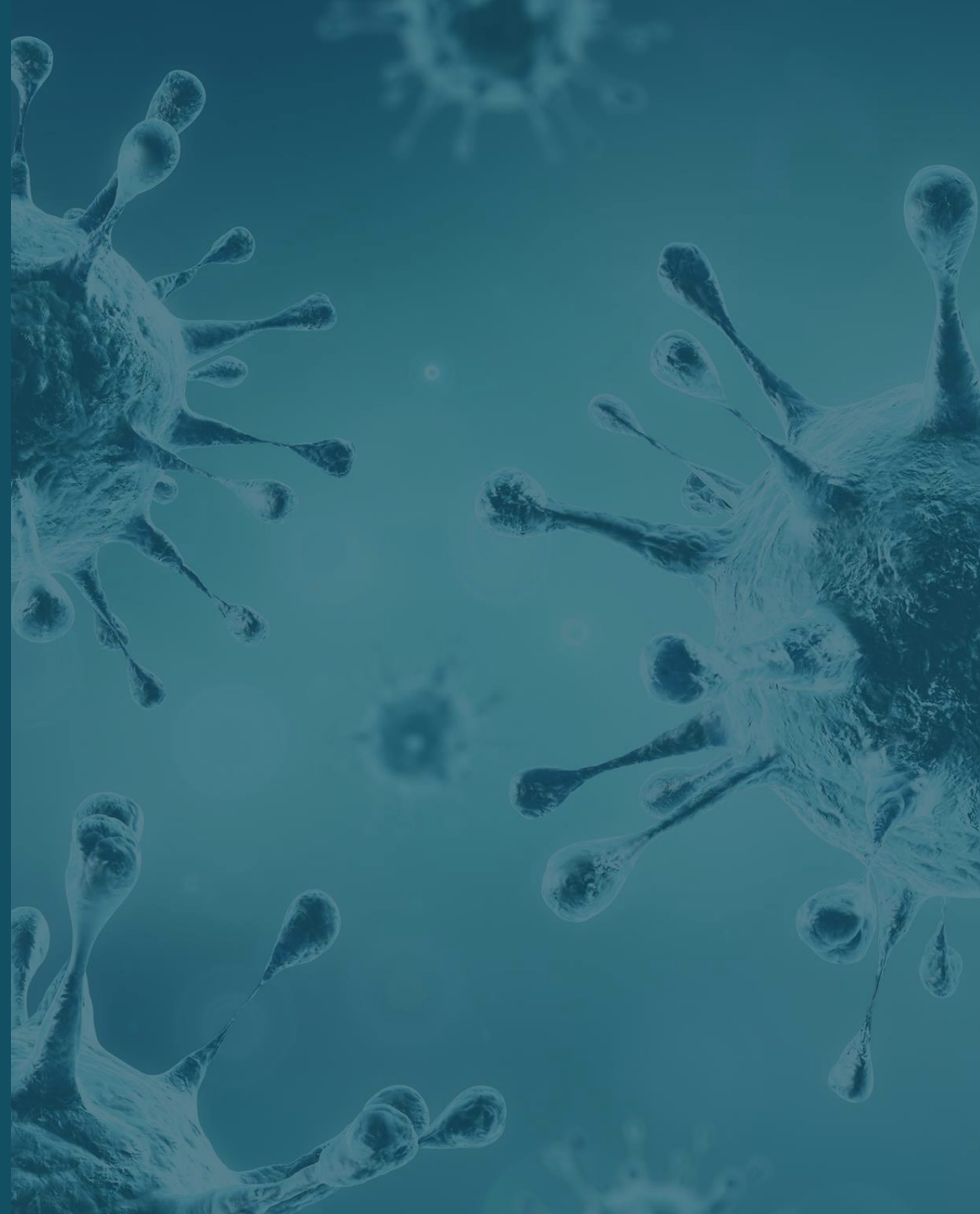




# CLIENT GUIDE CORONAVIRUS

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Last updated on 12 March 2020

