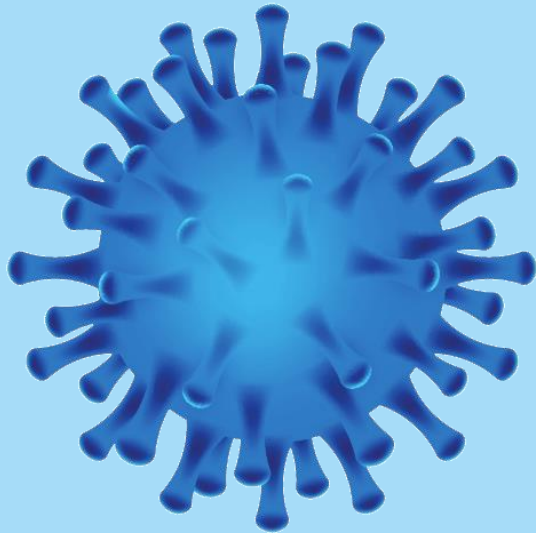




Back Office Plan

Post Covid -19

Summary

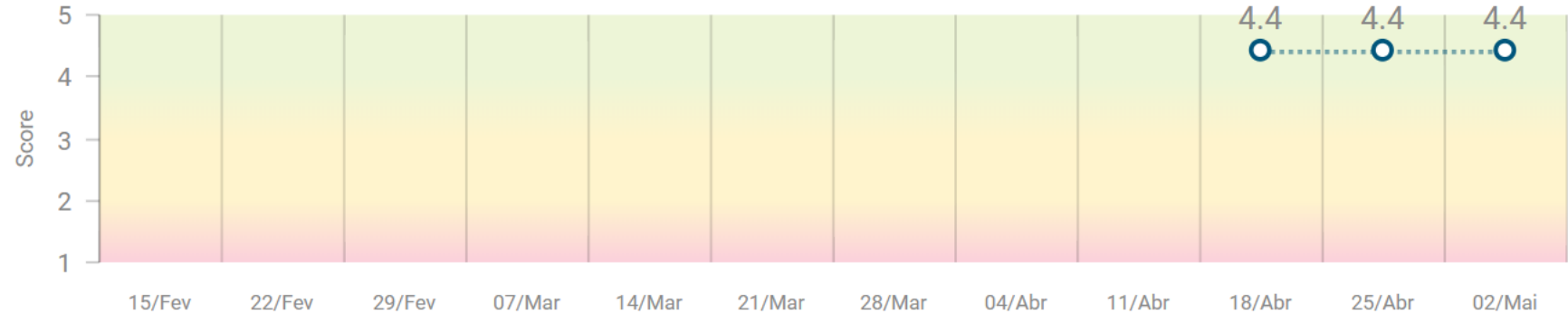


- Pulses Result -Covid-19 Thermometer
- Premises Austria
- Premises Switzerland
- Recommendations for managers
- Hygiene, health and safety measures

Covid-19 Thermometer



Score



SCORE THE DIMENSIONS



Adaptation



4.5



Awareness



4.7



Perception about crisis response



4.6



Feeling and Perception



3.6



PREMISES - Austria

For a cautious resumption of the **EUROPEAN TEAMS**, the following **PREMISES** adopted are as follows:

1. Scale with gradual return in waves:
 - a. Wave 1: **Max.** of 15 people in the office as of 11th of May
 - b. Wave 2: **Max.** of 20 people in the office as of 18th of May
 - c. Wave 3: **to be confirmed**
2. The **manager** of each area, must ensure compliance with the maximum % of each wave, as well as the scale and relay of the Home Office of the respective team, as recommended in the following slides.
3. An attendance sheet were posted in Microsoft Teams. Every one that wants to be in the office should schedule the days with at least 2 days in advance after organizing that with their own manager.



