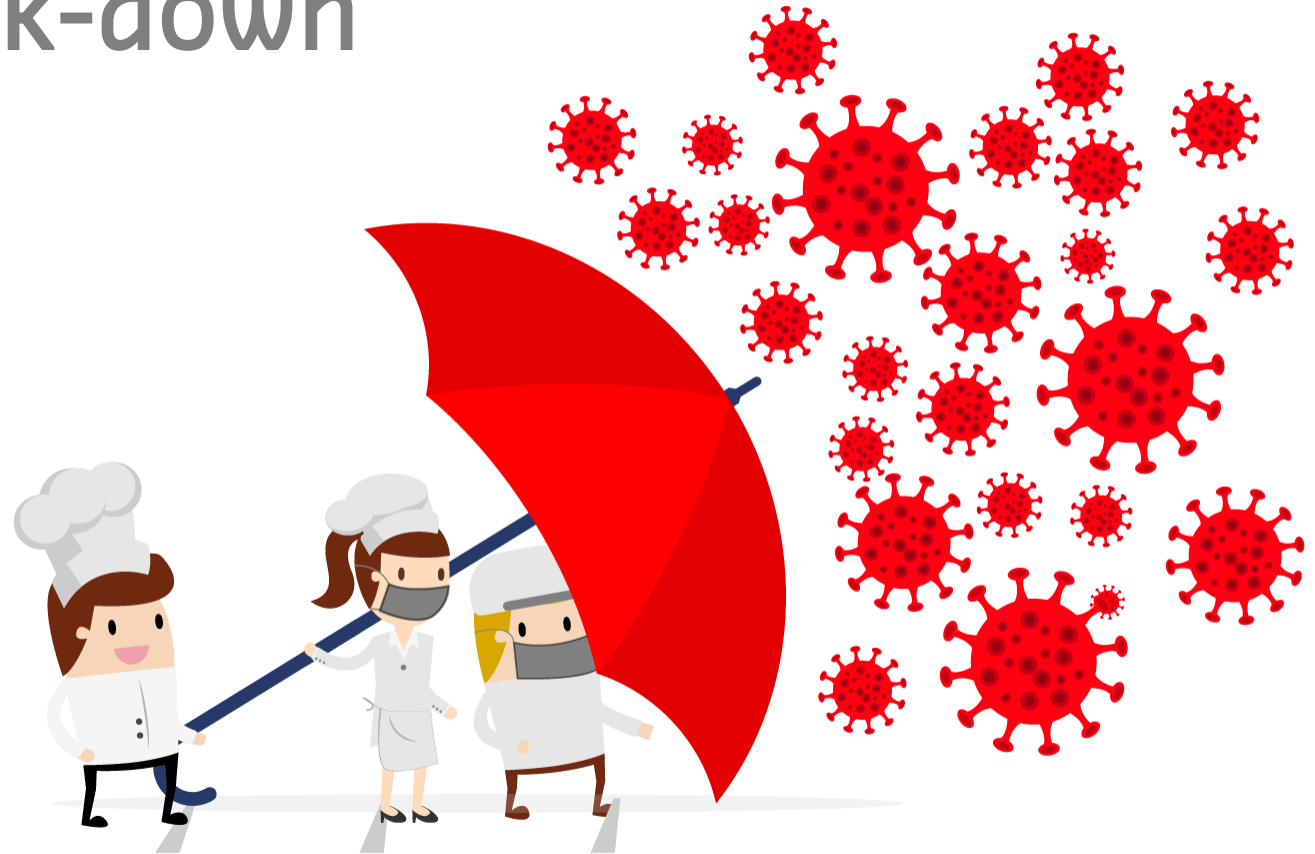


COVID-19 Post lock-down

How to optimally implement
Health & Safety guidelines?

May 2020 - version 2



Restart your business after lockdown.

A guiding framework.



In more and more countries, business can reopen, and step by step, people can go to the shops again. Although we have all been looking forward to this moment, we are aware it's not an easy task to be fully prepared for this post-lockdown phase.

In this new normal, our way of working must evolve to make sure we act in line with **Safety & hygiene regulations**; as well towards employees as towards customers and consumers.

Puratos is happy to share with you some **inspiration** from a global perspective*. Your local legislations may set different guidance; if this is the case, please stick to the procedures set by your local authorities.

We hope this framework can help to **guarantee a smooth restart of your business**. Also in these challenging times, we want to be your reliable partner in innovation, and beyond.

More than ever, you can **#RelyOnUs**.

*Before anything else, local legislations on hygiene & safety should be applied

Restart your business after lockdown.

A guiding framework.



Health & Safety principles:

1. In this guideline, you will be able to find some tips on how to ensure a safe (working) environment for your employees and customers; by applying social distancing rules and proper cleaning and disinfecting. The use of masks is recommended. If social distancing cannot be guaranteed then use of masks should be mandatory.
2. This guidance was made with the intention to inspire you with practical tips for the reopening of your business and does not have the intention to replace your own policies; any requirement set by local legislation or to avoid you to seek a legal specialized advice.
3. In all situations, full compliance with local legislations must be ensured. In some countries, the non-compliance with the local legislation may trigger sanctions.
4. As we continue to learn more about operating businesses during the COVID-19, this guidance may evolve over time. In any event, please keep your actions/policies based in your duty of care towards your employees and customers at all times.

HEALTH & SAFETY - COVID19

Content Post lock down manual

1. How to keep your employees healthy & safe?

1. Employees healthy @ work. How to manage the symptoms.

2. How to guarantee a safe working place. Some general guidelines.

3. Specific additional measures for different work environments

2. How to welcome your customers?

3. Overview communication templates@your disposal

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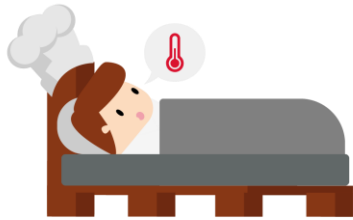
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1. Employees healthy @ work.

How to manage the symptoms.

Before employees come in to work, make sure they did a health and temperature check.



Fever (temperature of
 $\geq 99,1^{\circ}\text{F}^*$ or 37.3°C)



Cough



Shortness of breath

In case of symptoms, **they should stay at home** and contact directly their employer
Upon arrival, temperature should be checked at the entrance for all employees

1. Employees healthy @ work.

How to manage the symptoms.



In the event that a staff member becomes unwell in the workplace with typical symptoms of COVID-19, they should be removed to an area away from other people.