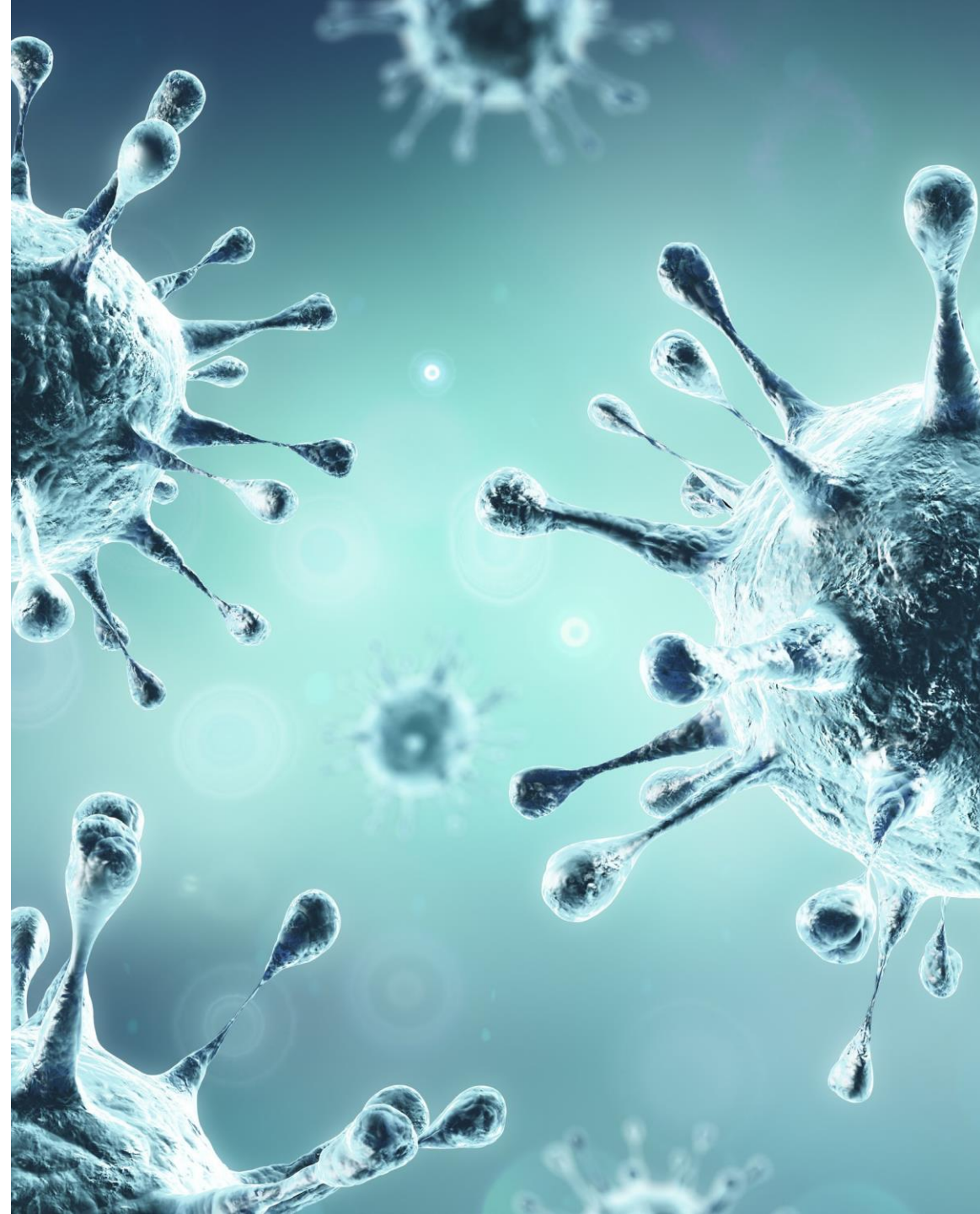


## INTRODUCTION

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The health and safety of our employees, clients, and consumers is our number one priority. We understand that the ongoing situation regarding the outbreak of Coronavirus (COVID-19) will be top of mind for many of you, and as a business, we want to do all that we can to support you during this period.

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## OUR APPROACH

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At a global level, Compass Group PLC rapidly convened a monitoring group to focus on the issue, monitor developments, and agree and execute actions.

