

# **“COVID-19: Code of Conduct”, version 5.0**

**Rules of conduct for employees and external personnel or contractors**

30.03.2021

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# Introduction

Dear colleagues,

we want to and will reconcile with the specifications of the Federal Government and the associated organizational requirements in the best possible way.

The protection and health of all our employees and our external partners continues to have the highest priority.

We also want to make it possible to work safely during a pandemic. As Jungheinrich, we have a special responsibility for all employees, our colleagues and our external partners to protect them from infections.

We must continue to implement our hygiene concept in a mandatory manner and without exception on the basis of continuously adapted risk assessments and the company pandemic planning.

Contacts that are not necessary should continue to be avoided and the risk of infection in the event of necessary contacts should be minimized by special hygiene and protective measures.

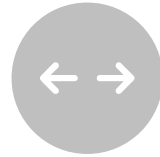
Working in the office and at locations/sites is still feasible and to be interlocked with the respective line manager. As soon as employees notice symptoms on themselves or there is a confirmed infection, these must be reported immediately so that chains of infection can be identified quickly and efficiently.

We have drawn up important organizational rules of conduct and measures to concretize these key points. Please read the following pages calmly and carefully. The listed recommendations, measures and rules apply with immediate effect and until further notice to all of us at all locations.

We thank you very much for your understanding, your attention, consideration and your high flexibility and solidarity in these challenging times.

# General protective measures - the most important at a glance

Measures for compliance by employees and external company personnel on premises of Jungheinrich



Always keep at least 1.50m distance



Wash your hands with soap at least for 20 seconds



Cough and sneeze in the crook of your arm and turn away from other people



In case of corona typical sickness symptoms, stay at home and inform the superior/HR



Observe special regulations when using means of transport (car, public transport, train, plane)



Observe notices, markings and special regulations on site



Don't shake hands



Group formation (while eating, smoking, during breaks and in changing rooms or in the coffee kitchens) are to be avoided



Do not touch the face with your hands

# Binding behavior and hygiene measures (for employees and external personnel or contractors)

Area	What to consider
<p><b>General warnings and rules of hygiene/ behavior (in addition to the information on slide 4)</b></p>	<ul style="list-style-type: none"> <li>• <b>Binding nature of the specifications by Jungheinrich:</b> In principle, the general hygiene rules are sufficient to protect against infection. All other measures are to be understood as additional and do not replace the general hygiene rules, however</li> <li>• <b>Notices on the company premises:</b> All employees must follow appropriate markings, signs and notices on the company premises and in the offices</li> <li>• <b>Minimum distance:</b> The minimum distance of 1.50m to other persons must be maintained at all times, both on the way to work and on the company premises; if this is not possible, further protective measures must be taken, such as wearing a mouth-nose cover (MNC) or a mouth-nose-protection (MNP; e.g., filtering half mask <u>without</u> exhalation valve (at least FFP2))</li> <li>• <b>Hand washing:</b> In any direct contact with other people, before and after eating, after touching general surfaces that other people also use, you must wash your hands immediately and thoroughly using soap (for at least 20 seconds); if this is not possible, the hands must be disinfected with a suitable virucidal hand disinfectant</li> <li>• <b>Airing:</b> All rooms, not only your own work area, shall be aired as continuously as possible with the windows wide open, or at least several times per hour with a airing time of at least <b>10</b> minutes (summer), 5 minutes (spring/autumn) or <b>3</b> minutes (winter). Offices need to be aerated before use and after 60 minutes at the latest; conference/meeting rooms after 20 minutes at the latest and before use.</li> <li>• <b>Suspected disease:</b> In the event of possible COVID-19 disease symptoms and suspected cases, the supervisor, HR and/or the crisis management team must be informed immediately and a doctor consulted. Contact with other people should be avoided and country-specific quarantine rules must be adhered to</li> <li>• <b>Mobile working:</b> Where possible, mobile working is preferable to working in an office. When working in an office or on site, the appropriate precautions must be taken and safety regulations must be strictly adhered to</li> <li>• <b>Independent information seeking and acting:</b> Official occupational safety and health protection regulations continue to apply and are supplemented by the specific requirements of the pandemic, which Jungheinrich itself is specifying. All employees familiarize themselves with the additional requirements and apply them. Mutual respect and, if necessary, reminding colleagues to follow the rules is essential. Current hygiene regulations, in particular the current recommendations of the Robert Koch Institute (RKI, <a href="http://www.rki.de">www.rki.de</a>) and the Federal Centre for Health Education (BZgA, <a href="http://www.infektionsschutz.de">www.infektionsschutz.de</a>) must be followed</li> </ul>

