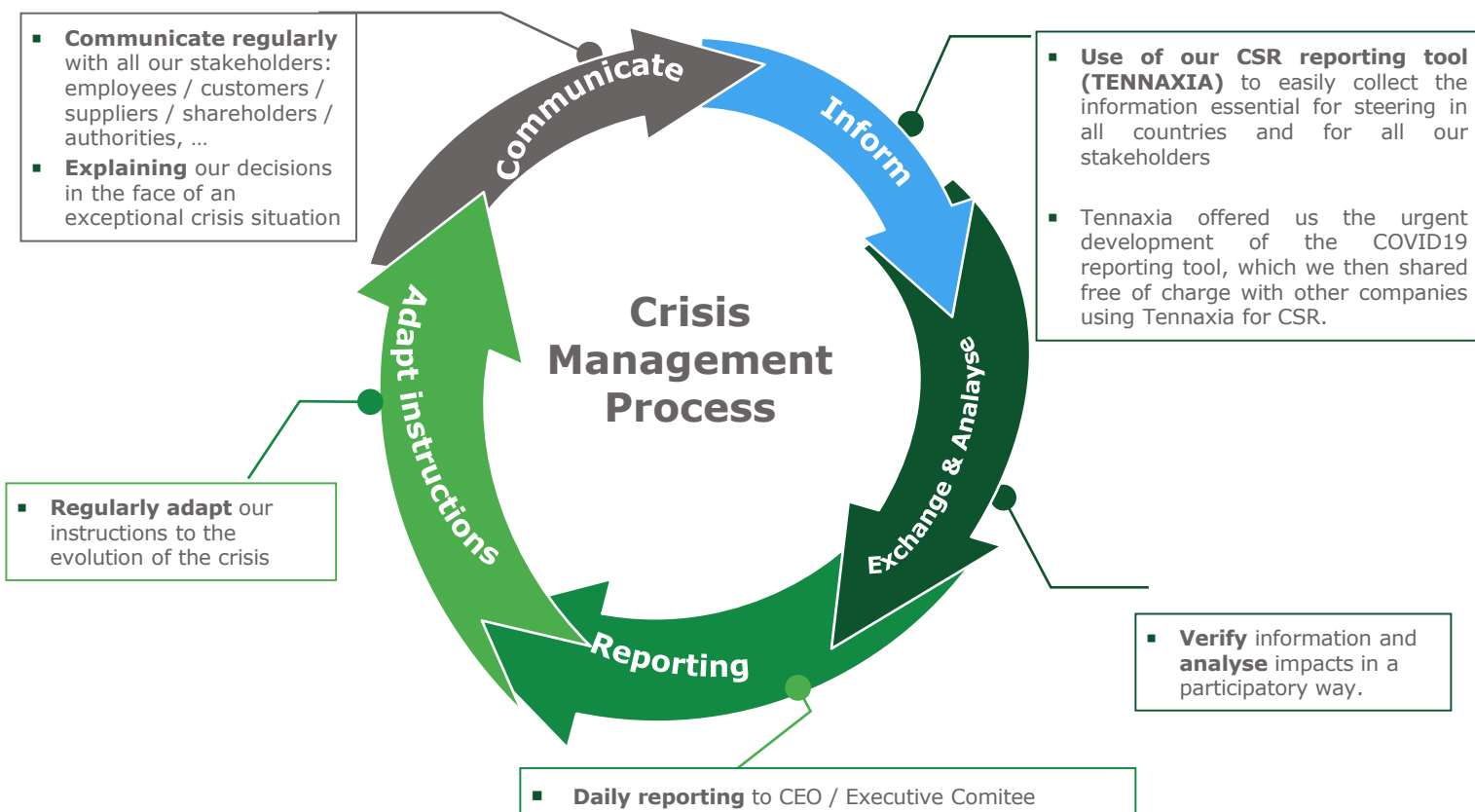
In this period of time that our industry has never faced, I'm measuring every day how our empowerment's DNA is deeply widespread in the Group, facilitating pragmatism and efficiency; but also how our mission is crucial for citizen's life. Every Kersia women and men are doing their top to serve the planet.

Take care of you and your loved ones.