If possible, find a room or area where they can be isolated behind a closed door, such as a staff office. If it is possible to open a window, do so for ventilation.

Arrangements should be made for the unwell employee to be able to leave the food store quickly. While they wait for medical advice or to be sent home, they should avoid any contact with other employees.

They should avoid touching people, surfaces, and objects.

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2. How to guarantee a safe working space.

Some tips & tricks on how to communicate general guidelines

The following pages provide you with some tips & tricks on how to communicate on general measures, related to Covid_19. Be inspired and feel free to integrate these guidelines in your own company communication, where relevant.

1. Social Distancing
2. Mask specifications, use and disposal
3. Cleaning and disinfection of work environment
4. How to wash your hands
5. How to use gloves
6. Select one-way paths to avoid people crossing

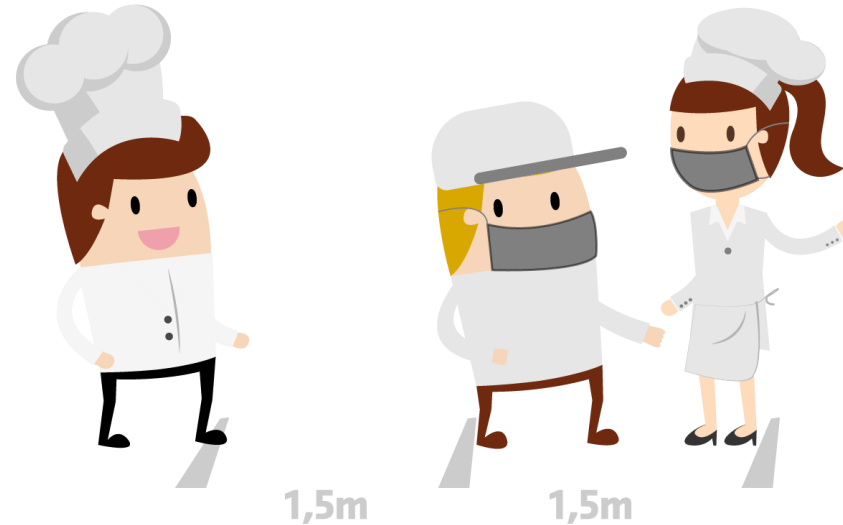
How to guarantee a safe working space.

2.1 Social distancing

During all activities, the distance between people should never be less than 1,5 meters.
(2m or more if recommended by local authorities)

Whenever social distancing cannot be respected, the use of masks should be mandatory. For all other cases, it is recommended.

We recommend avoiding places with poor ventilation or crowding people in SMALL PLACES.



How to guarantee a safe working space.

2.1 Social distancing



Make sure to remind people to refrain from hand shaking.

How to guarantee a safe working space.

2.1 Social distancing

Cover coughs and sneezes

Every time people cough or sneeze, encourage people to cover their mouth and nose.

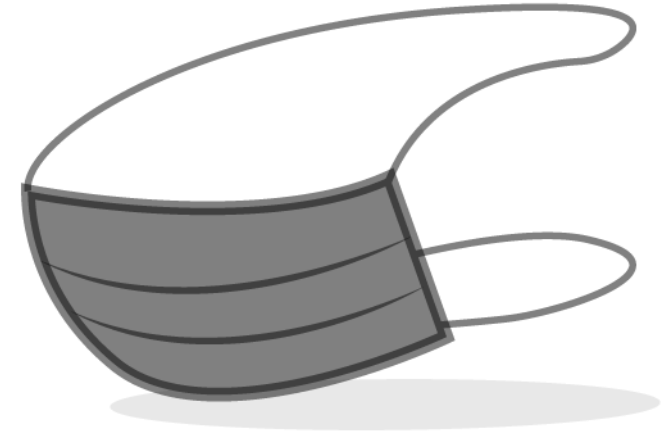
Disposable tissues should be used to cover mouth or nose if possible. If a cough or sneeze sneaks up on people and no tissue is available, they should cough or sneeze into their upper sleeve.



How to guarantee a safe working space.

2.2 Masks specifications

- Disposable masks (N95/Mask1 or similar) or washable masks are indicated.
- In the preparation areas (including storage areas) masks should be changed at least every shift.
- In administrative areas they should be changed at least every day.
- In case washable masks are used, strict cleaning procedures should be established and applied.
- Used masks should be disposed in covered containers with pedal opening. This will avoid any unintended contact with surrounding material.
- When mask is not in use, it should be kept in a closed container or box



How to guarantee a safe working space.

2.2 Use of Masks

If washable masks are washed at home, use a minimal temperature of 90°C to ensure the inactivation of any virus retained by the mask

How to wear a mask?



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards



PINCH THE METAL EDGE OF THE MASK so that it presses gently on your nose bridge



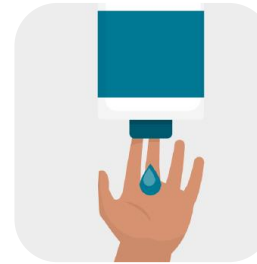
Remove a used mask by **HOLDING ONLY THE EAR LOOPS**

How to guarantee a safe working space.

2.2 Disposal of masks

Disposal of masks must be in covered containers with pedal opening. This will avoid any unintended contact with surrounding material.

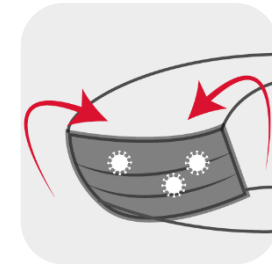
If employees want to use masks **on the way to work**, they should be discarded before entering. It is recommended to foresee at the entrance of the premises specific bins to discard them if they are disposable, if not they should be kept on a closed box.



Step 1: wash hands with soap



Step 2: remove face mask



Step 3: fold mask, with contaminated side inwards



Step 4: roll up the mask



Step 5: tie the ends and wrap it in plastic



Step 6: throw in the pedal-bin and wash & disinfect your hands

How to guarantee a safe working space.

2.3 Cleaning and disinfection of work environment

Surfaces must be cleaned and disinfected frequently.

Frequently clean and disinfect the objects you use and touch, e.g., power outlets, keyboard, doors, utensils, handles, equipment, buttons of mixers, timers, oven commands, etc.

It is recommended that in all rooms, cleaning and disinfecting agents and disposable wipes are available.

Cleaning product used must be detergent + alcohol 70% or a properly registered product that could be used for cleaning/disinfectant agent.