# Binding behavior and hygiene measures (for employees and external personnel or contractors)

Area	What to consider
Travel to work	<p><b>A) Car pools:</b></p> <ul style="list-style-type: none"> <li>• Direct contact with the respective passengers must be strictly avoided (compliance with general hygiene rules must apply at any time)</li> <li>• Car pools should generally be avoided; otherwise it should be limited to a maximum of 2 people per car, at the greatest possible distance</li> <li>• Car pools should not be changed, i.e. always the same 2 people stay together in a carpool</li> <li>• Passengers must wear a MNP (at least FFP2 half mask <u>without</u> exhalation valve); this is not possible for the driver according to traffic law</li> </ul> <p><b>B) Public means of transportation:</b></p> <ul style="list-style-type: none"> <li>• A minimum distance of 1.50 m (as good as possible) must be maintained when getting on and off the vehicle, buses, trains etc. and during transport. The latter is best achieved by leaving at least one seat free to the next seat neighbor as well as through staggered seating. Sitting opposite each other should be avoided</li> <li>• Avoid touching surfaces (as much as possible)</li> <li>• You must wash your hands immediately after the ride and upon arrival at the workplace</li> <li>• At least a mouth-nose-cover should be worn; the specific rules of the transport company must also be adhered to</li> </ul> <p><b>C) Air travel:</b></p> <ul style="list-style-type: none"> <li>• Masks are mandatory on board and in terminals; at least a MNC must be worn. We recommend wearing a filtering FFP2 half-mask <u>without</u> an exhalation valve on board, although this can be a challenge in the long term due to the relatively high airway resistance. Hence, replacement masks should be brought along if necessary</li> <li>• The minimum distance of 1.5m must be maintained where possible</li> <li>• The general hygiene instructions (distance, hand washing, respiratory protection) apply. In particular, hands should be thoroughly washed or disinfected with soap and water during and after completion of the journey (especially after contact with public surfaces)</li> <li>• In addition, the specific rules of the airline or airport operator must be adhered to</li> </ul>
At the entrance/ factory gate	<ul style="list-style-type: none"> <li>• At the entrances to and when moving on the premises, the minimum distance of 1.50m must be maintained. Other people in close proximity must be taken into consideration and the corresponding instructions on rules and measures of the safety personnel and on signs, notices, etc. must be observed. One should wear a mouth-nose-cover</li> <li>• Avoid touching gates and turnstiles (as much as possible)</li> </ul>
Use of doors, stairs, lifts	<ul style="list-style-type: none"> <li>• To open doors you should use e.g. paper towels or elbows</li> <li>• Handrails should not be used temporarily; for safety reasons, the hand can also be guided above the handrail without touching it so that it can be accessed in an emergency</li> <li>• Elevators are temporarily reserved primarily for employees with disabilities and the transport of materials etc.</li> <li>• If elevators are used, they must be used individually or in compliance with the minimum distance. A mouth-nose-cover (MNC) must be worn in elevators. Conversations should be avoided. It is preferable to use the stairs, but touching the handrails should be avoided</li> </ul>

