

# NOVEL CORONAVIRUS: INTERTEK'S PRECAUTIONS AND PREPAREDNESS

## 20 MARCH 2020 UPDATE

Intertek's first priority is always your health, safety and security.

The health and safety of our employees is paramount to Intertek. We place tremendous value and focus on the well-being and safety of our incredible people around the world, who are passionate about doing the very best for our customers and delivering our TQA Customer Promise every single day.

Cases of Novel Coronavirus continue to be identified in a growing number of countries around the world. In response, Intertek has taken and continues to take immediate and extensive actions to manage the risk within our operations and wherever we work for our customers.

To that end, we are today announcing an updated series of important measures that we ask you to follow throughout the business. These measures are being put in place with a view to minimising the risks our people and customers face at this difficult time. They cover the following areas:

1. Important information
2. Ongoing hygiene, control and prevention guidance
3. What to do if you feel unwell
4. Visitors to Intertek locations
5. Visiting or working at client / field locations
6. Travel:
  - Business travel
  - All travel (including personal travel)

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### 1. Important information

- **Status of the spread of Novel Coronavirus**  
The Center for Systems Science and Engineering (CSSE) at Johns Hopkins University are tracking the 2019-nCoV spread in real-time. Cases and locations can be viewed here: [Johns Hopkins Covid-19 map](#).
- **World Health Organization ("WHO") guidance**  
The WHO guidance is available: [WHO guidance](#), and we advise you to follow this.

- **Centers for Disease Control and Prevention (“CDC”) guidance**  
The CDC provides Covid-19 disease and travel information which is available [here](#) and [here](#) .
- **Official restrictions and guidance where you live and work**  
Governments around the world are issuing travel, quarantine or other restrictions and guidance relating to Covid-19. Please check the government and health service websites which are relevant to you to ensure you have the latest information specific to your circumstances. This guidance document applies as a global policy across the Intertek Group and does not necessarily cover all local regulations which may be important for you.
- **Information and support**  
Information and support is available as always from your HR business partner. If you have questions around international travel, please contact the [Intertek Travel Risk team](#).
- **Customer communications**  
For any customer or media enquiries relating the coronavirus situation, please refer to the [Intertek.com customer information page](#). This page will be updated as the situation unfolds.
- **External communications**  
We would like to remind you of our social media policy (which is available [here](#)). What each of us says on social media is a reflection of our values and who we are as a company: we should take care in any social media messages and we should be particularly mindful to ensure the privacy of any of our colleagues or our customers’ colleagues who might have the virus.

## 2. **Ongoing hygiene, control and prevention guidance**

We have issued extensive communications to all our people, in line with World Health Organization guidance, on how to minimise the risk of viral infection to them and others by taking effective hygiene measures and avoiding situations where the risk of infection could be heightened.

These hygiene measures are set out on posters which should be displayed at all Intertek locations. They are available here:



[Download posters to your site](#)

### 3. What to do if you feel unwell

- If you are experiencing fever or shortness of breath (even mild symptoms), contact HR and remain at home until further advised
- If you are diagnosed as a suspected or confirmed case of coronavirus, please contact HR immediately
- In other instances, our normal sickness policy applies

### 4. Visitors to Intertek locations

The following categories of people should be requested<sup>1</sup> to postpone any visit to an Intertek location:

- Anyone who has travelled into, out of or transited through Mainland China, Hong Kong SAR, South Korea, Europe, the UK or Iran in the last 14 days
- Anyone who has experienced fever or shortness of breath in the past 48 hours
- Anyone who is aware that they have been in contact with someone who has a suspected or confirmed case of coronavirus

### 5. Visiting or working at client / field locations

- You should not visit or go to work at a client / field location if:
  - You have travelled into, out of or transited through Mainland China, Hong Kong SAR, South Korea, Europe, the UK or Iran in the last 14 days
  - You have experienced fever or shortness of breath in the past 48 hours
  - You are aware that you have been in contact with someone who has a suspected or confirmed case of coronavirus
  - The client / field location has had a suspected or confirmed case of coronavirus in the last 14 days

- If you are planning to visit or work at a client / field location (including to carry out inspections or audits) you should phone ahead / contact the client / field location ahead of your visit:
  - so that you understand any restrictions and can comply with any requirements for being on site
  - to check whether the site has had any suspected or confirmed cases of coronavirus and what hygiene, control and prevention measures are in place at the site to minimise the risk of viral infection
- If you work at a client / field location which has a quarantine or other policy in place for people returning from travel to certain locations, and you plan to travel to any of those locations, you should notify Intertek HR immediately and before you book / travel

## 6. Travel

- **Business travel:**
  - On a temporary basis, we have put in place a complete restriction on international travel by our people for business into, out of and transiting through Mainland China, Hong Kong SAR, South Korea, Europe, the UK or Iran
- **All travel (including personal travel):**
  - If you have travelled, or are aware you have been in contact with anyone who has travelled, to Mainland China, Hong Kong SAR, South Korea, Europe, the UK or Iran in the last 14 days, you should:
    - Tell HR immediately
    - Remain at home for 14 days
  - If you are planning personal travel to Mainland China, Hong Kong SAR, South Korea, Europe, the UK or Iran before 30 April 2020, you should notify HR immediately
  - As this situation is developing, be aware that self-quarantine and other restrictions / requirements could change. If this happens while you are travelling, you could face issues in returning to your home location: if you are travelling on business, you should immediately contact AIG GlobeCover on ++44 1273 401590 for travel support