



# COVID19: CORDSTRAP GLOBAL BUSINESS CONTINUITY PLAN

*cordstrap*



We are the global leader in cargo protection with operations in 50 countries. As a professional company operating across the world, we are taking all necessary measures to enable continuity for our customers' businesses, while ensuring the safety of our workers and contributing to social distancing to reduce further transmission of the virus.

## Purpose

Cordstrap keeps the world's cargo safe and we will continue to do so in disruptive times the world is facing today. During this Corona crisis, it is vital that supply chains operate effectively during the current period. We will play an integral part in ensuring this, helping our customers to operate as effectively as possible.

We will achieve this without compromising the safety of our employees.

This document details the steps we are taking to provide that service and peace of mind.

## Protecting our people

Across the world we are following these strict guidelines:

- All our office workers are working from home and are getting IT and hardware support to ensure an ergonomically sound workplace.
- For people working in our factories, warehousing and shipping, extra measures are being taken in line with governmental advice. We have:
  - Maximized segregation of warehouse and production operations staff via working in shifts.
  - Separated lunch and coffee breaks to maintain segregation.
  - Controlled physical access to external truck drivers and other critical external staff.
  - Instituted strict policies on hygiene and distance between workers.
- To ensure emotional wellbeing while working in an isolated home-office, we will provide interaction through daily and weekly team updates with line management, virtual coffee sessions and regular CEO updates via WebEx and mail.

## Protecting our customers' businesses

All business critical functions (Customer Service, Sales, Manufacturing, Quality, Warehousing and Logistics) will continue to operate:

- **Customer Service**

Our Customer Service teams are fully available and can be contacted in the normal manner. E-mail, phone, and specific order portals that our customers may use are fully operational. Digital technology allows us to keep normal customer service fully in place, while our Customer Service Agents are home-office based.

- **Sales Support**

At this time, normal face-to-face meetings with customers are not possible. However, it is vital that our customers still get the high service levels that they are used to from our sales staff. We are dialing up phone and video conference services between our Account Managers and customers, including the possibility to log on to any digital communication tools used and preferred by our customers.

- **Manufacturing**

We realize that it is critical to our customers' businesses to keep their operations running. Cargo securing products continue to be needed to enable our customers to ship their products safely. We are therefore maintaining normal operations in our manufacturing locations around the world. We are doing this under heightened hygienic conditions and are observing special measures to fulfill all governmental guidelines with regard to contact, distance etc. between people.

- From the very start of the outbreak of COVID-19, we've pulled in supplies of raw materials, so that we can continue to serve our customers normally during a time of disrupted supply chains.

- **Warehousing & Logistics**

We are ensuring ongoing supply of our products. This is critical to enable and support our customers' operations. Our Warehousing and Logistics teams are continuing normal operations, both physically in the warehouses and where possible, for example in the planning departments, home-office based. This allows us to keep normal in and outbound operations running, to satisfy demand from our customers.

- Forwarder/carrier availability is tight under current circumstances. We have asked our carriers to take similar measures to Cordstrap in keeping employees healthy and service at a high level. We are in daily contact with carriers to monitor the situation and are proactively looking for alternative solutions in case of potential constraints.

- Through our customer service teams, we remain in close contact with our suppliers so that we can take best possible mitigation actions should any delays occur.



## Cordstrap COVID-19 Response Team

To ensure our business and people are closely aligned and working in strong collaboration to achieve timely, well-informed decision making, Cordstrap has installed a global, multifunctional response team.

### Overarching goals

- To protect the health of our employees.
- To continue reliable supply to our customers to help them protect their businesses.
- To protect the long-term viability of our company.

### Key strategies

1. Act at the 'leading edge' of the crisis by taking fast and conservative precautionary measures.
2. Ring fence and protect the ability of our customer facing, mission-critical functions to operate (Customer Service, Production, Warehouse and Logistics).
3. Anticipate severe business impacts and institute immediate mitigating actions.
4. Demonstrate purpose, communicating frequently and openly with staff and customers.

Cordstrap is acting quickly and decisively. Throughout this crisis, we are taking strong measures to protect our people, our customers' businesses and to meet our responsibilities in reducing the spread of COVID-19.

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