*Kathrin and Bettina will support us to control the amount of people to be in the office per day

Waves in numbers (43 employees)

Wave 1



35%
15
Employee

11/May

Wave 2



47%
20
Employee

18/May

Wave 3



TBD

PREMISES - Switzerland

For a cautious resumption of the EUROPEAN TEAMS, the following PREMISES adopted are as follows:

1. There is a Whatsapp Group to control the attendance
2. Maximum amount of people is 3
3. The **manager** of each area, must ensure compliance with the maximum % of each wave, as well as the scale and relay of the Home Office of the respective team, as recommended in the following slides.
4. In Switzerland the Government recommendation is to use home office until end of May, whenever possible



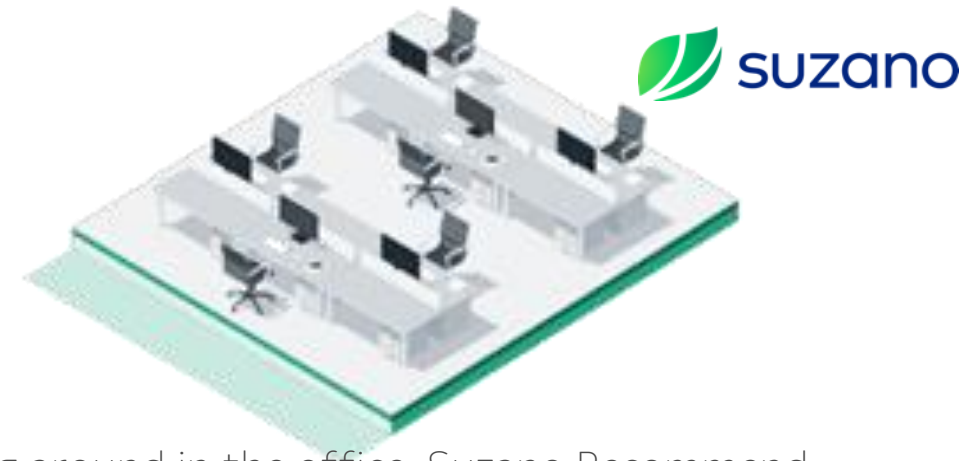
*Laetitia will support us to control the amount of people to be in the office per day

Recommendations to managers while organizing the scales

- Be empathetic and receptive to the feelings of 'anxiety' or 'fear' of each employee;
- Postponing the entry of mothers / fathers with small children and school-age children for future waves;
- Postpone the entry of employees who maintain contact in their homes with health professionals and risk groups;
- Ensure transparency and publication of scales carried out between teams.



Implementation of the following Hygiene, health and safety measures



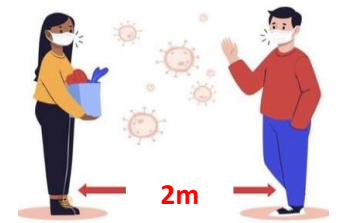
- If you have any symptoms, please, stay home.
- Temperature measurement when arriving
- Government recommend masks when entering the building and walking around in the office. Suzano Recommend wearing masks as much as possible everywhere. We will distribute comfortable alternatives.
- It is recommended that before starting to work, you clean your keyboard, mouse, phone etc with a disinfecting wipe
- Hygiene signs up on different places
- Cleaning of bathrooms and door handles more frequently
- Airing and air conditioning
- Maximum of 4 people per meeting room. No Meeting longer than 30 min. Use Microsoft teams as alternative.
- It is recommended to have no visitors to the office. In case we need to let visitor in, the use of mask is mandatory.
- Keep 2 meters distance between each other



Implementation of the following Hygiene, health and safety measures



- There will be blocked desks which are not allowed to be used to ensure safety distance
- Safedi Distance Control: Bluetooth device, like a key chip, which gives a signal when coming too close to another person wearing the chip. The signal stops when stepping back.
- Every person has their own hand disinfection and desk disinfection spray available. Please, use it specially when arriving and going out.
- Wet wipes and tissues are available to touch bathroom door handles
- Men's bathroom also has a green and red sign to avoid person entering if occupied already
- Kitchenette has a 'keep the distance' sign, only one person allowed at the coffee machine
- Coffee machines buttons are being disinfected regularly
- Cleaning team also uses disinfection to clean desks daily
- In case you see somebody not following the safety recommendations, please politely tell this to the person immediately – safety is a common goal and common responsibility





Mentimeter

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The digit code **28 08 4** is valid now