Sébastien BOSSARD - CEO

## CRISIS MANAGEMENT TEAM KERSIA #COVID19

### EXPERTS OF THE GROUP AVAILABLE FOR YOU AND A DOCTOR TO SUPPORT THEM



## OUR PRIORITY : Barrier measures and the well-being of our employees

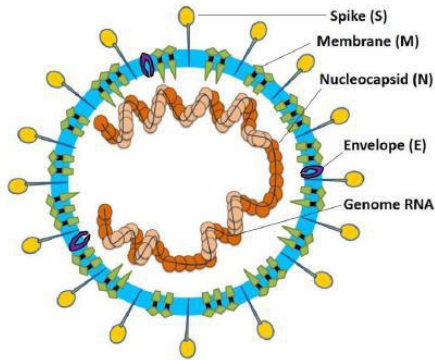
The measures taken by our group are regularly adapted to the evolution of the pandemic and the information at our disposal. Here is a summary of the measures in place to date.

	In place as of March 17th	New since March 17th
<b>Vulnérable people</b>	Adaptation of working conditions on medical advice	
<b>Employees ensuring business continuity at our sites and continuity plans</b>	<p>400 people concerned in the group (Industrial, R&amp;D, QSSE) spread over all our industrial sites around the world.</p> <p>Operation in 2 non-intersecting teams, on sites where this is possible in order to limit the risks.</p> <p>Communication Measures Barriers (version 1)</p> <p>Communication Business Continuity</p>	<p>Many employees teleworking around the factories have volunteered to support the teams in place.</p> <p>Communication Measures Barriers (version 2)</p>
<b>Administrative and commercial employees</b>	<p>Teleworking if possible in all countries imposing containment, deployment of the TEAMS tool for meetings, deployment of telephony tools to forward calls.</p>	<p>Introduction of short-time working for cases where the activity cannot be maintained under satisfactory conditions for employees and customers.</p> <p>Implementation of a training platform and organization of WEBINARS every day: ex CORONAVIRUS, BIOFILM, LISTERIA, ...</p>
<b>Visits</b>	<p>On our sites: By dispensation only and preliminary questionnaire</p> <p>On our customers' sites: in case of emergency only with the agreement of the Manager and information from the Human Resources departments.</p>	
<b>Suspected or confirmed sick employees and contact cases</b>	<p>Daily follow-up of all employees concerned</p> <p>Reflex sheet for evaluation and Traceability sheet (version 1)</p>	<p>Reflex sheet for evaluation and traceability sheet (version 2: evolution of the list of symptoms of the disease, new flowchart for the resumption of activity )</p>
<b>Communication to all our stakeholders</b>	<p>Internal communication (COVID19 Status Report N°1) and Internal/External communication (COVID19 Status Report N°2)</p> <p>Video 1: message of support from Sébastien BOSSARD to all employees</p>	<p>Video 2: message of support from Sébastien BOSSARD to all employees</p> <p>Internal/External communication (COVID19 Status Report N°3)</p> <p>Institutional communication circulated by Managers and networks</p>