How to guarantee a safe working space.

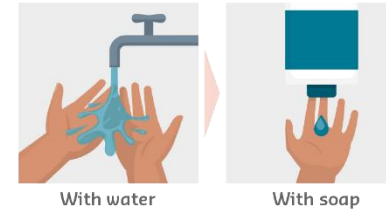
2.4 How to wash your hands

Be aware that the virus could remain active on certain materials such as metal and plastic for a long time.

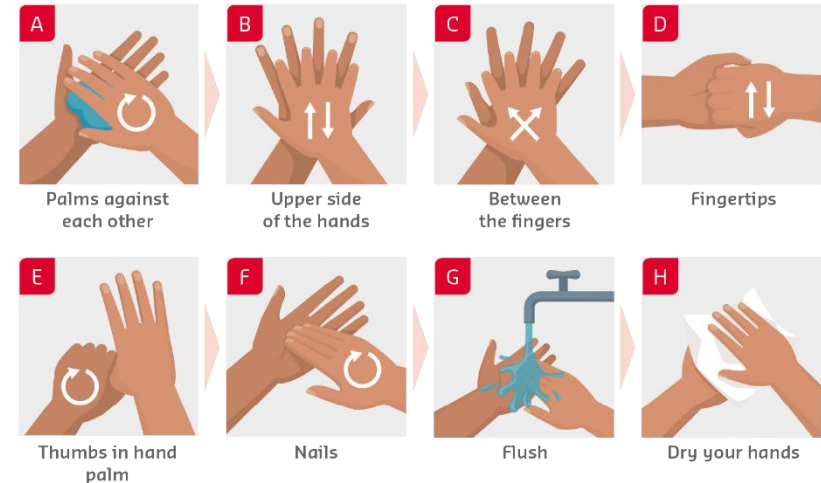
Washing hands should therefore be mandatory:

- After using toilet
- After and before eating
- When you enter a building or a meeting room
- After touching an object that could be potentially contaminated (door, pen, document, button, IT device)
- If none of the above applies, people should wash their hands at least every 2 hours
- Use disinfectant after that. Using gel/foam without washing hands is not effective.

1 Make hands wet



2 Rub well (40-60 sec)



Above posters are available for your use, if wanted.

How to guarantee a safe working space.

2.5 How to use gloves

The adoption of nitrile gloves is mandatory when the type of activity requires frequent contact with surfaces and that washing hands every time is not practical.

Never pass a hand over your eyes or nose, even when wearing gloves.

When nitrile gloves are not available, plastic gloves can be used – avoid latex gloves.

Always remember to discard gloves when you wash your hands.

Gloves to be used when handling products post baking

Remember the most important measure is to regularly wash your hands.



How to guarantee a safe working space.

2.5 How to use gloves

WHO guidelines for food business Covid 19 & Food safety

Gloves may be used by staff but must be changed frequently and hands must be washed between glove changes and when gloves are removed.

- Gloves must be changed after carrying out non-food related activities
- Staff should be aware that wearing gloves can allow bacteria to build up on the surface of the hands, so handwashing is extremely important when gloves are removed to avoid subsequent contamination of food.
- Staff should avoid touching their mouth and eyes when wearing gloves.
- Handwashing is a greater protective barrier to infection than wearing disposable gloves



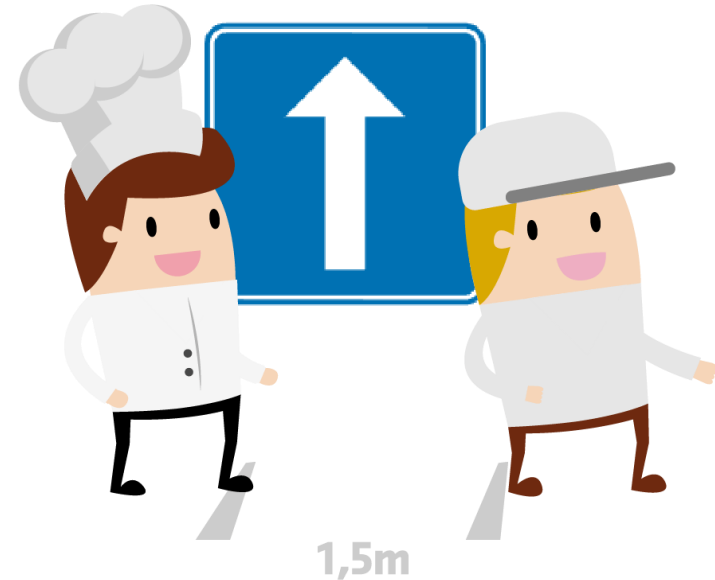
How to guarantee a safe working space.

2.6 Select one-way paths to avoid people crossing

Where possible design and implement one-way paths.

Where this is not possible people should walk on the right side of the corridor.
(Or left one for countries with left driving practices)

If social distancing cannot be respected a mask should be used



HEALTH & SAFETY - COVID19

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3. Specific additional measures for different work environments

1. Break area

2. Take the stairs

3. Use of toilets

4. Preparation area

5. Locker rooms

6. Meetings

7. Offices desks – 5S

8. Internal circulation

9. Warehouses & logistics

10. Supplier visits

11. Deliveries

12. Parking lot

13. Smoking area

Additional measures for different work environments

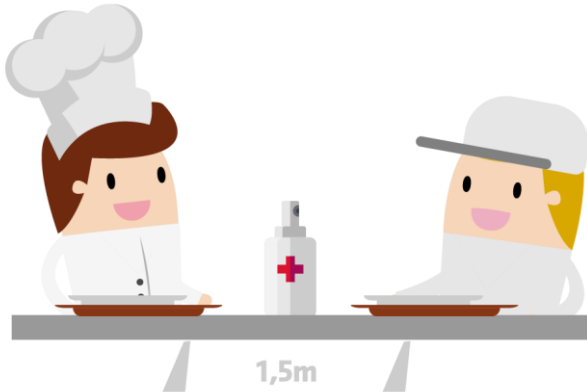
3.1 Break areas

Before



Everybody sat close to each other

New Normal

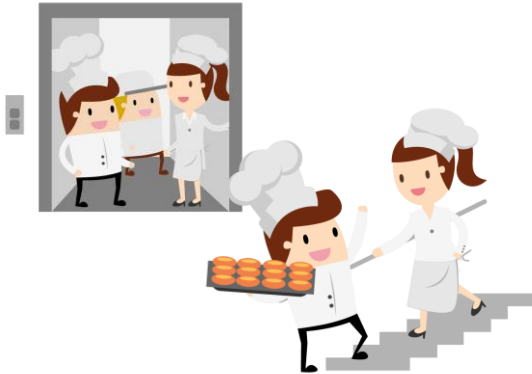


- Wash your hands before and after.
- Sit at 1.5m from each other (for all meals)
- Avoid using mobile and other electronic devices during eating time.
- Clean and disinfect after each service.

