

## **Covid-19 (Corona Virus) Update**

**23<sup>rd</sup> March 2020**

Following the recent outbreak of Covid-19 (Corona virus), Savona have reviewed the relevant aspects of our business to ensure that we take the necessary steps to maintain the safety of our people, the safety of the products we supply and the safety of both our customers and their customers.

As more information becomes available, we know that adopting certain behaviours can help to reduce the risk of infection for ourselves, our colleagues and our customers.

Be assured that we are taking the matter very seriously and continue to pay close attention to the health advice being given by the UK government.

### **Products and Imports**

Currently there has been no change in food handling protocols or official guidance announced by the UK government surrounding food regulations and COVID-19.

Experience with SARS and MERS suggests that people are not infected with the virus through food. With no evidence yet of this happening with COVID-19, it is unlikely that this could occur. Coronaviruses need a host (animal or human) to grow in and cannot grow in food.

While more needs to be learned about how this particular virus works, coronaviruses typically cannot survive for very long on surfaces, and are very unlikely to survive over a period of days or weeks on imported products from affected areas. At present, there is no evidence to support transmission via imported goods and there have been no cases associated with imported goods.

### **Hygiene Practices**

We are taking all precautions and any staff with a new cough or a high temperature knows to stay at home, either in family isolation or self isolation.

As the government has acknowledged that an increase in UK Coronavirus infections is inevitable, the company has put in place a number of its own appropriate proactive measures across both sites. These additional measures aim to protect the ongoing well-being of our employees and allow business operations to continue without significant impact.

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We have updated all employees across our company, advising them to take preventative measures in order to limit the risk of transmission in line with advice from the government and the World Health Organisation (WHO).

This advice specifically covers steps to take to ensure the highest standards of hygiene across our sites. All employees that are going into isolation in accordance with the NHS guidelines must notify their Line Manager through the usual absence reporting channels.

### **Business Travel & Visitors**

We have cancelled all face to face customer meetings and all contact with suppliers and customers are being conducted remotely.

### **Availability**

We have also not seen any significant supply shortages due to COVID-19, other than a recent increase in demand for products such as bactericidal hand soap, kitchen sanitiser, catering wipes and toilet rolls. We remain in stock of these products but continue to closely monitor all stock levels and work with our suppliers to try and reduce out of stocks as much as possible.

In order to ensure that such goods are available fairly to all customers, we are monitoring orders (both online and offline) and may reduce quantities despatched to prevent stock-piling.

### **Continuity of Service**

Savona has a business continuity plan in place, which establishes guidelines on communications, governance, reporting and resource planning amongst other factors. The scope of the plan is to cover the precautions and actions necessary to contain the risk of illness, as far as is practicable, to our staff, to restrict any impact on operations and to ensure continuity of service to customers.

In addition, periodic updates are attended by the senior leadership team to ensure that all departments across both sites are up to date,

### **Customer Lock-Down**

If your site becomes affected by a coronavirus outbreak and undergoes a 'lock-down' phase, please let us know as a matter of urgency.

We take both the health and safety of our employees and our mission to deliver service excellence to our customers very seriously and will work with our customers to minimise any potential

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disruption to continuity of supply.

We will take guidance from the relevant bodies and liaise directly with you to find a safe way of ensuring continuity of deliveries where possible.

**In summary**

Thank you for your understanding in this matter and rest assured that we are doing everything possible to ensure that it's business-as-usual.

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