## Low absenteeism and positive customer feedback

## a sign that our commitment to maintain core operations to the lives of citizens is real

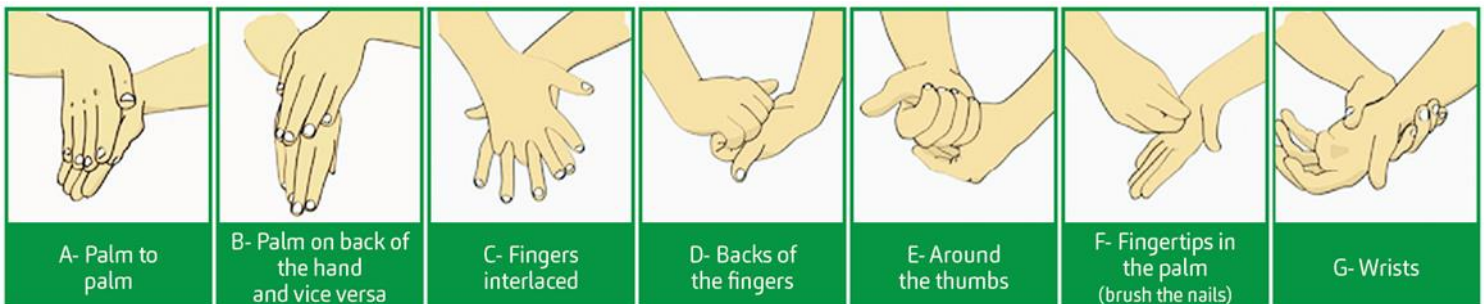
## FIGHT ALL TOGETHER AGAINST THE SPREAD OF THE VIRUS



- COVID-19 is the name of the disease caused by a new coronavirus.
- **Coronaviruses** are important pathogens for humans and animals.
- This new **CORONAVIRUS (SARS-Cov-2)** is a member of the family Coronaviridae.
- **CORONA in Latin = CROWN** this is a virus with a crown or enveloped virus.
- The virus envelope is composed of proteins on its surface.
- This **protein** plays a major role in the multiplication of the virus, but also in its behaviour towards its environment and external agents.

It is not possible to test disinfectants on this new coronavirus at this time.

### HAND HYGIENE : the first bulwark against propagation



### HYGIENE OF SURFACES : compliance with procedures & choice of disinfectant

Viable SARS-CoV2 virus was detected on surfaces after being deposited as aerosols :

72 hours after deposition on plastic / 48 hours after deposition on stainless steel

We do not know to date how long the virus remains infectious on surfaces but we do know that the Hygiene procedures set up by Kersia in the agricultural, food-processing and hospital sectors are suitable for all non-critical surfaces. **Our responsibility in this respect is to verify that they are scrupulously respected.**

It is not yet possible to test disinfectant products on this new coronavirus, but there are international publications on the efficacy of different active substances on other coronaviruses. In addition, it has been established that coronaviruses belong to the family of enveloped viruses, widely described as more sensitive to disinfectant than non-enveloped viruses. .

Kersia has drawn up a list of products tested according to the standards in force in Europe/USA/CANADA on enveloped and/or non-enveloped viruses that can meet possible needs on critical surfaces. **Our responsibility on this point is to secure the Hygiene procedures in place with products presenting a guarantee of virucidal activity as a preventive or curative measure.**

**OUR TEAMS IN EACH COUNTRY  
PUT IN PLACE THE MOST SUITABLE SOLUTIONS**

## Concerns about the availability of key products :

### Hydroalcoholic disinfection solutions: Dinard (France), Memmingen (Germany), Wexford (Ireland) and Louiseville (Canada):

Production teams, purchasing management, local buyers and support services have been mobilized to increase our capacities in alcohol deliveries and packaging for the manufacture of these products. We now reach a global production of 50T per week.

The customer allocation by customer, subsidiary by subsidiary, is done with the approval of the sales departments involved.

### Focus on DEPTIL HDS :

For the moment, the risks of breakage are limited. As with the hydroalcoholic solutions, production teams, purchasing and support services have been mobilized to increase our alcohol delivery capacity. However, we have to manage delays linked to our capacity to produce / pack the additional volumes on order. The estimated delay today is one week of manufacturing. We are now reaching 40 T per week.

### WIPES (all types) :

In this unprecedented context, the demand for Wipes (Classic, Premium or PE1000) has exploded. As the last stage of impregnation of the wipes with our products is outsourced, we are facing uncompressible delays from our suppliers as well as limited capacities. Our supplies will nevertheless remain regular, but with trade-offs to be made so as not to put the group's recurring customers at a disadvantage.

## Raw material and packaging information from any geography:

To date, 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 stoppages directly impacting our business lines or slowdowns linked to contamination of our stakeholders (reduced production rates in the plastics industry for packaging, production line stoppages, etc.). To date, the main impact concerns the lead times for the supply of our materials and packaging. As border closures do not concern the transport of goods, we only observe simple delays in the delivery of materials, which are not significant and are linked to the reinforced administrative or customs controls in Europe. Local circumstances 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). Occasional surcharges may be applied to us depending on the local context and the tension of transport flows. In certain cases and regions, deliveries of small parcels are heavily impacted, due to the disruption of the parcel distribution network (marked absenteeism, lack of resources and drivers for last-mile deliveries).

Our sites (as well as our industrial subcontractor partners and critical stakeholders) are continuously updating their business continuity plans to ensure the continuation of our mission.

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

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