Across the Group, we have now launched communications campaigns for our employees to reinforce existing health and hygiene standards and have reviewed our infection control protocols and crisis management plans in preparation for further escalations.

A crisis management is installed on a Central European level and Luxembourg level to ensure the highest level of anticipation.

This document outlines how we are approaching the outbreak of Coronavirus (COVID-19) at Compass Group Luxembourg, the measures we are putting in place across our organization, and where we are adopting and sharing best practices.

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## HEALTH & SAFETY

At Compass Group, health and safety are of paramount importance to us.

We have a firm Pandemic policy in place to ensure we effectively manage the outbreaks of illnesses such as COVID-19, and we continue to monitor guidance provided by Government and WHO carefully.

We put in place best-practice measures to be adopted by each of our companies :

- Advising all operational leaders to be alert to signs of illness within their teams
- Retraining teams to refresh knowledge and practices on hand sanitization and a hygienic response to coughing/sneezing.
- Reinforcing daily sanitization protocols at all sites.
- Limiting packages and consumables handling
- Products protection

**CORONAVIRUS COVID-19  
INFORMATIONS ET DIRECTIVES**

**COMMENT SE PROTÉGER ?**



Lavez-vous régulièrement et correctement les mains à l'eau et au savon.



Toussez ou éternuez dans le pli du coude ou un mouchoir en papier.



Évitez de serrer des mains ou de faire la bise.



Évitez de toucher votre visage avec vos mains.



Évitez les contacts proches avec les personnes malades.



En cas de maladie restez à la maison, n'allez pas au travail ou à l'école.

**QUELS SONT LES SYMPTÔMES ?**



37,5°





Les symptômes ressemblent à ceux de la grippe. La maladie reste bénigne pour la majorité des gens.

**COMMENT LE VIRUS SE PROPAGE-T-IL ?**



Le port d'un masque normal ne vous protège pas contre les virus.



Le virus se propage par le biais de gouttelettes respiratoires expulsées lorsqu'on tousse ou éternue.

**POUR SE RENSEIGNER :**  
 8002 - 8080

**EN CAS D'URGENCE :**  
 112



LE GOUVERNEMENT  
DU GRAND-DUCHÉ DE LUXEMBOURG.  
Ministère de la Santé  
Direction de la Santé





Pröpper Hänn  
Sëcher Hänn



## PROTECTING OUR PEOPLE

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### Communication

We rely on our brilliant people to deliver world-class service every day, so ensuring their safety and wellbeing is crucial for us.

All our guidance aligns with Government advice. Also we are staying updated with the latest information on COVID-19.

Our teams remain at the disposal of our employees and maintain contact with our units.

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## RECOMMENDATIONS IN COLLABORATION WITH OUR CLIENTS



- Providing Lunch Packs alternatives
  - Setting up different service shifts to minimize people gathering during lunch time
  - Limiting material sharing and collective use
  - Reviewing menus – to reflect any changes to labor on sites, creating flexible menus / different food offers.
  - Setting up plate covers and stretch film for self service products
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- Providing hand sanitizers to our operators
  - Sanitizing contact points (touchscreens, keypads, etc.)
  - Replacement of out of stocks products with others references if applicable
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- Clients support for sanitizing contact points, critical areas, meeting rooms, buildings, etc.
  - Setting up sanitizing products efficient on Coronavirus
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These lists remain non-exhaustive and could be adapted depending on clients demands and/or situation evolution.

NB : The "Ministère de la Santé, division de la Sécurité Alimentaire" declared that, to this day, food is not identified as a source of transmission.



## KEEP IN TOUCH

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Our operational teams remain at your disposal for further information or suggestion.

Our Crisis Management team will review the situation daily. The Chair of this group regularly engages with Group colleagues to receive updates from around the world, as well as sharing best practices from those countries who have been most significantly impacted by the Coronavirus outbreak.

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For further information regarding Coronavirus COVID-19 :

<https://msan.gouvernement.lu/fr/dossiers/2020/corona-virus.html>

Do not hesitate to contact us on : [contact@compass.lu](mailto:contact@compass.lu)