# Binding behavior and hygiene measures (for employees and external personnel or contractors)

Area	What to consider
<b>At the workplace (administration, office, production)</b>	<ul style="list-style-type: none"> <li>• At the beginning and end of work handles, control panels, tools etc. must be cleaned individually by the respective employee</li> <li>• Appropriate cleaning agents or soap solutions shall be used for cleaning</li> <li>• Potentially infectious waste (e.g. protective masks, paper tissues, etc.) must be disposed with the residual waste in the appropriate bins</li> <li>• At workplaces where the minimum distance of 1.50m cannot be maintained and where the density of employees cannot be reduced by mobile working, at least a MNC must be worn. If this is not possible for a person, all other employees must wear a MNP (at least FFP2 half mask <u>without</u> exhalation valve)</li> <li>• Airing must be done over the entire opening area of the windows after 60 minutes at the latest for at least 5 minutes</li> </ul>
<b>Workstations and surroundings - General information</b>	<ul style="list-style-type: none"> <li>• If possible, work should be mobile. In advance, the superiors must determine a percentage of the workforce in consultation with the crisis management team, which must remain on site (minimum staffing level). Possible rotations must be taken into account</li> <li>• The minimum distance of 1.50m must be observed when seating arrangements are made in the offices; if necessary, a desk must be left free between the employees. If desk sharing exists: Workstations are to be rearranged/allocated to maintain the minimum distance</li> <li>• Every employee cleans his or her personal working environment, keyboards, furniture etc. on his or her own initiative by using appropriate cleaning solutions and soaps</li> <li>• At workplaces where the minimum distance of 1.50m cannot be maintained and where the density of employees cannot be reduced by mobile working, at least a MNC must be worn. If this is not possible for a person, all other employees must wear a MNP (at least FFP2 half mask without exhalation valve)</li> <li>• For external appointments (regarding sales, service technicians etc.) that must nevertheless be held under the given circumstances and where direct customer contact is unavoidable, Jungheinrich provides appropriate protective equipment. In addition, a safety briefing regarding customer-related safety requirements must be held before employees are sent on assignments</li> </ul>
<b>Conference rooms</b>	<ul style="list-style-type: none"> <li>• Meetings are held online/via the company's own licensed communication tools if possible. Personal meetings are to be avoided for the time being</li> <li>• If, however, meeting rooms must be used, it is important to ensure that they are large enough to allow chairs to be left free and the distance between participants to be maintained</li> <li>• The meeting duration should be kept as short as possible</li> <li>• The maximum number of people in meeting rooms is fixed in advance. An appropriate notice shall be affixed to the door</li> <li>• The tables are to be cleaned with appropriate cleaning solutions and soaps when the participants leave the room. This applies to used objects and equipment (projectors, charts, etc.), too</li> <li>• The room must be aired when entering, during use and when leaving, if possible; airing after 20 minutes at the latest for at least <b>10</b> minutes (summer), 5 minutes (spring/autumn) or <b>3</b> minutes (winter)</li> </ul>

# Binding behavior and hygiene measures (for employees and external personnel or contractors)

Area	What to consider
<b>Breaks, food and canteens</b>	<ul style="list-style-type: none"> <li>• During all breaks, including smoking breaks, a sitting or standing distance of at least 1.50m must be maintained</li> <li>• Avoid sitting opposite each other and make use of alternative possibilities</li> <li>• Reduce personal contact with other people</li> <li>• The respective distance and hygiene rules must also be strictly applied in the canteen and shops. Any warnings, notices and signs must be paid attention to</li> <li>• These rules of distance and hygiene also apply to food and drinks brought from home</li> <li>• Before entering and using break or refreshment rooms or canteens, hands must be washed thoroughly with soap and water (for at least 20 seconds) or, if this is not possible, a virucidal hand disinfectant must be used to disinfect hands</li> <li>• At least a MNC should be worn in break or refreshment rooms or canteens; this can be removed for the time spent sitting or standing at the designated seat/place</li> </ul>
<b>Sanitary facilities and changing rooms</b>	<ul style="list-style-type: none"> <li>• The cleaning cycles of sanitary facilities and changing rooms are increased. Sufficient soap, hand disinfectants and hand/paper towels must always be provided</li> <li>• Hands must always be washed with soap and water, and disinfected if necessary, when using the toilets and sanitary facilities</li> <li>• Use paper towels or similar things to open the toilet doors, shower doors etc. when getting in and out. Used paper towels etc. must then be disposed properly in the respective waste bins</li> <li>• The minimum distance of 1.50m applies; if this cannot be observed, a mouth-nose-cover must be worn</li> </ul>



# General instructions for wearing protective masks

Instructions for the use on Jungheinrich premises and when on client assignments

## When staying in the office and during production

- a) A half mask (at least MNC) must be worn, covering both mouth and nose completely, if the minimum distance of 1.50m cannot be maintained.
  - In some countries stricter regulations apply which demand a medical or FFP2-mask to be worn. In Germany these masks are mandatory, if the minimum distance defined cannot be adhered, or if the minimum area for the simultaneous use of rooms is not reached or if the activities carried out are likely to enhance the risk of increased aerosol exchange.
- b) Jungheinrich provides masks to all employees.
- c) Employees who are particularly at risk can confidentially reach out to their line manager, to HR or the medical officer.
- d) Service providers at Jungheinrich (e.g. cleaning and catering service providers) must wear masks and bring them themselves.

## For necessary client service assignments

- a) Sales representatives or field staff should inform themselves in advance about local regulations or client-specific rules, in particular whether or not the wearing of protective masks is mandatory and if so, whether a special type (e.g., FFP2) is required.
- b) In case a mask is required:
  - i. Clarify with the responsible line manager how many people are engaged at the client and how long the presence at the client is planned. (This information supports the possible tracking of infection chains)
  - ii. Appropriate safety equipment for sales representatives / fields staff is already available.
- c) The minimum distances must be observed as far as possible. If the distance rule cannot be observed, at least MNC must be worn, unless local regulations prescribe to wear medical or FFP2-masks as in Germany (see left box a).

