



**Dear Customers and Partners,**

**The corona virus COVID-19 is becoming more and more under control and imposed measures are being lifted gradually. We informed you mid-March about our measures and with the present letter we wish to inform you about the adjustments we have made at ITC Rubis to keep on serving our customers and other stakeholders. The ultimate goal, evidently, is to keep our employees, contractors and visitors healthy and to keep the risk of infection low. So far we haven't had any known COVID-19 case at our site.**

**These are the measures which are in force at ITC Rubis:**

**General measures to be continued**

We request everyone to abide by the following general rules, which are in line with the decisions of the competent authorities. Please don't think about your own health only; consider the health of others too.

- Wash your hands with soap regularly. Cough or sneeze in the inside of your elbow when you don't have paper tissues at your disposal.
- At several busy desks in the company, dispensers with disinfectant and paper tissues have been made available.
- Whenever possible, the option to work from home is being continued.
- Avoid all mass events for as long as the competent authorities advise to do so.
- Maintain a physical distance at work and elsewhere. Keep a distance of at least 1.5 meter and don't touch each other.
- Use your phone, conference calls, video conference such as Teams, Skype for Business, etc. to hold meetings and avoid physical contact as much as possible.
- Clean your work space regularly and especially when leaving so that it is safe for others.

**Specific measures with regard to operations inside and outside**

- At staircases, paper tissues are being provided to be used when holding the railing.
- At Reception, Customer Service, Maintenance and in the Control Room, where contacts with third parties are more frequent, desks will be cleaned frequently and the amount of people allowed at the same time in these locations is limited.
- Everyone should restrict close contact with all visitors, including truck drivers and vessel's crew. Keep a distance of minimum 1.5 m.
- Wear gloves and face mask when keeping a 1.5 m distance is difficult and in case you need to go on board of a vessel.
- Be alert for visitors or co-workers showing obvious symptoms of COVID-19.
- Each individual showing such symptoms must be isolated immediately and is not allowed to enter the site.
- Cancel all visits which are not necessary for the functioning of the company.

- All meetings are preferably held via video conference and all site visits need to be planned and approved by the COVID-19 crisis team.
- Movement of any visitors will be strictly controlled.
- Domestic travels are allowed but must be restricted to those travels which are absolutely necessary, in order to avoid coming into contact with strangers as much as possible.
- Work related travels abroad are not allowed. With regard to private travels, it is advised to follow the recommendations of the Federal Department of Foreign Affairs (“FOD Buitenlandse Zaken”). It is important to come into contact with as few strangers as possible. Everyone, be it employee or contractor, is obliged to inform ITC Rubis of the fact that he/she has planned a trip, specifying the destination and the travel dates. Travelers are being requested to contact the HR office upon their return to work.

Important actions to be taken before returning to work are:

- take your temperature several times a day,
- watch closely for symptoms,
- and when in doubt, contact the HR office.

**ITC Rubis has installed a COVID-19 crisis team which is composed of the CEO, the HR Manager, the Technical Manager, the Operations Manager, the Customer Service Manager and the SHEQ Manager. The crisis team was established to coordinate and evaluate the situation and to ensure a quick response to urgent issues.**

**When in doubt or when you have any questions, kindly contact one of the above-mentioned crisis team members.**

**Stay safe and take care of each other!**

The COVID-19 crisis team

May 8th, 2020



**Dear Customers & Partners,**

**The corona virus COVID-19 is spreading rapidly throughout Europe. With this letter we wish to inform you about the measures which ITC Rubis is taking to continue fulfilling our customers' and other stakeholders' needs, with the ultimate goal to keep our employees healthy, as well as all others, on our premises and beyond, by reducing the risk of infection.**

### **General measures taken**

We request everyone to abide by the following general rules, which are in line with the decisions of the competent authorities. Please don't think about your own health only; consider the health of your colleagues too.

- Wash your hands with soap regularly. Cough or sneeze in the inside of your elbow when you don't have paper tissues at your disposal.
- At several busy desks in the company, dispensers with disinfectant and paper tissues have been made available.
- Notices have been put up on our premises indicating how best to behave in contact with others.
- E-mails and messages are being sent informing all concerned at ITC Rubis about the measures which have already been taken and the actions you as an individual can take.
- Whenever possible, the option to work from home is being provided.
- Avoid all mass events for as long as the competent authorities advise.
- Maintain a physical distance at work and elsewhere. Keep a distance of at least 1 meter and don't touch each other.
- Use your phone, conference calls, video conference such as Teams, Skype for Business, etc. to hold meetings and avoid physical contact as much as possible.
- Clean your work space regularly.

### **Additional measures taken with regard to operations inside and outside**

- At staircases, paper tissues are being provided to be used when holding the railing.
- At Reception, Customer Service, Maintenance and in the Control Room, where there are contacts with third parties, desks will be cleaned frequently.
- Everyone should restrict close contact with all visitors, including truck drivers and vessel's crew. Keep a distance of minimum 1 metre.
- Wear gloves when going on board of a vessel. If necessary, you can provide extra protection by wearing your own full face mask. When leaving the vessel, hands should be washed thoroughly before touching your face.
- Be alert for visitors or co-workers showing obvious symptoms of COVID-19.
- Each individual showing such symptoms must be isolated immediately.

- Cancel all visits which are not necessary for the functioning of the company.
- **Domestic travels** are allowed but must be restricted to those travels which are absolutely necessary, in order to avoid coming into contact with strangers as much as possible.
- **Work related travels abroad** are not allowed. With regard to **private travels**, it is advised to follow the recommendations of the Federal Department of Foreign Affairs (“FOD Buitenlandse Zaken”). It is important to come into contact with as few strangers as possible. Everyone, be it employee or contractor, is obliged to inform ITC Rubis of the fact that he/she has planned a trip, specifying the destination and the travel dates. Travelers are being requested to contact the HR office upon their return to work.

**IMPORTANT ACTIONS TO BE TAKEN BEFORE RETURNING TO WORK:**

- Take your temperature several times a day,
- watch closely for symptoms,
- and when in doubt, contact the HR office.

**ITC Rubis has installed a COVID-19 crisis team which is composed of the CEO, the HR Manager, the Technical Manager, the Operations Manager, the Customer Service Manager and the SHEQ Manager. The crisis team was established to coordinate and evaluate the situation and to ensure a quick response to urgent issues.**

**When in doubt of when you have any questions, kindly contact one of the above-mentioned crisis team members.**

We thank you for your understanding and cooperation.

**Let's all take care of each other – Stay healthy!**

The COVID-19 crisis team

March 17th, 2020