Additional measures for different work environments

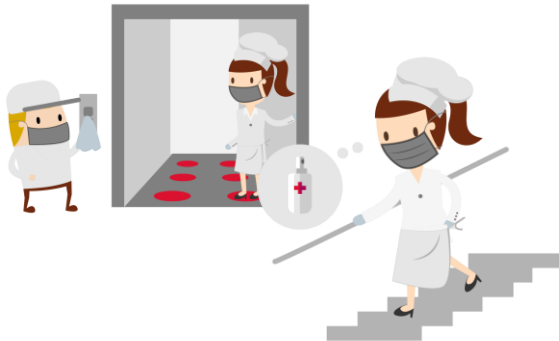
3.2 Take the stairs

Before



- Crowded elevators
- Limited control when using the stairs

New Normal



- Stay fit and take the stairs!
- If not possible, max 1 person per elevator.
- Avoid crowds. Practice social distancing.
- Wash and disinfect your hands after use.
- Regular cleaning of surfaces while wearing mask.

Additional measures for different work environments

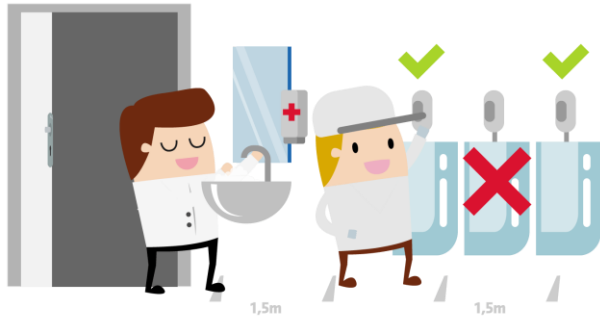
3.3 Use of toilets

Before



- The urinals are used, and the doors are normally closed upon arrival even if vacant

New Normal

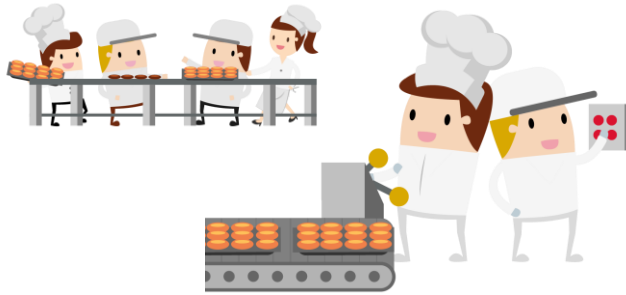


- Avoid waiting lines, respect social distancing of 1.5m
- Urinals can be used - respecting the 1.5m social distancing
- Entrance doors must remain open.
- To ease access, the doors must be left open when not in use.
- Flushing should be done with the lid closed
- Wash and disinfect your hands so have soap and get/foam available

Additional measures for different work environments

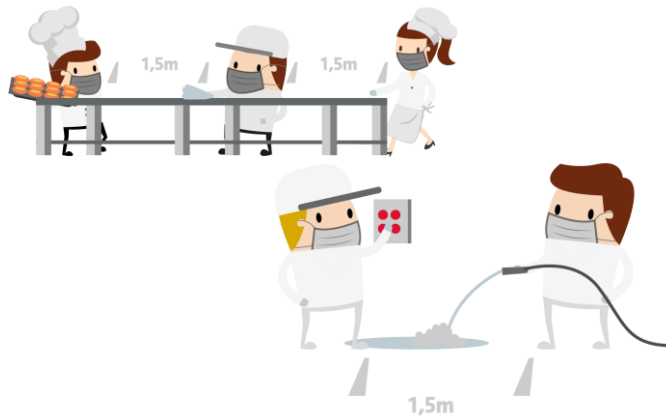
3.4 Preparation area

Before



- No social distancing.
- Beside the PPEs recommended, masks are not used.

New Normal



- Ensure preparation areas are cleaned more frequently
- Maintain social distancing of 1.5m if possible
- If not use face masks
- Cleaning and disinfection routines must be increased, e.g. equipment, kitchen bench, machines

Additional measures for different work environments

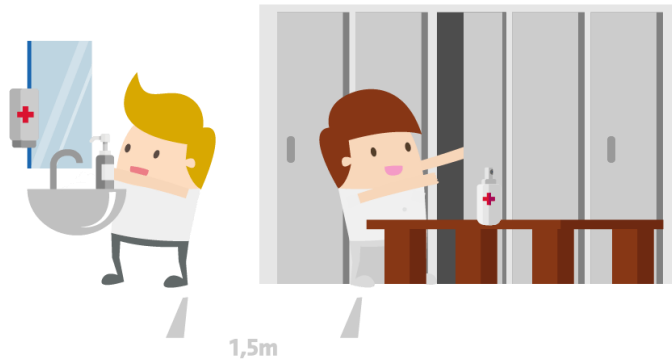
3.5 Locker room

Before



- Used without guidelines and limitation.

New Normal



- Maintain social distancing
- Leave as fast as possible.
- Wash and disinfect hands before exiting
- If needed reorganize the space and access schedules to control the use as ensuring proper cleaning and disinfection

Additional measures for different work environments

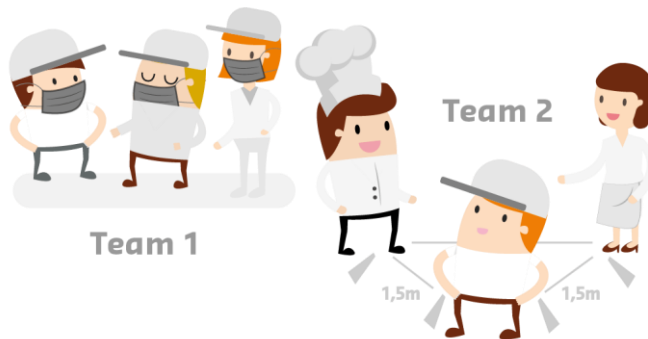
3.6 Meetings

Before



- All employees stood close and did not wear specific protection

New Normal



- Maintain social distancing of 1.5m
- Break into smaller groups.
- Cancel when judged appropriate.
- Wear masks if you cannot ensure social distancing of 1.5m

Additional measures for different work environments

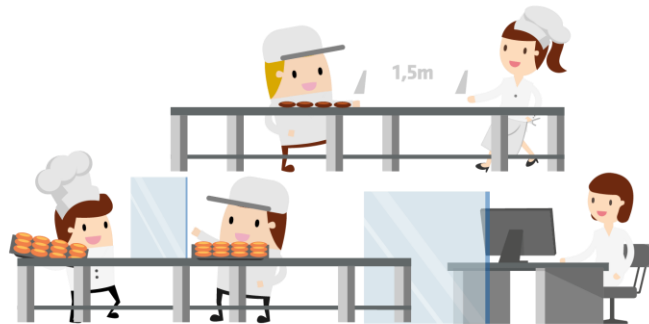
3.7 Offices - Desks

Before



- All desk stations were used
- No social distance or masks

New Normal

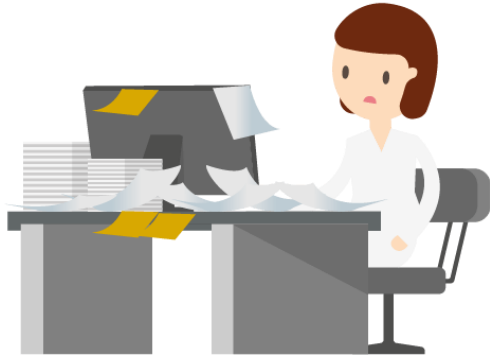


- Ensure alternative seating.
- Apply 5 S – keep desk clean and tidy.
- Foresee a kit to allow the cleaning and disinfection of the office, laptop or desktop before starting to work (should include products+wipes)
- Open windows to ensure air refreshing when possible.
- Stagger breaks and don't congregate in the break room.
- Keep distance when taking breaks together and wear masks.

Additional measures for different work environments

3.7 Offices - Desks

Before



- All desk station were used
- No social distance and mask

New Normal



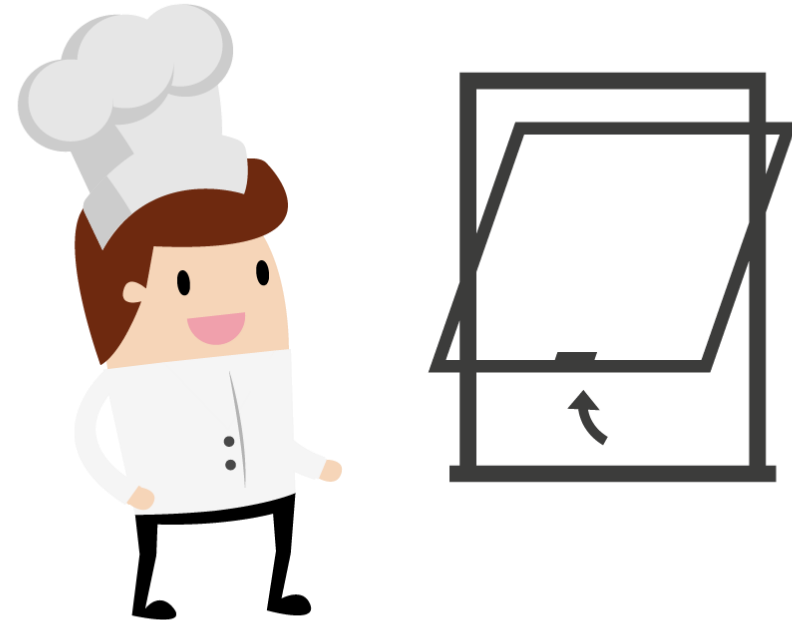
- If not possible to respect social distancing use collective protection equipment such as
- Plastic screens
- Walls to compartmentalize workplaces
- Or wear masks

Additional measures for different work environments

3.7 Offices-Desks

Ventilation

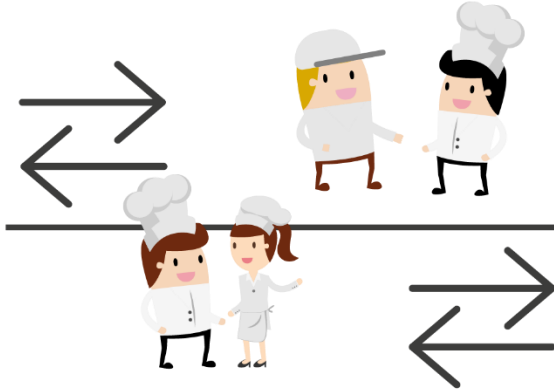
- Give preference to natural ventilation, opening windows and doors, when possible.
- If we have no choice but to use mechanical ventilation (air conditioner), use it at low speed.
- Follow the normal chronogram of filter change and maintenance.
- Avoid using rooms without any ventilation.
- Do not use individual fans that can spread the virus in the air.



Additional measures for different work environments

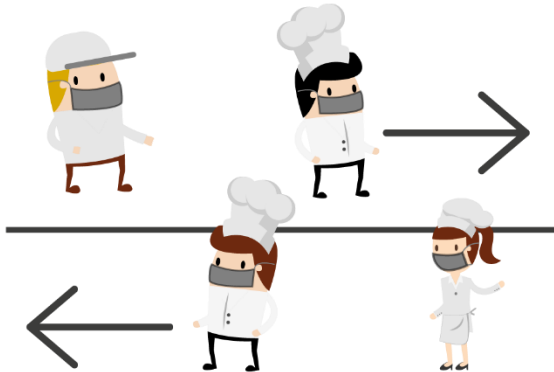
3.8 Internal circulation

Before



- Internal circulation was open and unrestricted.

New Normal

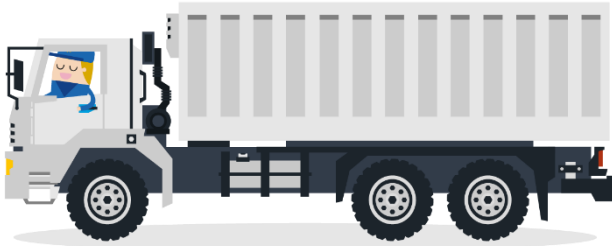


- Define if possible the best internal circulation flow, to respect social distancing.
- Opt for as many one-way paths as possible.
- Identify the path to be followed on the floor with arrows and traffic signals.