# General instructions for wearing protective masks

How to put it on

**1**



Point the mask's front away from you.

**2**



Cover your nose, mouth and chin.

**3**



Place the upper cords over the rear of your ears and tighten.

**4**



Place the lower cords around your neck and tighten.

**5**



Press the noseband to your nose carefully

**6**



Check proper fit.

The mask must be placed correctly over mouth, nose, and cheeks and should be as tight as possible in order to minimize the penetration of air at the sides. To fulfill its purpose the masks should cover mouth and nose completely. If necessary, shave off any beard in order to support good fit.

We advise you to tie long hair so that interference with the masks fit are avoided. Make sure the inside is not contaminated when putting on a mask. Hands should be washed with soap beforehand.

# Reporting obligations of external companies

## General proceedings

- In order to be able to contain the further spread of SARS-CoV-2, close, trusting cooperation between Jungheinrich and all external companies, suppliers and service providers must be ensured. Immediate action by all those involved makes it possible to quickly identify and successfully contain any potential chain of infection.
- In doing so, Jungheinrich follows all current official instructions, recommendations and information at international level (World Health Organization) and national level (Robert-Koch-Institute, health authorities of the federal states, etc.).
- We expect the same from all external companies with which Jungheinrich has been cooperating reliably and successfully for many years.

## Reporting obligations

- **External companies are therefore requested to inform Jungheinrich immediately as soon as one or more of the following criteria apply when external personnel has been in direct contact with Jungheinrich employees:**
  - **When there is a strong suspicion of COVID-19 disease, confirmed by a doctor**
  - **If one of the supplier's employees is itself diseased with COVID-19**
  - **If there was direct contact with a confirmed COVID-19 case**
- **The immediate report to Jungheinrich is made via the respective external company representative to the Jungheinrich representative;** the latter then reports the incident to its superior and the crisis management team (all external company and personal information is treated as strictly confidential by Jungheinrich).

# Special requirements for external personnel or contractors

Requirement area	What this means in particular
<b>Threat analysis in advance</b>	<ul style="list-style-type: none"> <li>Initial formulation of a holistic, comprehensible own risk and impact assessment by all external companies themselves, in order to be able to evaluate any effects on Jungheinrich's business activities and subsequently initiate coordinated measures</li> </ul>
<b>Protection equipment of external staff and briefing</b>	<ul style="list-style-type: none"> <li>Necessary protective equipment (e.g. face masks, protective gloves etc.) for external personnel must be provided in advance by all external companies themselves</li> <li>A comprehensive safety briefing with reference to the applicable behavioral and hygiene measures specified by Jungheinrich, is carried out by the external companies themselves before the external personnel is dispatched</li> </ul>
<b>Protective measures for offices and workstations assigned to external staff</b>	<ul style="list-style-type: none"> <li>Additionally required protective measures for external employees on Jungheinrich company premises (from the point of view of the external companies) are communicated in advance and in good time with the respective Jungheinrich managers and implemented jointly and in close coordination</li> </ul>
<b>Communication and reporting of suspicious cases</b>	<ul style="list-style-type: none"> <li>Reliable communication between Jungheinrich and its partners is an integral part of the company-wide crisis management and indispensable for a successful partnership</li> <li>Jungheinrich must be informed immediately of any suspected cases of COVID-19 on the part of external companies, any shortage of personnel etc. (see also the slide on reporting obligations)</li> </ul>
<b>Process reliability and flexibility</b>	<ul style="list-style-type: none"> <li>The functionality of the working relationship between Jungheinrich and all external companies must always be guaranteed on both sides</li> <li>External companies always ensure that all relevant work processes are not impaired, even if a certain percentage of external personnel is unavailable due to illness. Any announcements made must be implemented. Promises that cannot be fulfilled must be avoided</li> </ul>
<b>Timeline-related and staffing adjustments</b>	<ul style="list-style-type: none"> <li>Any problems that arise, especially those relating to human resources, must be addressed in good time. Jungheinrich must be informed in advance of any timeline problems in the implementation of work steps that arise for this or other reasons</li> <li>In addition, it must always be checked whether a reduction of external personnel on Jungheinrich's premises is (temporarily) feasible</li> </ul>