

Practical Handbook for Team Members

Covid-19

Hovione 

In it for life

Welcome

A safe return,
ready for the future.

Index

04 Introduction

01

05 Preparedness Committee
(PrepCom)

02

09 Where **are we?**

03

12 In general,
what is expected from you?

04

16 Are you working
on site?

05

24 Are you working
from home?

06

27 Travel **policy**

07

35 The 13 **Safety Rules**

08

37 Other **initiatives**

45 **Contacts**

46 Where can I find **more material?**

Introduction



Watch our video

In December 2019 a large number of infections caused by an unknown virus, which shared very similar symptoms with pneumonia was first reported in Wuhan, China. The virus spread rapidly across the world and was identified as a novel strain of coronavirus - SARS-CoV-2, the causative agent of Covid-19 disease. Having a manufacturing site in Macau meant that Hovione had an early exposure to Covid-19, allowing us to start immediately preparing ourselves for key organizational challenges.

We are an Organization centered on people and our focus has been our Team Members, from the beginning. Our industrial reality has made us keep the production sites working, not allowing that all our staff could be working from home. Therefore, it was our priority to implement a series of preventative health measures for all of those coming to the facilities and for those doing their work from home.

Their safety, awareness and wellbeing is vital.

We have been working actively to maintain our operations running because what we do saves lives. We are the world's **Second Line**

of Defense. We need to be there, next to our customers to help them care for patients.

And we do know our support can serve the communities around us. In addition to a number of on-going donations made to local and non-profit organizations, we are sharing our initiatives for others to learn from.

We are proud of what we have done so far, but most of all we are proud of our Team Members who rolled up their sleeves and stood their ground.

These are challenging times, and this is not the time to stop. These guidelines are part of the solution, and we need your help to make sure best practices are in place by following the rules and speaking up when changes are needed.

We are all active part of this plan!
Soon, this time will also be in the past.

Let us do all we can so that, together, we can overcome this situation in the best possible way.



01

Preparedness Committee **(PrepCom)**

The purpose of the **PrepCom**



The Preparedness Committee (PrepCom) is a cross-functional Covid-19 response team created to prepare the company to deal with this crisis, having a main goal based on the Team Members' safety and business continuity.

PrepCom has direct responsibility in Portugal facilities. The adoption of specific measures is delegated to the individual sites in coordination with PrepCom.

A detailed Contingency Plan was created to guide us during this pandemic. PrepCom plans and implements the required measures according to the defined Contingency Plan. To find more about PrepCom find [here](#) the full presentation.



Get to know the **PrepCom** team



Workstream Health & Safety
Local HSE, Corporate HSE,
Occupational Medicine, HR



Álvaro Lopes **Luisa Alves** **Tânia Dias**



Avelina Pereira **Ana C. Guimarães** **Austin Geraghty**



Workstream Supply Chain
Local Purchasing, Corporate Purchasing



Dário Luís



Workstream Sales & Customers
Sales



Manuel Figueiredo



Get to know the **PrepCom** team



Workstream **Communications** HR, Marketing & Communications



Ana Matos **Isabel Pina**



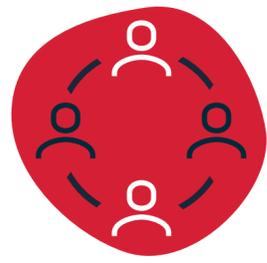
Workstream **Social Responsibility**



Filipe Neves **Teresa Alves** **Ana Sousa** **Manuel Carvalho**



Bruno Santos **André Amaral** **Dulce Monteiro** **Gonçalo Tomás**



Coordination & Support



Tiago Ferreira de Matos **Mónica Barreto** **Miguel Villax**
Project Sponsor Project Coordinator Digital



02

Where **are we?**

Where are we?



If, on the one hand, the gradual lifting of the lockdown and easing of restrictions imposed in the recent months is a positive sign of recovery, on the other hand, it is a critical phase in which our actions are key to keep the numbers low.

What we do at Hovione saves lives and this is why we are part of the **Second Line of Defense in the world**. It is important to remain vigilant and continue to follow the good practices that we have been implementing, not only within Hovione but also outside.

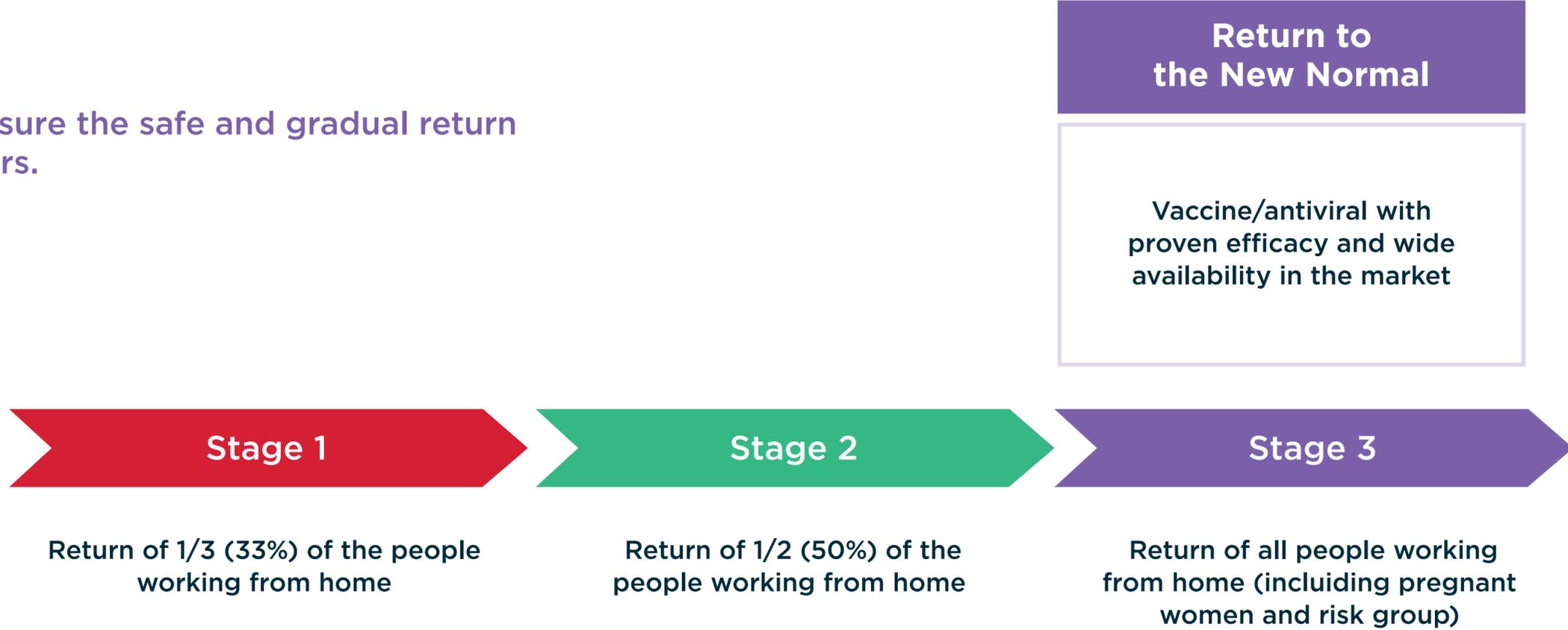


Where are we?

How everyone wants to insure the safe and gradual return of our Team Members.



Number of People



PrepCom will establish and manage the return strategy, making sure that all information on the procedures, dates and regulations is timely communicated.

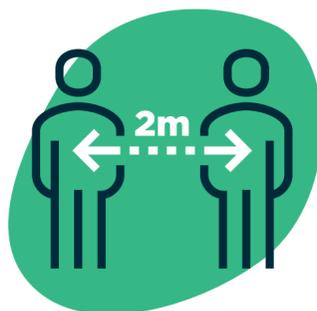


03

In general,
what is expected from you?

In general, **what is expected from you?**

So everyone continue to be safe, we'll need you to do your part and this is what is expected from you:



Privilege the social distancing

Remember to maintain the 2 meters social distance, when interacting with others, while waiting in line, on your way to/from work or on personal trips, social activities, and many other high risk activities and places you can think of (e.g. supermarkets, pharmacy, etc).



Use a mask

Ensure a good respiratory hygiene. Keep nose and mouth covered. Replace the mask when moist. Avoid touching.



Follow the best hygiene practices

Wash your hands frequently and follow the 20 seconds rule, or use the disinfectant gel when washing is not possible.



Avoid group gatherings

Keep your close contacts short; large number of close contacts will increase the risk you're exposed as well as for the others contacting with you.

In general, **what is expected from you?**



Share your health status

One minute from you may be enough to ensure everyone's health. If you have any symptoms, you should immediately inform your N+1 and the PrepCom. The HSE/ PrepCom team will contact you with instructions.

- Fill out the online questionnaire ([access it here](#)) every Monday and Thursday.
- Fill out the online questionnaire whenever you have changes in your health status or if you have been in contact with a suspected case.

In general, **what is expected from you?**



Remain vigilant

- Be the first person to promote the internal rules, and be the first one to do it as an example to the others.
- Outside the Hovione facilities, promote the same health and safety rules, and share them with your family and friends.



04

Are you working
on site?