Additional measures for different work environments

3.9 Warehouse & logistic

Before



- Mask and nitrile gloves were not requested for Logistic and Warehouses areas or associated services.

New Normal

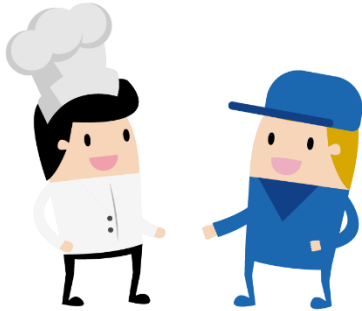


- Personnel who need to be in contact with external visitors, such as truck drivers, must wear masks and gloves.
- For personnel not in contact with external visitors the PPEs recommended, masks must be used all the time and changed for every shift if social distancing cannot be respected
- Cleaning and disinfection routines must be increased, e.g. touchscreen panels, machines, equipment.

Additional measures for different work environments

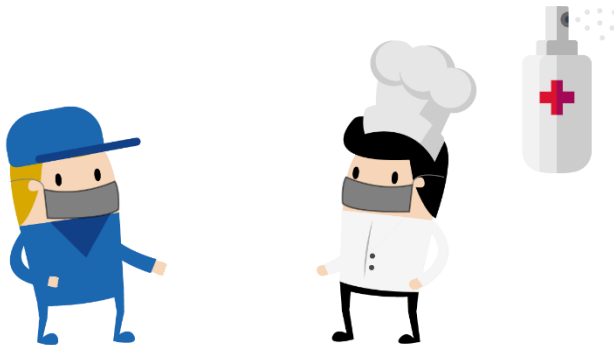
3.10 Supplier visits

Before



- Wearing masks was not required.
- Not necessary to respect social distancing.
- Sitting side by side and opposite to each other

New Normal



- Personnel who need to be in contact with external visitors, such as truck drivers, must wear masks and gloves.
- For personnel not in contact with external visitors the PPEs recommended, masks must be used all the time and changed for every shift if social distancing cannot be respected
- Cleaning and disinfection routines must be increased, e.g. touchscreen panels, machines, equipment.

Additional measures for different work environments

3.11 Deliveries

Before



- Wearing masks was not required.
- Not necessary to respect social distancing.

New Normal



- Maintain social distancing of 1.5m, wear masks, and wash and disinfect your hands frequently.
- Minimize risk of contact with suppliers (loading and unloading done entirely by the supplier or entirely by the recipient).
- Put screens, wear masks, provide gels and all necessary precautionary measures to preserve our staff at reception

Additional measures for different work environments

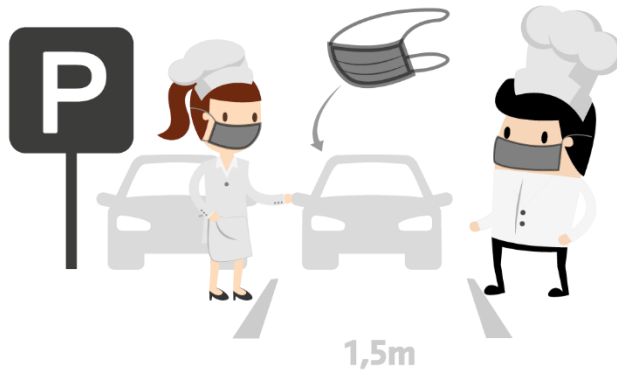
3.12 Parking lot

Before



- Wearing masks was not required.
- Not necessary to respect social distancing.

New Normal



- Maintain social distancing of 1.5m.
- If you wear masks> Define flow where to dispose them
- When possible and safe, come work by foot or bike, but always with appropriate safety behaviour (e.g., bike helmet)

Additional measures for different work environments

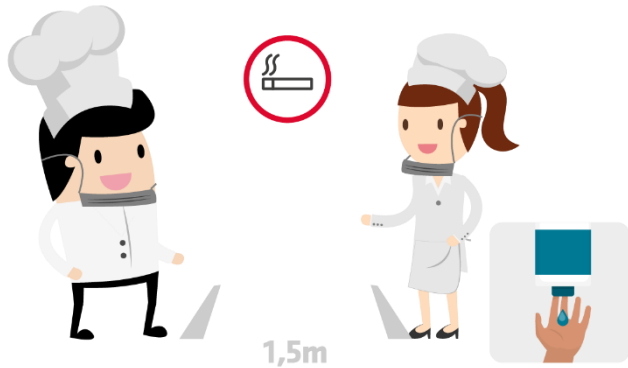
3.13 Smoking areas

Before



- Wearing masks was not required.
- Not necessary to respect social distancing.

New Normal



- Avoid them if possible, but do not smoke anywhere else
- Maintain social distancing of 1.5m
- Wash your hands before and after smoking.

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4. How to welcome your customers

In uncertain times like these, it's important to communicate in an honest and transparent way. By communicating openly on the Health & Safety measures that you have installed, you will be able to reassure you customers. We can help you with some tips & template material that you can use to better communicate with your customers and guarantee them a safe shopping experience.

1. Share information

2. Manage the entrance

3. Social distancing

4. Counter management

5. Payment procedure

6. Online ordering & Pick up

7. Gift idea

How to welcome your customers



This umbrella idea was developed for you to use in your communication towards your customers. Feel free to use the following templates to announce the Health & Safety measures in your shop.



WE CARE AS MUCH ABOUT TASTE
as about your safety

4.1 Share information on Health & Safety

available communication templates

Flyer

Give this flyer to your customers at the time of purchase, for them to take home.



Poster template design

To inform your customers about the overall Health & Safety measures in your shop.



4.1 Share information on Health & Safety

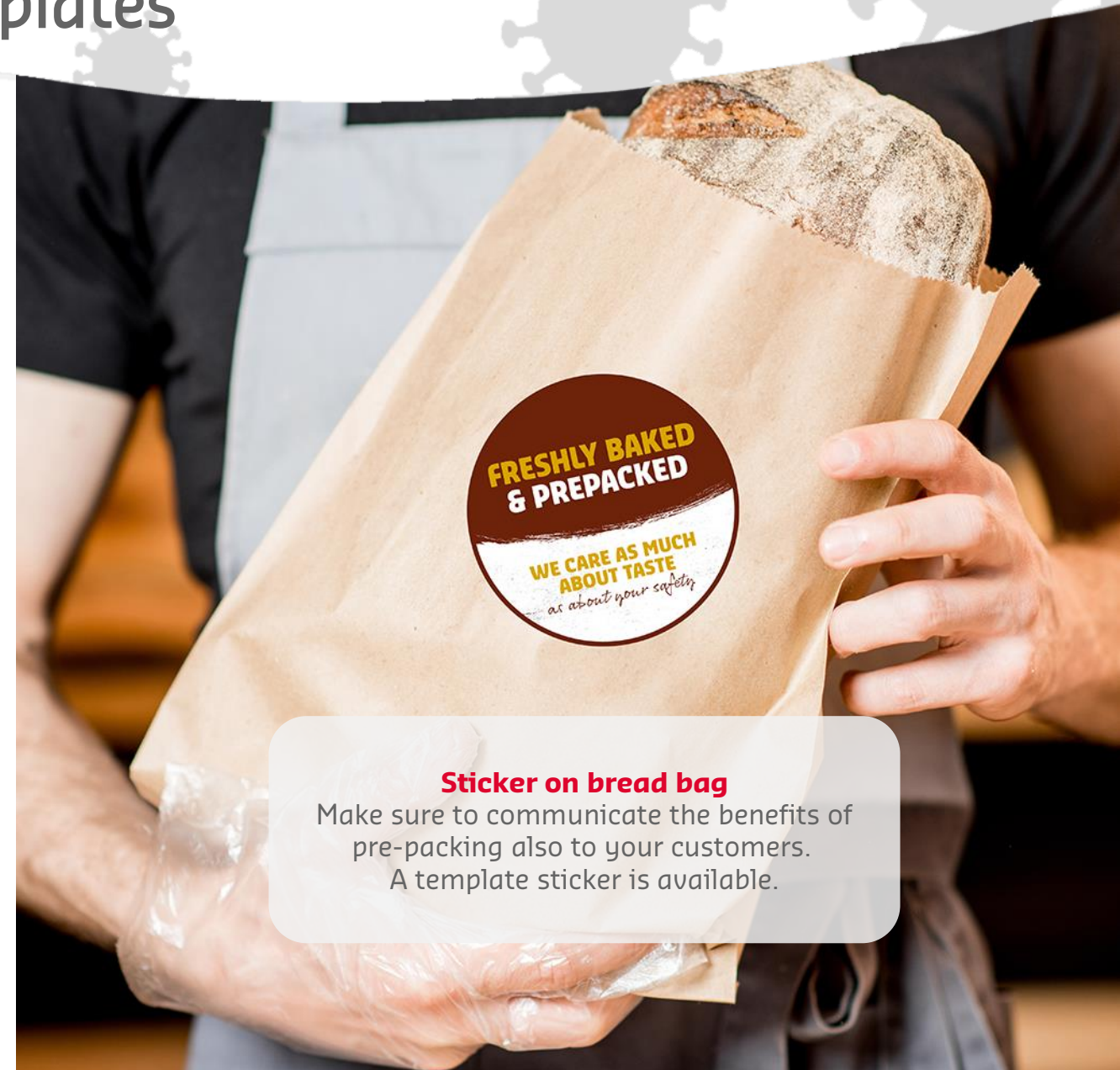
available communication templates



The benefits of pre-packing fresh breads

To raise the safety perception of your consumers, and reduce the waiting time, consider pre-packing your freshly-baked breads. This blog article and video goes into more detail on the benefits.

<https://www.puratos.com/covid-19/How-to-make-and-pack-breads-that-stay-fresher-longer>



Sticker on bread bag

Make sure to communicate the benefits of pre-packing also to your customers. A template sticker is available.

4.2 How to manage the entrance



- Doors are closed
- The store sometimes is overcrowded



- Keeping doors open where possible to minimize contact
- Regulating the numbers of customers who enter the store to avoid overcrowding
- In the store, implement the recommendation of one customer per 10m²

The following templates are available:

- Poster 'The door is always open'
- Welcome sign @ door

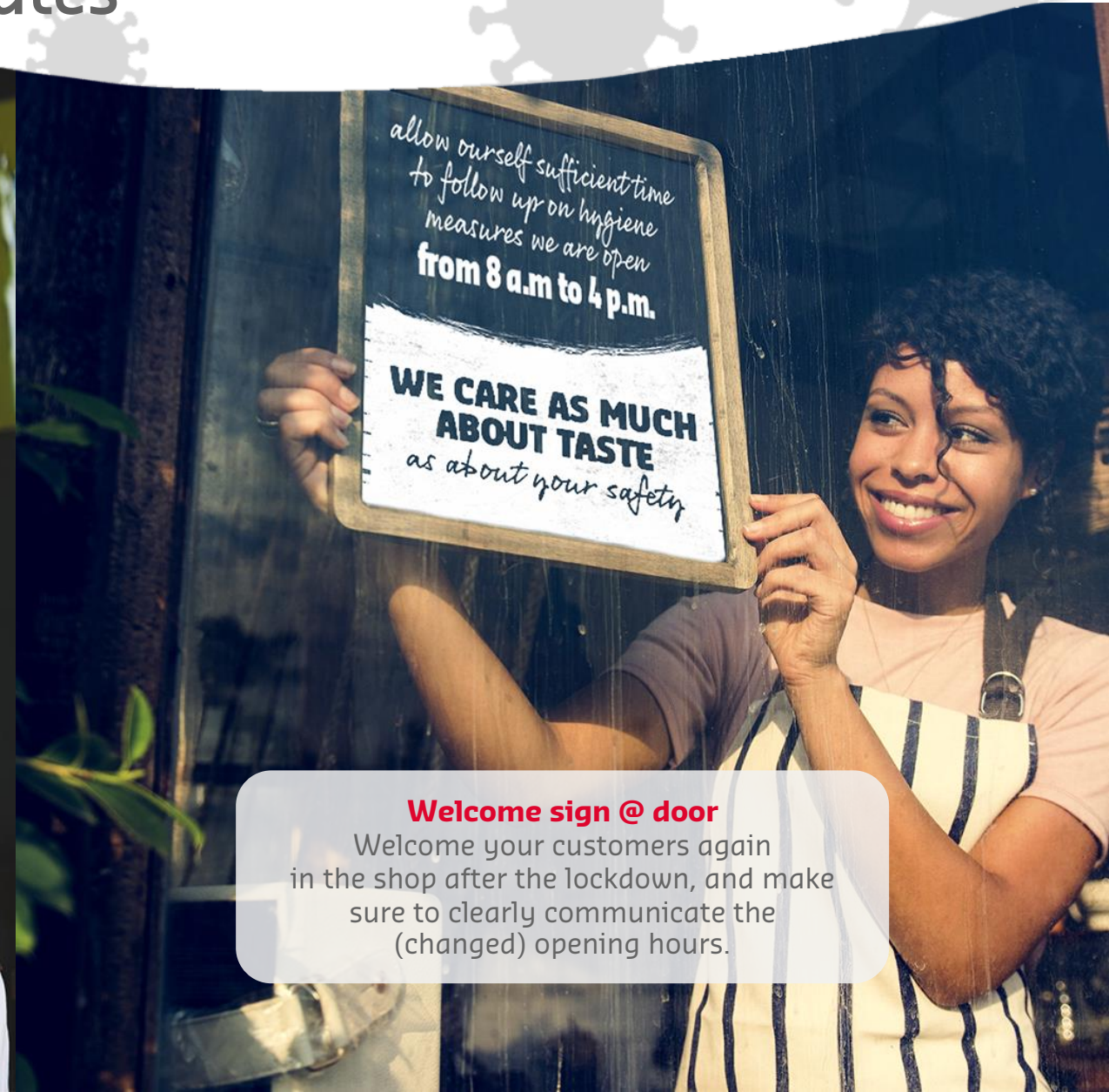
4.2 How to manage the entrance

available communication templates



Poster 'The door is always open'

Encourage customers to leave the door open, so fewer customers will touch the handle and you don't need to disinfect it every time a person touches it.



Welcome sign @ door

Welcome your customers again in the shop after the lockdown, and make sure to clearly communicate the (changed) opening hours.

4.3 Guarantee social distancing



- No social distancing
- Customers are close to each other



- Using floor markings inside the store to facilitate compliance with the physical distancing
- Managing queue control consistently with physical distancing advice both inside and outside stores
- Install a ticket machine outside and call for next customer to enter using numbers
- Provide shelter outside for queues; signal social distance on the floor of the shelter to ensure it's respected

The following templates are available:

- Poster template design
- Floor stickers

4.3 Guarantee social distancing available communication templates



Poster template design

Clear signalisation that guides your customers on how to behave in your shop.



Floor stickers

Clear signalisation that guides your customers on how to behave in your shop.



4.4 Counter Management

Before



- No barriers
- No extra-cleaning procedures for surfaces

New Normal



- It is important to maintain good hygiene practices around open food displays, such as bakery products.
- Introduce plexiglass barriers at counters as an additional level of protection for staff and customers
- Encourage the use of contactless payments
- Give more attention to cleaning high-touch surfaces such as payment terminals, counter and door handles; by for example implementing a cleaning schedule
- Providing wipes (or other forms of sanitization) for customers to use

The following templates are available:

- Cleaning schedule template

4.4 Counter Management

available communication templates

CLEANING SCHEDULE

__ : __ h

__ : __ h

__ : __ h

__ : __ h

__ : __ h

__ : __ h

__ : __ h

__ : __ h

WE CARE AS MUCH
ABOUT TASTE

Cleaning schedule

Implement a cleaning schedule to make your disinfection efforts part of a daily routine; and inform your customers and staff members accordingly.



4.5 Payment procedure

Before



- Cash
- No disinfection electronic payment

New Normal



- Avoid use of cash (although in some countries this is not possible)
- Disinfect electronic payment devices or cover them
- Use the contactless option if available

The following templates are available:

- Template design for prepaid payment card

4.5 Payment procedure

available communication templates



Prepaid Payment Card

To give your customers a safer perception of the payment method because it reduces the handling of cash. In addition, they will be more loyal to you because of the card.

4.6 Online ordering & Pick-up

Before



- Cash
- Order & pay in the store

New Normal

Bakeronline App



Platform that allows bakers, patisseries and chocolatiers to create, fast and professionally, a virtual personalised shop where their clients can place orders.



- Order and pay online

The following templates are available:

- Postcard
- Sticker
- Social media

4.6 Online ordering & Pick-up available communication templates

Postcard

Make sure to inform your customers about your online shop, eg via a postcard for the customers to take with them



Bread bag stickers

Make sure to inform your customers about your online Shop, via eg Bread Bag stickers.

Social media Tips& Tricks

Guideline on how to promote your webshop via your social media channels

How to promote your webshop

1. Promote it in your store
 - Posters, stickers, flyers, ...
 - Include advertising on the receipt and on your packaging
2. On social media
 - Add a shop section to your Facebook page
 - Share a post to promote your webshop
 - Promote your webshop via advertising



4.7 Gift idea for your customers



Multitool

Help your customers to keep their shopping safe,
by offering a gadget.
Eg <https://nxtgen-store.com/products/multitool>

HEALTH & SAFETY - COVID19

Content Post lock down manual

1. How to keep your employees healthy & safe?

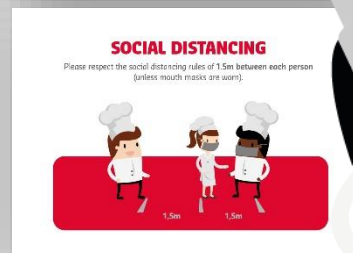
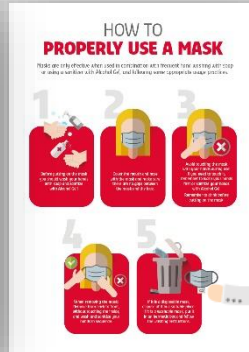
1. Employees healthy @ work. How to manage the symptoms.
2. How to guarantee a safe working place. Some general guidelines.
3. Specific additional measures for different work environments

2. How to welcome your customers?

3. Overview communication templates@your disposal

How to keep your employees healthy & safe

Overview of all template material @your disposal, to keep your employees healthy & guarantee a safe working space.



Designed on A4 format, to facilitate printing

How to welcome your customers post lockdown

Overview of all template material @your disposal, to reassure customers and guarantee a safe shopping experience.

1. Share information on Health & Safety



- Flyer template
- Poster template
- Sticker bread bag



2. How to manage the entrance



- Poster 'The door is always open'
- Welcome sign

3. Social distancing



- Poster template
- Floor stickers



4. Counter management

CLEANING SCHEDULE



Cleaning schedule template

5. Payment procedure

PRE-PAID CARD



Template design for prepaid payment card

6. Online ordering & Pick-up



- Postcard
- Sticker
- Guideline



Please contact your Puratos representative for more info on available material.



MORE THAN EVER
YOU CAN
#RelyOnUs

