# NAVIGATING OUR NEW NORMAL

reckitt

Version 4 | April 2021

# CONTENTS AND USING THIS GUIDE

**Contents**

## Where to get further advice and support

If you or any of your team have questions about this guidance, it's important that you ask or deal with them at a local level first. That's because there are so many variations in law and guidelines, and because there may be personal data involved (such as disclosing medical information).

**For Employees:**
If you have questions please speak with HR or your line manager.

**For Managers:**
If you have any issues that can't be handled at a local level, please escalate to **icmsupport@rb.com**

## Remember our Speak Up! service

Our Speak Up! service offers all employees and third parties a confidential channel to report any potential – or actual – unethical, unlawful or unsafe practices which breach our Company policies and go against Our Compass. These reports can be made online or via the telephone hotline and can be raised anonymously.

You can access the Speak Up! platform here
**https://rbspeakup.com/**

# NAVIGATING OUR NEW NORMAL TOGETHER
**Ranjay Radhakrishnan**
Chief Human Resources Officer

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Chief Human Resources Officer

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*We must now look to the future, taking forward the lessons we have learned.*

I joined Reckitt in March 2020, just a few weeks before we issued guidance for our offices to close. When I reflect on what we have achieved together over the past 12 months, I am humbled.

No one could have predicted how events would unfold, but our teams rose to the challenges put before us. We pulled together as a company, delivered against the odds, whilst always ensuring that the safety of our people comes first. The global situation remains unpredictable, but our processes and protocols are keeping people safe. There is light at the end of the tunnel as vaccination programmes accelerate and we must now look to the future, taking forward the lessons we have learned.

In this revised edition of the Navigating our New Normal playbook, we have mapped out the phases each market will progress through to move to our final phase, the Future of Work. What you will see is a gradual and structured relaxation and eventual removal of guidelines based on our '3 triggers of readiness'. Navigating through the pandemic has not been a linear path and so we must continue to be mutually accountable, vigilant, understanding, and have a rigorous approach to physical distancing and hygiene practices.

Please take time to read through this updated guidance and familiarise yourself with the protocols and policies.

Stay safe, stay healthy and take care.
**Ranjay Radhakrishnan**

# THANK YOU TO ALL OUR AMAZING TEAMS

We're united by our purpose: to protect, heal and nurture in our relentless pursuit of a cleaner, healthier world. Whatever your role, thank you for your continuing support. You've worked tirelessly and selflessly.

Together, we have ensured access to the highest quality hygiene, wellness and nourishment when people have needed us most.
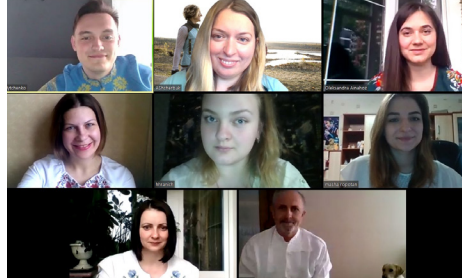
# INTRODUCTION

## Section 1

# INTRODUCTION

If we're to return to our workplaces safely, every Reckitt environment must be made ready. We all need to do this by following our guiding principles and meeting minimum standards, whether they're external, internal or individual.

We understand that circumstances are changing fast. Certain sites have specific needs, and there are other unique factors that mean that some of our guidelines may need to be adapted.

That's why every site will need to be individually assessed by local teams, who will put basic guidelines in place while ensuring local legislation and guidelines are followed at all times.

## Navigating our new normal together – our guiding principles

### People first
The health, safety and wellbeing of our people and their families is paramount. We must take all possible measures to ensure returning is safe.

### Structured and phased
We will only return to the workplace when 3 trigger gates of readiness – External readiness, Internal readiness, and Individual readiness – have been fully met. This will then begin a phased and gradual approach.

### Protect our frontline
Unless it is a business-critical activity, wherever possible (especially in frontline settings) – we ask people to continue to work from home until the situation improves.

### Locally led
Although we are providing global standards, each site will be responsible for deciding if they meet the criteria to reopen whilst keeping people safe. All local legislation and guidelines must be followed at all times.

### Mutual accountability
We are all in this together. We need to take ownership and mutual accountability to ensure the safety of our workplace. We will not mandate when you should return as only you know your personal readiness.

# INTRODUCTION
## continued

In an ever-changing situation, readiness is everything. That's why we're taking a structured and phased approach to returning to our working environments.

## Workplace readiness

If we're to safely bring our teams back into the workplace we must keep monitoring the situation and, if and when necessary, be ready to step back and reintroduce measures.

## 3 triggers of readiness

**01**

**Individual factors – employee wellbeing and personal circumstances:**

- Your own health, including any underlying health condition which may make you vulnerable.
- The health of your family.
- Your readiness to return if you need to care for children or elderly relatives.
- Your ability to commute to work safely and easily.
- An unsupported working environment at home, which has a negative impact on your productivity.

**02**

**External factors – local regulations and guidelines set by the authorities in each country:**

- A downwards trajectory of confirmed cases in that country **for at least the previous two weeks or a stable number of low cases for at least three weeks.**
- The lifting of restrictions such as curfews, a request from the authorities to reopen industry, safe public transport, ideally the opening of national infrastructure such as schools and shops.
- If our office is based in a shared facility, the readiness of the all the other tenants and the building's own infrastructure must meet or exceed our minimum standards.

**03**

**Internal factors – set-up as well as readiness of our facilities and sites:**

- Occupancy rate of office fully ensures physical distancing of two metres.
- The health and wellbeing of our people must be safeguarded at all times (in the workplace, as well as in common areas).
- MyWorkplace App must be deployed for employees and access control must be in place for visitors.
- Guidelines and plans must be established to manage any on-site emergencies.
- There needs to be a system in place to fully track and trace infections.

# INTRODUCTION
## continued

### Summary of phases

When we've made it clear that sites can start planning for teams to re-enter the workplace, it's essential this is done gradually. Where possible, we're providing employees with a minimum of one week's notice. We will be following these three phases.

## Phase 1
### Initial opening

Sites to operate at 25% capacity initially and all employees should still work from home wherever possible.
**SEE PAGES 17-29**

## Phase 2
### Intermediate control

Occupancy rates increased to maximum COVID capacity with physical distancing maintained throughout.
**SEE PAGES 43-50**

## Phase 3
### Future of work
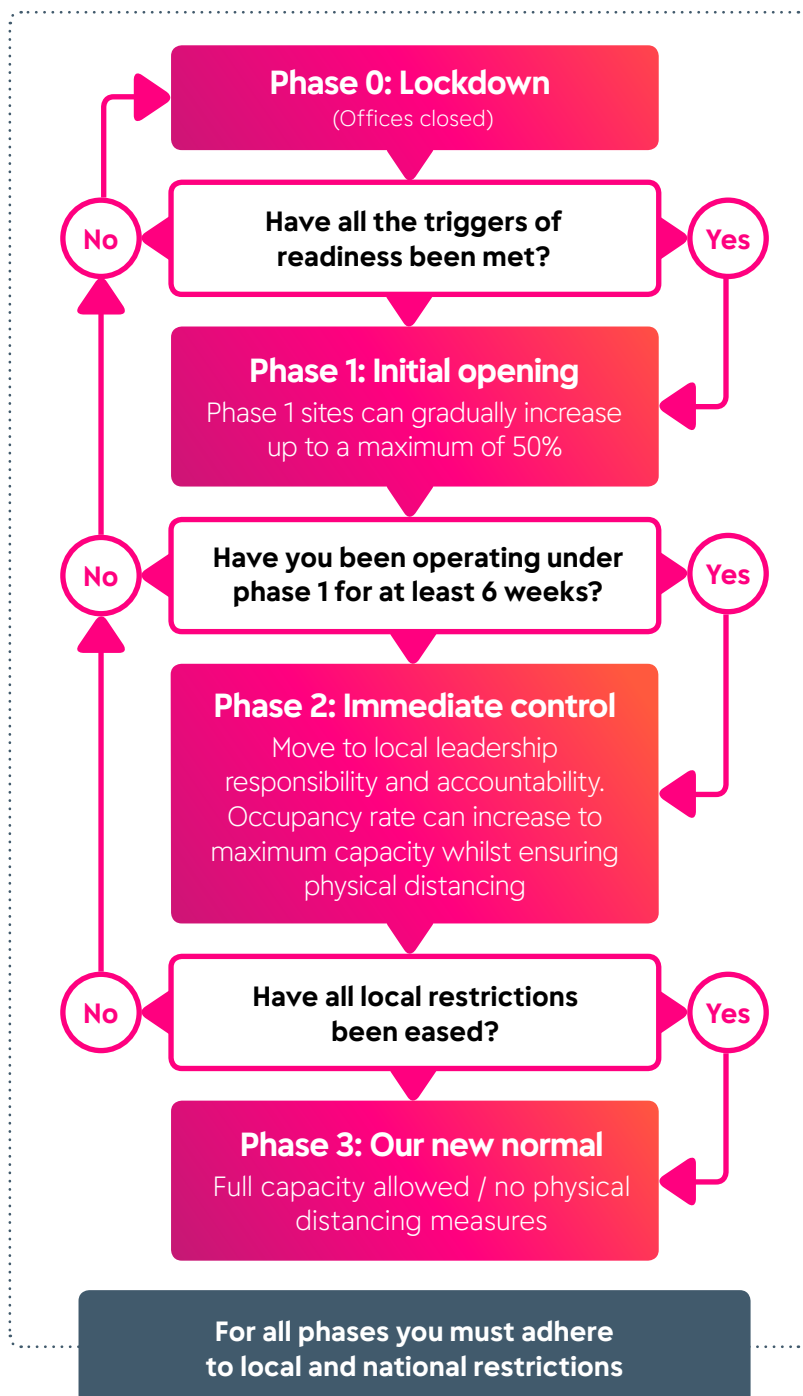
Introducing a new hybrid approach to working.
**SEE PAGES 51-53**

# INTRODUCTION
continued

## Navigation chart: moving from phase to phase

We've created this flowchart to show how we will safely navigate from phase to phase, along with our supporting criteria.

**Phase 0: Lockdown**
(Offices closed)

No — **Have all the triggers of readiness been met?** — Yes

**Phase 1: Initial opening**
Phase 1 sites can gradually increase up to a maximum of 50%

No — **Have you been operating under phase 1 for at least 6 weeks?** — Yes

**Phase 2: Immediate control**
Move to local leadership responsibility and accountability. Occupancy rate can increase to maximum capacity whilst ensuring physical distancing

No — **Have all local restrictions been eased?** — Yes

**Phase 3: Our new normal**
Full capacity allowed / no physical distancing measures

**For all phases you must adhere to local and national restrictions**

### To move into phase 1

**Have all the phase 1 criteria been met?**

- Self-assessment questionnaire/s must be completed

- Approval from BU presidents required

- A downwards trajectory of confirmed cases in that country for at least the previous 2 weeks OR a stable number of low cases for at least 3 weeks

- The lifting of restrictions such as curfews, a request from the authorities to re-open industry, safe public transport, ideally the opening of national infrastructure such as schools and shops

- If office is based in a shared facility, the readiness of the all other tenants and the building's own infrastructure must meet or exceed our minimum standards

### To move into phase 2

**Have you been operating under phase 1 for at least 6 weeks?**

- External criteria/triggers must not have deteriorated

- Self-assessment questionnaire/s must have been completed

- Decision to move to phase 2 sits with the local jurisdiction

- Decision to move must be aligned across the Business Units

# INTRODUCTION
continued

## A phased approach

As outlined in our guiding principles, the return to our workplaces will be gradual and phased in order to ensure the continued health, safety and wellbeing of colleagues.

In the next section, you'll find details of the working arrangements that we're advising you follow for Phase 1. The plan to reopen sites should be proposed at the local level by those working at the most senior level (GM/SVP/EVP). Ultimately, approval to reintroduce teams resides with our Global Executive Committee.

In this first phase, it's essential that we follow instructions and guidelines defined by the authorities of our respective countries. Any decisions that are made to reopen sites or facilities need to be taken across the Business Units and must be consistent across GBU in a market.

Managers should also consider how they will prepare their teams for returning to the workplace. To address employees concerns and anxieties, and encourage positive wellbeing, it's important to consider communication, training, and employee comfort.

We continue to encourage and enable working from home as much as possible and this should be the preferred choice where practical and effective. Managers should try to be as flexible as they can when it comes to making arrangements for employees dealing with personal circumstances like parenting, or caring for older people or those with underlying health conditions.

# INTRODUCTION
continued

## A phased approach

### Measuring and managing risk by occupation

No matter who we are or what we do, all of us are at some risk of exposure to COVID-19. However, it's inevitable that levels of risk change depending on our role. We've created the following table to illustrate these different levels of risk, and the different ways you and your colleagues can minimise and control them.

| Occupation | Comments | Perceived exposure | COVID control options | | |
|---|---|---|---|---|---|
| | | | Source control Do this first | Transmission pathway protection Do this next | Personnel protection Use these |
| **1.** **Reckitt First aiders in COVID situation** | Colleagues with high risk face-to-face contact (distancing cannot be assured) | 🔴 | Isolation of patient, restricted additional staff access, regular surface disinfection | Barrier/enclosure, general ventilation, regular surface disinfection | Minimum FFP3, visor, gown, gloves and good hygiene - hand washing/hand sanitizing |
| **2.** **Salesforce** | Colleagues where a high risk of face-to-face contact (distancing cannot be assured) | 🔴 | Require distancing and hand washing / sanitization as far as practicable, implement Reckitt and government advice on face coverings | Barriers, regular surface disinfection of frequent touch points, general ventilation, avoid retail cash payments | Masks, gloves (if required by local or government) with hygiene - hand washing/hand sanitizing good practice |
| **3.** **Security Personnel /Receptionists /Catering** | Colleagues with lower risk of face-to-face contact (distancing is practicable) | 🟠 | Require distancing and hand washing/sanitization as far as practicable, implement Reckitt and government advice on face coverings | Barriers, regular surface disinfection of frequent touch points, one-way systems as far as reasonably practicable, general ventilation | Masks are recommended with hygiene – hand washing/hand sanitizing good practice |
| **4.** **Factory/R&D Laboratory Engineering /FM and Maintenance** | Colleagues who may have public-facing services where distancing may not be practicable | 🟠 | Reasonable to anticipate regular close distance (<2m) or extended duration of contact in enclosed spaces. Presuming that distancing can be enhanced by barriers, and other workplace arrangements such as physical distancing, one-way routes and staggered shift patterns | Barriers, regular surface disinfection of frequent touch points, one-way systems as far as reasonably practicable, general ventilation | Masks are recommended and hygiene – hand washing/hand sanitizing good practice |
| **5.** **Office General Users** | Colleagues who may not have public-facing services where distancing is practicable | 🟠 | Require distancing and hand washing/sanitization as far as practicable, implement Reckitt and government advice on face coverings | Barriers, regular surface disinfection of frequent touch points, one-way systems as far as reasonably practicable, general ventilation | Masks are recommended and hygiene – hand washing/hand sanitizing good practice |
| **6.** **Home Working** | Ability to work exclusively from home in isolation or within household 'bubble' | 🟢 | Normal physical distancing as advised for general population | Nil | Hand washing/sanitizing as advised for general population |

Note: In row 4, the "Comments" and "Source control" columns appear as:

Comments (row 4): "Reasonable to anticipate regular close distance (<2m) or extended duration of contact in enclosed spaces. Presuming that distancing can be enhanced by barriers, and other workplace arrangements such as physical distancing, one-way routes and staggered shift patterns"

Comments (row 3): "Presuming that distancing can be enhanced by barriers (>2m) and other workplace arrangements such as physical distancing, one-way routes and staggered shift patterns"

Source control (row 4): "Distancing, frequent hand washing/sanitization"

Comments (row 5): "Presuming control of workplace arrangements is more consistent, i.e. public not present, screening of staff and quarantine arrangements in place"

Comments (row 6): "Exposure more likely to come from non-occupational sources"

# EXTENDED WORKING FROM HOME

**Section 2**

# EXTENDED WORKING FROM HOME

Unless informed otherwise, please keep working from home wherever it's safe and productive to do so.

The safety of our people and their families is paramount. Our policy to work from home wherever possible is still in operation and is the most effective way at preventing the spread of the virus. A select few of our offices are beginning to move into Phase 1, a limited re-opening capacity to ensure physical distancing at all times. These markets have each been evaluated by the central team and approved by GBU Presidents, and their reopening depends on cases remaining low.

Unless you receive specific communication that your site is ready to reopen, do not go into the office. Our strategy is structured and phased, and we continue to take a conservative approach. There are no prizes for reopening quickly.

As you might expect, we've been asked a number of questions about when workplaces across the business are reopening. Please speak with your own Line Manager or HR department who will be able to give you specific answers.

## Supporting you at home

At Reckitt, we all have the freedom to create a safe and productive working space. To achieve this, you can purchase items such as those listed below and claim them back via expenses. Please check with your local HR and IT teams for details, including local spend limits.

- 24″ monitor
- Keyboard
- Mouse
- Headset/speakerphone
- Office chair with back support

Reckitt will cover any taxes. We won't request that you return these items. They are yours to keep.

Read further guidance in the document
**Executive IT equipment policy**

# EXTENDED WORKING FROM HOME
continued

## Health & Safety and Wellbeing whilst working from home

Here are some ideas to help maintain our mental health and wellbeing whilst continuing to work from home:

- Create a routine and stick to the schedule.

- Take regular breaks between meetings and from the screen and talk to the people you live with or contact friends and family.

- Get up and move – get out of the house (if you can) for some fresh air and sunshine.

- Keep mentally fit and find ways of engaging in non-work activities to keep stimulated.

- Work around the people you live with to maintain some human interaction.

- Make use of Microsoft Teams to have virtual meetings and chats with colleagues and friends.

- Eat regularly and stay hydrated.

Read further guidance in the document **Working from home**

**Coronavirus and your mental health**
If you're finding things hard emotionally right now, you're not alone.
Mind UK provide information and support, for further advice visit:
**www.mind.org.uk/information-support/ coronavirus**

If you're working from home, please make sure you complete a Workstation Self-Assessment.

Read further guidance in the document **Working from home – workstation self-assessment**

Remember that every Reckitt employee has access to an Employee Assist Programme (EAP). This benefit offers you support with personal and work-related problems that may impact your job, health, mental and emotional wellbeing. Please contact your local HR department for further information.

It's a good idea to visit and bookmark our employee wellbeing resource page. This way you stay informed and get support through these difficult times. After all, access to learning and information is a key part of having the Freedom to Succeed at Reckitt.

For a wealth of helpful information be sure to visit our **Employee wellbeing page**

# EXTENDED WORKING FROM HOME
## continued

### Working remotely

Remote working has become the new normal for many of us. We've had to change the way we work and sometimes overcome challenges. Our Digital Workplace team wants to help you make the most of technology to connect with people and bring them together online. For a wealth of helpful information be sure to visit our IT Guidance – Coronavirus page.

For a wealth of helpful information be sure to visit our **IT Guidance – Coronavirus page**

Please speak with your HR partner if you are working from home and no longer feel safe or productive to do so.

### Crisis Management Teams

Each CMT has a requirement to set up a space for colleagues who are no longer productive working from home. A dedicated area of the site should be made available which meets the following criteria:

- All desks must be physically distanced and meeting rooms closed.

- A small number of seats within the COVID reduced capacity can be made available. For example, CHQ can normally seat 670 people, the COVID reduced capacity which ensures physical distancing throughout has been identified to be 350. The CHQ safe space is 20 desks.

- Area must be easily accessible, reducing the need for entry into red zones such as lifts/elevators and stairwells.

- Isolation room must be set up.

- Where permitted, temperature screening must be in place.

- Recommend adding a television or radio to create some background noise.

- Ensure increased cleaning and housekeeping protocol, particularly around hotspots like kitchen areas, door handles, desks, staircases and washrooms.

- Colleagues will not be permitted to sit at their normal workstation.

Prior to arriving on site, any employee wishing to use one of the allocated desks must have line manager, HR and SVP approval. A seat can be reserved via the booking app which will then be approved by the CMT. Bookings can only be made for a maximum of two days per week. This area is being made available for individuals who are no longer productive at home, it is not a space for teams to collaborate.

Masks should be worn in all communal areas and may only be removed when people are at their workstation. This should not replace regular handwashing/sanitizing or physical distancing. We recommend colleagues avoid the use of public transport where possible.

# PHASE 1: INITIAL OPENING

**Section 3**

# PHASE 1: INITIAL OPENING

For this opening phase, it is a requirement that every location has deployed the desk booking app available from IT. All visits to site must be scheduled and approved in advance so as not to exceed capacity on site. Decisions should be based on whether work is business-critical and cannot effectively be done remotely, with minimum presence on site at any one time.

## Employee health self-assessment

The health and wellbeing of our employees and visitors is of utmost importance to us. Given the recent global challenges of the COVID-19 outbreak, and our attempt to slow its spread, we're asking everyone to assess and confirm their wellbeing to ensure it's safe for you and others to come back to the workplace.

### Declaration

| Declare that: |
| --- |
| • I am not currently suffering from any of the following: a fever (high temperature), cough, breathlessness or a newly altered sense of taste/smell. |
| • No one in my household is currently suffering from any of the above. |
| • I have no reason to believe that I am at genuine risk of having been in contact with someone infected with SARS-CoV-2 (coronavirus) within the past 14 days. |
| • No one in my household has received a positive SARS-CoV-2 (coronavirus) test result in the past 14 days. |

If you are unable to answer 'yes' to any one or more of the above statements you will not be admitted to the site.

## Employee self-temperature checks

Where it's practical and until further notice, you should check your temperature at home before leaving for work. If it's above 37.5°C, and further assessment shows you're at a potentially higher risk of COVID-19 infection, you'll be refused entry to your workplace. We'll also be screening temperatures for all employees arriving on site. Again, if your temperature is above 37.5°C, you'll be assessed on whether you should be sent back home.

Read more in our global guidance document **Temperature checks for employees**

Gradually increasing the number of people allowed in a workplace should never compromise our ability to maintain safe levels of physical distancing. It is not recommended to exceed 50% of the full site capacity in this phase.

# PHASE 1: INITIAL OPENING
continued

## Employee working arrangements

All employees must be familiar with the new working arrangements and the need for their cooperation with any on-site physical distancing requirements. Returning colleagues should be fully familiarised with all relevant Reckitt EHS returning to work guidance, including but not limited to "Visitor Guidance"/"Access Control".

This document can be found here
**Returning to the workplace guidance**

## Physical distancing

The current approach to physical distancing and good hygiene practices, including deep cleaning, will remain in effect. Each site should review their physical distancing arrangements regularly so that returning colleagues can effectively maintain physical distancing and remain two metres (six feet) apart during the working day. We've created floor and desk stickers for you to use to show these physical distancing measures.

These floor and desk stickers should be printed locally and can be found on the Image Library here **Reckitt Brand Library**

## COVID-19 cases

Strict and close monitoring of cases within the workforce as well as in the country or state must be implemented and reviewed by the site CMT and tracked on a daily basis.

## Our approach to vaccination

The collective effort of all of those involved with the development, regulatory approval and distribution of the COVID-19 vaccines is nothing short of heroic. This is a proud moment for the scientific community and a beacon of hope for many.

We stand with science and encourage all our employees to have the vaccine when it is made available to them. We do understand that this is a personal decision and so we will not be making it a requirement.

To facilitate vaccination we'll work to make the process more efficient where we can and we'll make sure that all local regulations are followed.

We won't be jumping our place in the queue. If and when it's possible, we may consider procuring vaccines directly for employees.

If you choose not to be vaccinated, or cannot be vaccinated, we won't stop you from coming to work or from travelling. However, we will be deferring to local regulations and travel company policies – so please be prepared for this.

The vaccine provides us with another weapon in our fight against COVID-19, but it must be used in combination with existing measures, such as physical distancing, wearing of masks and good hand hygiene. It is our intention to ensure that our locations, when open, will maintain such practices that keep our workplace safe, consistent with local guidelines and regulations in place at the time.

We will continue to monitor all global guidance.

# PHASE 1: INITIAL OPENING
## continued

## Travel

### International business travel

The international travel restriction will remain in place until further notice.

If you believe that it's absolutely essential for you to travel to another country, you must seek the approval of your GBU president.

- **Adi Sehgal** – Nutrition
- **Volker Kuhn** – Hygiene
- **Kris Licht** – Health

### Returning from travel

All local legislation for self-isolation/quarantine must be followed when returning from travel. As the situation continues to evolve, it's important to consult the website of your local government on the latest guidance for returning travellers. If you are unsure, please ask your regional corporate security or HR representative for further advice. We also recommend reviewing and bookmarking this **report** from our travel security partner WorldAware (which will be rebranded as Crisis24 on 31 March 2021).

**WorldAware / Crisis24 COVID-19 Travel Restrictions Report**

After returning from travel, please check in with your line manager/HR Director before returning to the office, and await further guidance.

### Domestic business travel

For countries that have not entered Phase 1 of opening, there should be no domestic business travel. If you believe that your travel is essential, you must seek the approval of your SVP/EVP and Country HRD.

For countries in Phase 1 of opening, all domestic business travel should be in your own vehicle, and requires the approval of your GM/Site Lead and HRD.

### International moves

Since the situation is different across the globe, HR will be able to provide further guidance on international moves. Travel for international moves will require the approval of the relevant BU president.

# PHASE 1: INITIAL OPENING
continued

## Travel continued

### Home leave

Home leave must be approved by the General Manager/Site Lead & HRD. For Regional and Global teams, home leave needs to be approved by the SVP/EVP & Regional or Functional HRD.

Employees and their families who are travelling should follow the advice below:

- Maintain a high level of hand and surface hygiene.

- Check for travel restrictions; be prepared to provide and wear a face mask.

- Be mindful of border closures.

- Adhere to local travel regulations (e.g. self-isolation requirements upon entry, requirement to provide extra documentation).

- Follow Reckitt guidance on returning from travel.

- Review and bookmark this **report** from our travel security partner WorldAware:

> Report from our travel security partner WorldAware: **WorldAware / Crisis24 COVID-19 Travel Restrictions Report**

### Look See trips

Please follow our international business travel guidelines.

### Personal travel

We would like to remind you all that it's vital for each of us to take time to rest and recuperate. We understand that some of you may wish to travel if it's permitted in your market, but we ask you to closely monitor relevant travel restrictions, such as border closures, self-isolation requirements and certifications required for your chosen destination. Should you decide to travel internationally or on home leave, we encourage you to bookmark this page provided by our security partner, which is regularly updated with the latest travel guidance:

> Report from our travel security partner WorldAware: **WorldAware / Crisis24 COVID-19 Travel Restrictions Report**

Please remember the importance of healthy hygiene habits to ensure both your safety and the safety of others. Handwashing, wearing a face mask and physical distancing are the most effective ways to protect against the virus.

### Travelling to your workplace
Shuttle bus services
Physical distancing should be applied on any Company shuttle bus services you use. This needs to be maintained and should be constantly reviewed for effectiveness. Additional transport may need to be provided.

# PHASE 1: INITIAL OPENING
continued

## When travelling to your workplace employees should:

### Commuting in a personal vehicle

- Please use your personal vehicle to travel or, if the journey permits, walk or cycle. Try and limit shared transportation as much as possible.

- Sanitize your hands before and after using your vehicle.

- After parking your personal car/motorbike, maintain physical distancing and walk directly to your office.

### Public transport – buses, rail, underground, trams, ferries

Only use public transport if there is no other option for you to come to work and you cannot continue to work from home.

When travelling by public transport:

- Avoid rush hours and busy times if you can.

- Cover your cough or sneeze with a tissue, then throw the tissue in the bin.

- Follow advice on staying away from others – if possible maintain physical distance to others (two metres if possible).

- Use an alcohol-based hand sanitizer when you start your journey.

- When arrived at your end destination (workplace or home) wash your hands thoroughly with water and soap.

- Keep up to date about reduced services and closed stations.

Do not use public transport if:

- You have symptoms of coronavirus – a new, continuous cough or a high temperature.

- You or any of your household are self-isolating or have symptoms of coronavirus.

# PHASE 1: INITIAL OPENING
continued

## Protective Equipment

### Masks

As COVID-19 progresses, science evolves and opinions change, we're regularly updating our guidance on mask wearing. We've also been seeking feedback from sites that have re-opened and moved into Phase 1 to help us navigate the new normal together.

As a result, we've identified that measures can be further strengthened in high-traffic areas. So we're now **strongly recommending the wearing of face masks in Reckitt workspaces.** This particularly applies to situations where physical distancing may be difficult, such as in communal areas or when moving about our buildings in corridors or stairways.

However, to be effective, masks must be used in combination with our existing safety measures – maintaining safe physical distancing, good hygiene and thorough hand sanitization.

We'll be providing certified medical masks at all our sites and we encourage you to use them, unless you have specific PPE requirements for your role that must take precedent.

We're not recommending cloth masks as their standards are too variable and they pose an increased risk of cross contamination.

If you do choose to use one, you must wash the mask daily at a high temperature.

We also want to ensure that the environmental impact of masks is limited, and so will be investing in ways to offset this.

Read more in our global guidance document: **Wearing of Face Masks**

### Gloves

We don't encourage wearing gloves in non-medical settings, since this can increase the chances of cross contamination.

The exception would be for our frontline sales teams who may need to wear gloves in certain medical settings. These should be provided.

Where necessary, it's important to ensure there are sufficient stocks and availability of all required PPE, such as single-use masks, disinfectant products, hand sanitizers, wipes etc.

As with masks, if local jurisdictions mandate or recommend the wearing of gloves, this takes precedence and sites must comply.

### PPE provision

We will ensure that there are sufficient stocks and availability of all necessary PPE, such as single-use masks, disinfectant products, hand sanitizers, wipes etc.

### Hand sanitizer provision

Where it's practical, we should increase the provision of hand sanitizer stations throughout the workplace, particularly in high-traffic areas. We should also provide reminders for teams to use them.

### Care packages

We'll provide disinfectant products, medical face masks and hand sanitizers for all those returning to the office. This 'Care Package' can be picked up when coming back to the office, and can be used for cleaning workspaces, desk, mouse, keyboard, monitor.

# PHASE 1: INITIAL OPENING
## continued

## Sanitization and cleaning

### Hand washing

It's important to keep communicating and reinforcing the importance of good hand washing, and good personal hygiene practices. So we'll increase signs in potential hotspots, like elevators, washrooms, WC, kitchen areas, canteens, coffee shops – and we'll consider using on-site TV screens to get the message across.

### Workplace cleaning and housekeeping

We have an increased cleaning and housekeeping protocol, particularly around hotspots like kitchen areas, door handles, desks, staircases and washrooms.

Read further guidance in the Facilities Management document
**Return to multi-tenant office buildings checklist**

## Workplace areas

### Seating and desk spaces

Seating plans will be revised so that face-to-face seating is avoided, with teams sitting diagonally from each other and not adjacent to each other. Hot-desking should be avoided. If this isn't possible, cleaning wipes should be made available for cleaning the desk, mouse, keyboard and monitor before use.

### Communal areas

It's essential to maintain physical distancing whenever we can. We should avoid any physical grouping of colleagues within the workplace, particularly around lunch/break periods in and around where people usually congregate – such as kitchen areas, canteens, vending machines and coffee shops.

### Canteens and self-service food areas

We're discouraging the use of site canteens for self-service food. Instead, we're asking that you eat at your desks and avoid crowded places when eating. You'll be responsible for ensuring your desk is clean after having the meal.

### Smoking areas

Remember that physical distancing also applies when using on-site smoking areas/shelters.

## Social gatherings and celebrations

The safety of our people is our priority and we ask that all Reckitt social gatherings and celebrations are converted to digital events.

## Wellness and additional facilities

- Any on-site gym facilities, showers and Company shops should remain closed until further notice.

- Mothers'/Wellness rooms should remain closed. If there are exceptional circumstances, local HR teams can make these rooms available for new/expectant mothers.

- Each location should allocate an isolation room for colleagues who are presenting symptoms of COVID-19. Where this isn't possible a plan should be put in place for managing this situation. The room should be located close to the exit and only used when an employee develops symptoms of COVID-19 during office hours. It should be isolated immediately, and arrangements should be made for getting the employee home. Gloves and face masks must be available for those who are attending to the employee.

# PHASE 1: INITIAL OPENING
continued

## Meetings and events

### Meetings

Wherever possible, all on-site meetings should be carried out through the use of online virtual meeting tools such as Teams. If on-site meetings are absolutely necessary, they should be conducted with caution and only take place in large spaces where physical distancing can be maintained. Meeting rooms must be cleaned after use, and booking frequency adapted to allow time for cleaning in between meetings.

### Events

Any Company-sponsored events should be postponed during this initial opening phase.

## Facilities, security and site access

### Heating, ventilation and air conditioning (HVAC) system

Each HVAC system should be inspected and routinely cleaned, and air filters should be replaced.

Read further guidance in the Facilities Management document
**Return to multi-tenant office buildings checklist HVAC systems guidelines**

### Safety at security entry points

As a safety measure during this pandemic, no visitors will be allowed to our facility unless they are business-critical and consent by site leadership has been granted. Our global guide 'Contractor precautions' must be referred to.

Read further guidance in the Facilities Management document
**Contractor precautions**

### Site deliveries

Where possible, any site deliveries should be controlled to limit the number of interactions with Reckitt employees.

### Site access

We will implement separate entrances for employees and goods deliveries. This means:

- Implementing a one-way system within facilities including the staircases.

- Carrying out self-temperature checks at home before leaving for work, where it's practical and until further notice.

- Implementing additional temperature screening systems at each main Reckitt floor entry level. These will need to be sourced locally. In a shared tenancy, please check the landlord's temperature screening strategy.

- Restrict access to external visitors, including no external meetings to be held on site.

Read further guidance in the Facilities Management document
**Returning to the workplace guidance**

# PHASE 1: INITIAL OPENING
continued

## Multi-tenanted locations

A meeting with your landlord's facility team must take place before opening up the Reckitt workplace. If a mutual connection with other tenants hasn't already been established, it's essential that one is established, so you can inform each other of confirmed COVID-19 cases.

We suggest that the checklist below is followed:

- Review the landlord's plans for main entrance, building reception area, usage of lifts, etc.

- