

COVID-19 - POLICY

Information for Customers – COVID-19, Christeyns Food Hygiene (CFH) products and service continuity

COVID-19, the disease caused by novel Coronavirus which first appeared in Wuhan, China at the end of December 2019 is now also spreading across Europe. CFH is striving to continue supplying its customers with the necessary products and services.

As a first instance CFH has committed to continue to follow the current Government guidelines.

1. Protecting employees

A. Hygiene measures

CFH has recommended that its employees avoid physical greeting contact (shaking hands, kissing, hugging), to regularly wash hands with soap and water and to use a disinfecting alcohol gel. CFH has instructed its cleaning staff to pay extra attention to the workplace by disinfecting more regularly and by putting additional checks in place.

New questionnaires and procedures are in place for any deliveries arriving on site.

Further to a visitor's health questionnaire being completed and approved, CFH will then supply all visitors with Personal Protective Equipment (PPE).

To ensure continuity of supply and to reduce risk a temporary work at home policy has been adopted for certain employees, to ensure that all departments can continue to run as efficiently as possible as well as ensuring adequate emergency cover for COMAH (Control of Major Accident Hazards).

B. Disease

A disease procedure is in place whereby employees with worrying symptoms will be told to self-isolate for 7 days from the day symptoms start. Any employee who has an infected family member or a confirmed case of COVID-19 will be instructed to stay at home for 14 days and their direct colleagues will be closely monitored for 14 days as per the current government guidelines, which will continue to be monitored closely. This document will be updated if the situation changes.

C. Travel

All non-essential travel to risk areas has been postponed and any required travel will be evaluated on a case by case basis. Non-essential meetings (both internal and external) have been postponed where possible. CFH is continuously monitoring gov.uk for the latest travel recommendations and advice.

2. Product continuity

A. Raw Materials

The majority of raw materials remain available for further processing and CFH's aim at any moment is to hold stock levels for at least 2 weeks of production. CFH has a multi-supplier policy for most of its raw materials, allowing flexibility of supply in case of local issues. CFH also has two months of key raw material stock in external warehousing as part of a Brexit contingency plan that can be called on if required.

B. Production & Factories

The Christeyns Group has 14 production facilities across Europe and in the event of a local issue arising which makes it impossible to produce at a particular factory, production output in other plants can be adjusted to compensate.

The only exception lies with the production of alcohol hand care products and disinfectant wipes. Global demand for both these products has drastically increased resulting in a shortage of the required raw materials. CFH production and customer service teams are collaborating to distribute all available products to customers.

C. Supply Chain & Logistics

All CFH transport is foreseen to go ahead as planned. The full range of CFH's cleaning and disinfectant products (with the exception of alcohol hand care products and disinfectant wipes) is available. CFH holds two weeks packed stock in its warehousing facilities with the additional production opportunities mentioned above.

CFH recognise that its drivers will visit customer sites on a daily basis to deliver chemicals and it will continue to ensure its drivers have suitable PPE and hand hygiene products.

Service continuity

CFH acknowledges that its customers are planning to continue their manufacturing processes. As a responsible supplier CFH will strive to continue to support its customers with its products and hygiene support services. In line with product delivery, all planned customer visits will continue as usual unless instructed otherwise by a customer.

CFH employees are following a hygiene and disease procedure issued internally by the company. This procedure describes not only the basic hygiene measures for physical greeting contact and hand washing routines but also extended hygiene measures specifically to be taken in response to COVID-19. All CFH employees will adhere to specific site customer procedures when visiting customer sites. All field-based employees have received a hygiene pack for use whilst travelling.

To reiterate CFH will continue to monitor the situation regularly, updating both its internal disease procedure and its Continuity Plan as necessary.