Always keep in mind the following:

Travelling



- Comply with the rules while using public or Hovione transport:
 - respect the maximum capacity the vehicle;
 - keep social distance;
 - use a mask when sharing transportation with others;
 - disinfect your hands (e.g. upon entrance and exit).
- Circulation of Team Members between SC and LR should be kept to the essential.
- We also recommend the circulation between buildings in SC and LR should be reduced to the essential.
- Business and personal trips are not recommended until the situation is considered stable and safer worldwide.

Always keep in mind the following:

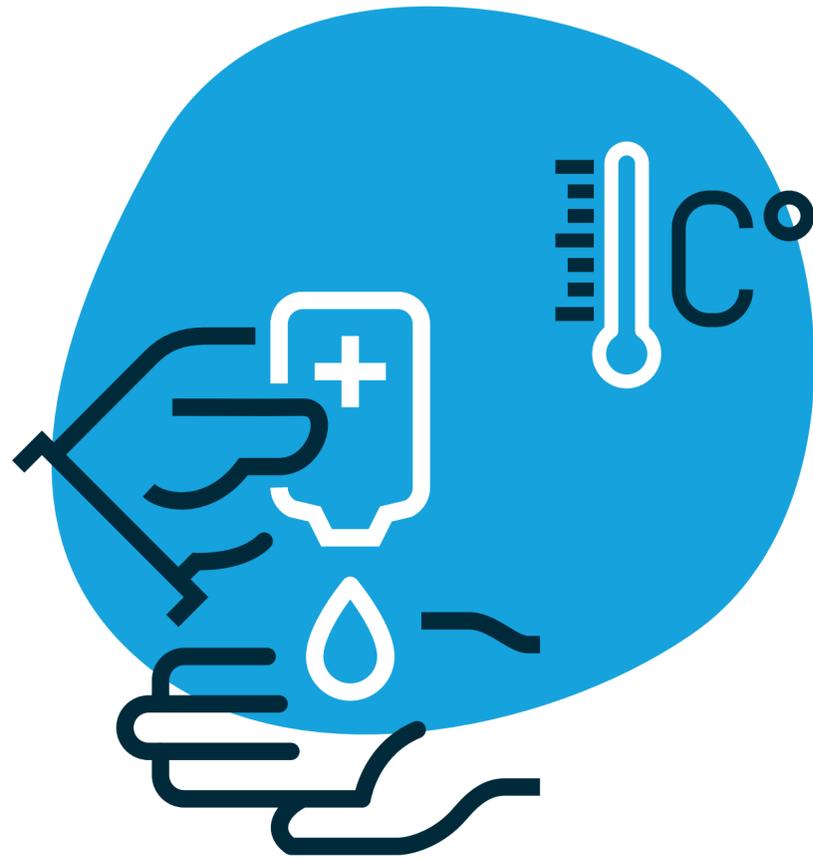
Hygiene practices



- Comply with the respiratory etiquette (e.g. coughing or sneezing into your elbow).
- Wash your hands frequently. [click here](#) to watch a video with a message from our CEO on whashing hands.
- Make a well-use of the masks, given to each Team Members, at the reception of each site. [Click here](#) to watch this video on how to use a mask.

Always keep in mind the following:

Health monitoring



- Monitor your symptoms.
- At the entrance of each site always disinfect your hands and have your temperature measured.
- Daily log your close and casual contacts. In case you realise that you have in average more than 3 close contacts a day, define what you can do to decrease that number and if not possible request your N+1 support.

Manual log:

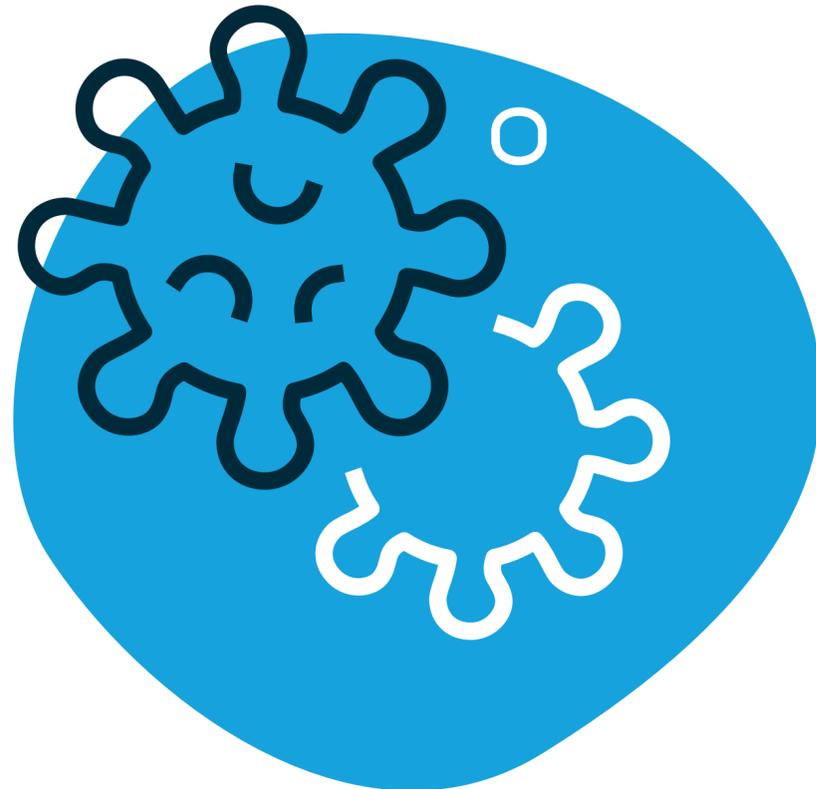
See the document HQ.MAN.HSE070-A3, in Docstream.

Online log:

Access [NS4](#) and select "COVID19 - Enter TM Proximity register" and click "New".

Always keep in mind the following:

Health monitoring



If you experience any symptoms associated with Covid-19 while on-site please inform your N+1 about your situation and go to the isolation room in case indicated, avoiding contact with other Team Members on your way.

The isolation rooms are located at:

Sete Casas

The old medical post, next to the north reception.

Lumiar

Euler meeting room, Building R - floor 0, with access from the outside (emergency door in front of Building S).

Always keep in mind the following:

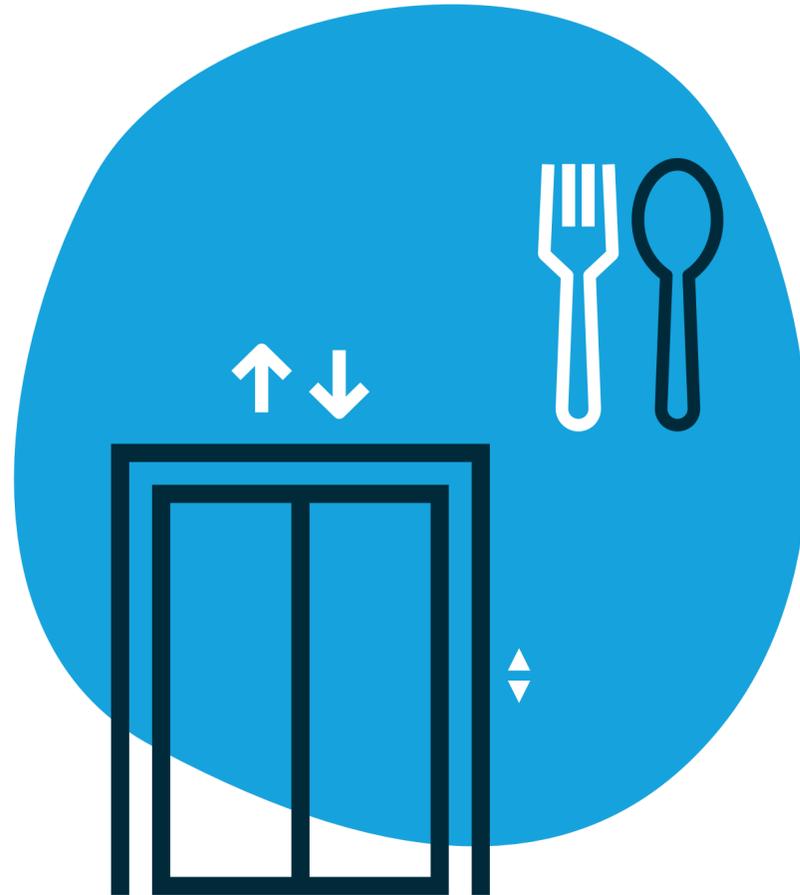
Work station



- Follow working shift and/or team colors to avoid cross contacts (when applicable).
- Respect the seating plan established for each work station and created to guarantee the 2 meters distance.
- Before sitting at your open space work station:
 - disinfect the surfaces of your workplace with the disinfectant solution available nearest to you;
 - place the paper sheets on your desk (the paper sheets should be changed, at least, twice a week);
 - at the end of the workday, disinfect the surfaces of your workplace again;
 - separate all waste produced.
- On your work station, whenever possible, avoid sharing common use objects (eg. keyboard, mouse). When this is not possible, disinfect properly, before and after use.

Always keep in mind the following:

Common areas



- Comply with all the rules implemented on the common areas (canteen, bar, changing rooms). Please respect all floor/wall signage (e.g. directional flows, standing signs, waiting lines, etc.).
- On the elevators respect the maximum capacity and follow the floor signage.
- Follow the instructions during lunch; go for lunch during the schedule defined for your team.
- In the canteen follow the visual signs and keep the area layout.



Regulations for meeting rooms

If you have a meeting in a meeting room:

- Follow the flow indicated in the meeting room (walk near to the wall on our right side).
- Start filling the seats using the positions indicated.
- In the absence of marked seats, ensure you keep the 2 meter distance, do not seat in front of another person (eg. seat diagonally) and comply with the rules for maximum occupation of the room.
- Use the following occupation rules:
 - rooms with <5 seats - maximum 1 person;
 - rooms with 5 to 10 seats - maximum 2 people;
 - rooms with >10 seats - with 1/3 of the capacity.
- Whenever possible, leave the door/windows open (to keep the room ventilated) and switch on the air conditioning.
- Clean controls, switches, blinds, tables, and everything you can share, before and after using - leave the room clean and ready for who comes next!



05

Are you working
from home?

Are you working from home?



We know you might be having to share, with family members, your work space.

You are not the only one, this situation is a reality for many colleagues, so don't let it affect you negatively.

We have been sharing many tips that surely can help you to better manage this challenge.



If you are working from home, **find some instructions below**

- 1.** Do not forget to fill out your Time Management and timesheet. Create a rule, and keep it as a reminder on your calendar.
- 2.** Take regular breaks to refresh your mind for the following work periods and establish a morning routine that helps you be fully awake, aware, and present for work.
- 3.** Ensure a good connection to the internet to improve your video conferencing experience. Check our tips [here](#).
- 4.** Create a designated work area that is comfortable enough to help you stay focused, and which you can leave when you're off the clock.
- 5.** Be careful with suspicious email, links and apps; always keep in mind our recommendations, [here](#), related to cybersecurity.
- 6.** Stay connected to your colleagues. Use the phone or regular calls to check-in and keep up-to-date on each other's work.
- 7.** Set, also, a work schedule with your manager that better suits your family routines and demands. Agree on when you must be available and when you are allowed to manage your time flexibly.
- 8.** If you are facing any technical problems, please contact our IT Service Desk team by creating a ticket [here](#).
- 9.** If you are facing personal problems, please reach your N+1 or our HR team, they will be available to help as much as possible.

You can find all our tips on the Intranet by clicking [here](#).



06

Travel **policy**

Travel **policy**

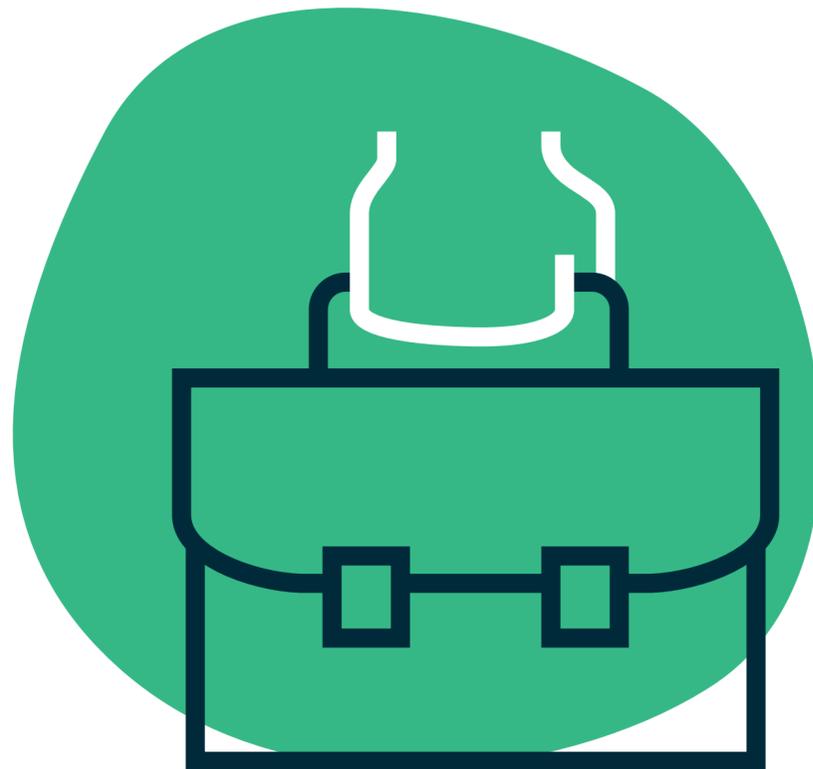


Travel during times of pandemic should be carefully assessed and planned. With the reopening of borders and the reactivation of air routes at Portuguese airports, the infection risk has the potential to increase exponentially.

This policy is a complement of the current global travel policy during this period of pandemic. It aims to keep a safe environment within the premises and allow the continuity of the operations.

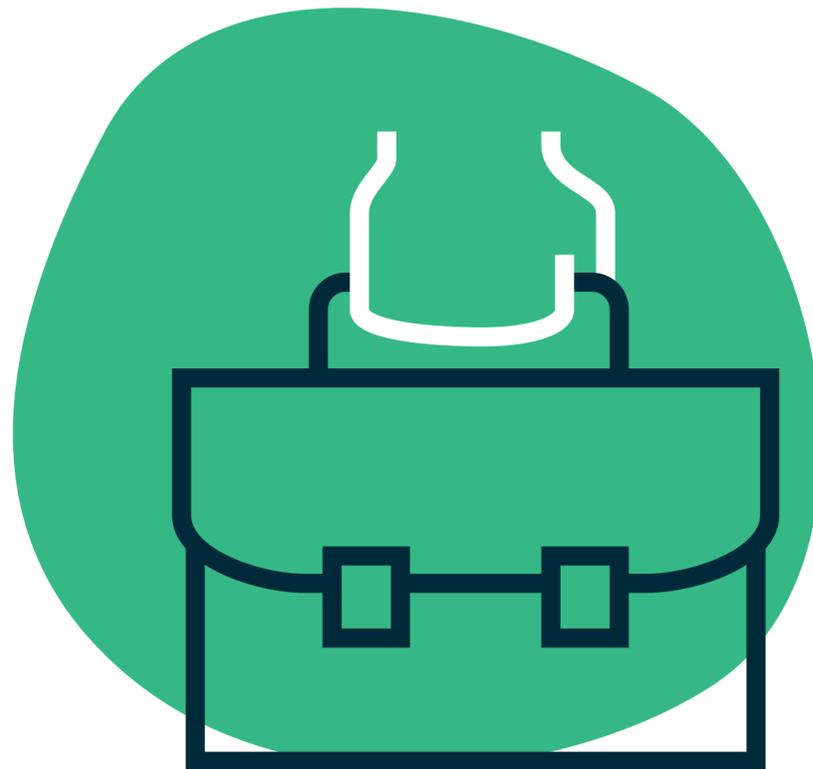
This policy will be in force at HQ sites until otherwise stated.

Business **travel**



- Business travel within and outside the country is allowed if it is considered essential to the business and where travel is currently authorized by the applicable laws.
- The most important rule is: use your judgment as it can save lives.
- The approval of these trips should follow the normal procedures in place with an additional authorization from the area Director. In addition, HSE should be informed.
- In relation to visits to other sites, the respective Site Managers should be informed in advance being ultimately responsible for making the final decision regarding access to that site.

Business **travel**



- It is your responsibility to check if quarantine is required in the country of destination or when returning to Portugal.
- When visiting customers or suppliers (in the same country or abroad), please follow the above rules and, in addition, ensure prior approval from the customer or supplier to be visited, ensuring that visits to their premises are allowed according to their internal rules and the applicable laws.
- Upon return, you and your Line Manager should discuss the risks and agree on the conditions for return based on the PrepCom's general guidelines (see HQ.MAN.HSE070-A20).

Private **travel**



- The decision to travel for personal reasons is from your exclusive responsibility. Hovione recommends prudence and expects you to continue following the best safety practices you have learned. Again, the use of your judgment can help saving lives.
- It is your responsibility to ensure that you do not have to quarantine yourself when you return. Be aware that due to the evolution of the pandemic, the regulations governing entry into countries can change very quickly. Stay informed on the latest recommendations of your country of residence as well as your country of destination.

Private **travel**



- If you are traveling privately to countries or regions with open borders and with no quarantine restrictions, upon return, you and your Line Manager should discuss the risks and agree on the next steps based on the PrepCom's general guidelines (see HQ.MAN.HSE070-A20).
- If you are traveling privately and subsequently are quarantined abroad or upon return, you are required to notify your Line Manager and the HR, providing sufficient evidence.

External **Visitors**



- Visits should take place only when essential for business and when there is no other alternative.
- The access to the site must be requested by Hovione Team Member responsible to the Site Manager, keeping area Directors and HSE informed.

External **Visitors**



- **Whenever the visitor comes from countries:**
 - Where the number of new cases and deaths is not considered to be under control;
 - Considered to be high risk by Health Authorities;
 - Where the capacity and methods for surveillance and testing is low.

It may be required to perform a PCR test for SARS-CoV2 screening within 7 days prior to the date of travel. Please contact HSE to agree on the specific requirements for each case. Be aware the situation is highly volatile and the most restrictive measures can be decided when in doubt.

- Ensure the visitor reads and signs the “COVID-19 | Guidance Protocol for External Visitors” under the docstream reference HQ.MAN.HSE070-A19.



07

The 13 **Safety Rules**



Practical Handbook for Team Members | Covid-19 . The 13 Safety Rules

RULE REGRA #1



KEEP A SAFE DISTANCE
Always stay at 2 meters from each other.

MANTENHA A DISTÂNCIA
Mantenha sempre uma distância de segurança de 2 metros.

RULE REGRA #2



WASH YOUR HANDS
Disinfect or wash regularly for at least 20 seconds.

LAVE AS MÃOS
Desinfete ou lave as mãos frequentemente durante 20 segundos, no mínimo.

RULE REGRA #3



USE A MASK
Ensure a good respiratory hygiene. Keep your nose and mouth covered. Replace mask if moist. Avoid touching it.

USE MÁSCARA
Assegure uma boa higiene respiratória. Mantenha o nariz e a boca cobertos. Substitua a máscara quando húmida. Evitar tocar.

RULE REGRA #4



HYGIENE FIRST
Make sure your workplace is wiped with disinfectant regularly.

HIGIENE EM 1º LUGAR
Certifique-se de que o seu local de trabalho é limpo e desinfetado regularmente.

RULE REGRA #5



AT THE DESK
Replace your deskpad at least twice a week and keep it clean.

À SECRETÁRIA
Substitua o individual de secretária pelo menos duas vezes por semana e mantenha-a limpa.

RULE REGRA #6



OPEN WINDOWS AND DOORS
Make sure the venue is well ventilated.

JANELAS E PORTAS ABERTAS
Assegure-se de que existe uma boa ventilação no espaço.

RULE REGRA #7



FLOW & CIRCULATION
Always walk to your right.

FLUXOS & CIRCULAÇÃO
Circule sempre pela direita.

RULE REGRA #8



MIND THE SIGNS
Stick to the rules, follow the guidelines. Stay well informed.

ATENÇÃO À SINALÉTICA
Cumpra as regras, siga os sinais visuais. Mantenha-se informado.

RULE REGRA #9



ABOUT MEETING ROOMS
Always prefer non presential meetings. Keep them as short as possible.

SOBRE AS SALAS DE REUNIÃO
Prefira sempre reuniões não presenciais. Não as prolongue mais do que o necessário.

RULE REGRA #10



KEEP SAFE
Regularly fulfill the medical questionnaire. Are you sick? Stay at home and inform us.

MANTENHA-SE SEGURO
Preencha regularmente o questionário médico. Está doente? Fique em casa e informe-nos.

RULE REGRA #11



SAFE TRAVEL
Whenever possible travel alone. Use a mask if you are traveling with others. Wash your hands after.

VIAJAR COM SEGURANÇA
Viaje sozinho sempre que possível. Se viajar com mais pessoas use máscara. Lave as mãos depois.

RULE REGRA #12



DAILY RECORD
Make a daily record of all your close or casual in-person contacts.

REGISTO DIÁRIO
Faça um registo diário de todos os contactos próximos ou casuais presenciais.

RULE REGRA #13



DON'T FORGET
Be kind, be patient and be safe.

NÃO SE ESQUEÇA
Seja atencioso, seja paciente e mantenha-se seguro.

Be critical, think how you can protect yourself and if you have any questions, ask the HSE.



08

Other **initiatives**

Initiatives we have developed for **the wellbeing of our Team Members**



We are dealing with unprecedented circumstances and we are all trying to find the best way to adapt.

With this in mind, we've launched different initiatives because we care for all Team Members well-being.



Initiatives we have developed for **the wellbeing of our Team Members**



Disinfectant gel

Hovione offers disinfectant gel to all Team Members, to use and share with their families. You can fill your bottles up weekly, at one of these locations:

Sete Casas

At the entrance of B14, outside, between the cafeteria entrance and the central atrium entrance.

Lumiar

In the Orange room (next to the reception of Building R).

Initiatives we have developed for **the wellbeing of our Team Members**



Take-away service

Being aware of the limitations on access to the usual supermarket purchases, Hovione decided to make the take-away service available in both SC and LR.

It is intended that all Team Members who are working on both sites can order meals for their family's dinner on Sete Casas (SC) and on Lumiar (LR).

Meals can be booked through the application available on the Intranet: [\(click here\)](#).

Initiatives we have developed for **the wellbeing of our Team Members**



Take-away service

Sete Casas

Reservations until 2 pm, the day before, from Monday to Thursday (meals for Friday, Saturday, Sunday and Monday need to be booked until 2 pm, on Thursday).

Lumiar

Reservations until 2 pm, the day before, Monday to Friday.

Make sure you always choose the time of collection of your order and finish it (save), otherwise the order is suspended and is not received by Gertal.

The withdrawal of the reservation requires the presentation of your Team Member's card.

Initiatives we have developed for **the wellbeing of our Team Members**



Working from home online questionnaire & tips

There is a regular communication on best practices for people working from home. An online survey has also been issued to get feedback from Team Members. We wanted to understand the main challenges and sharing experiences with Hovione community.

Regular access is given, to online courses on managing and planning work from home, improving productivity, time management, and remote team management.

To complete the questionnaire click [here](#).

Initiatives we have developed for the wellbeing of our Team Members



Support service to Team Members and relatives

This is a free and confidential service, 24h/7, provided to Team Members and their relatives, on psychological, legal, financial/fiscal and psychosocial support. Support line: 214 195 551 or pac@pulso-europe.eu

See [here](#) the flyer with more information.



Site disinfection

One of the first implemented measures was increasing the disinfection frequency of the common areas and implementation of periodic disinfection of the site's exteriors.



Public transport

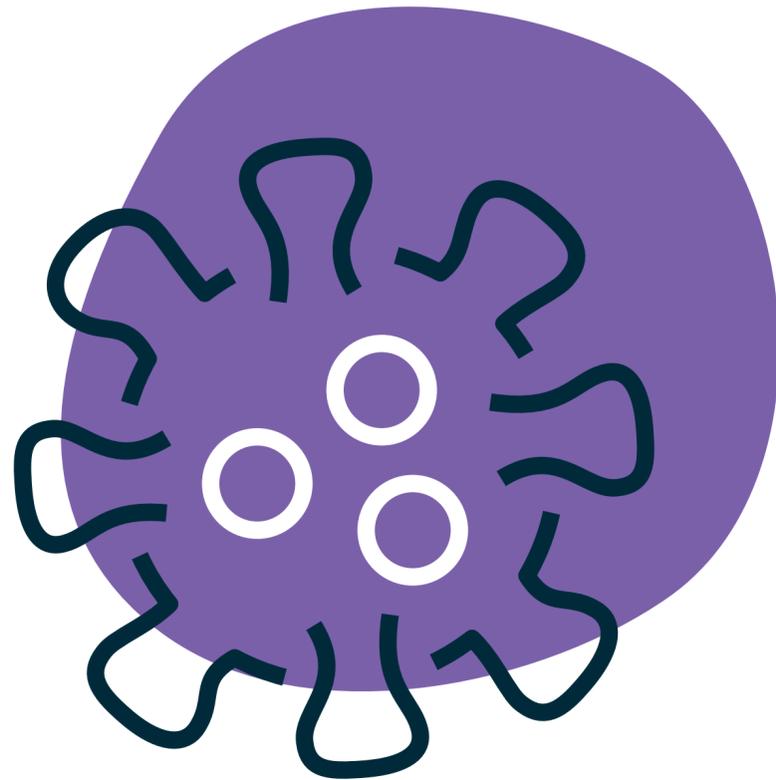
In case of Team Members that have to use public transportation, shared vehicle or Hovione's bus we assure that we will distribute safety kits (masks and sanitizer).

The full occupancy of Hovione's bus will be of 50% of its capacity. If you intend to use it you must send an email to rh4@hovione.com and wait for approval.

- Maintain social distancing.
- Use mask.
- Sanitize hands at the entrance and exit.

We advice you to proceed with caution in work and personal trips until the situation is considered stable and secure (follow the recommendations of DGS).

Initiatives we have developed for **the wellbeing of our Team Members**



Protocol for suspected cases

There is a Contingency Plan and a propocol to allow quick responses from HSE. A mapping of contacts is done to facilitate identification of close and casual contacts when needed in a daily log for all people on-site. The Occupational Medicine is available to close follow up on suspected cases and prescription of the tests.

We've also established a protocol with some labs to allow easy access of our Team Members. For Team Members that need to take the Covid-19 diagnose test, our insurance covers 100% of expenses, on laboratories with Médis protocol, upon medical prescription.



Contacts

PrepCom

Lead by **Mónica Barreto**

G_PrepCom@hovione.com

Suggestions of ideas to implement,
questions on the Contingency Plan.

HSE Portugal

Lead by **Álvaro Lopes**

adlopes@hovione.com - Sete Casas

and **Luísa Alves**

lmalves@hovione.com - Lumiar

Questions related with Health and Safety.

RH Portugal

Lead by **Ana Cristina Guimarães**

rh4@hovione.com

Questions related with Human Resources.

Where can I find **more material?**



For more detailed information and access additional material, access the Hovione Intranet homepage and click on **+ INFO >**, at Covid-19 | Coronavirus banner.

You can also access Hovione's **website**, where you will find further material related to Covid-19.

Hovione 

In it for life

We are Ready

Counting on You.

Hovione 

In it for life

**Good
Work!**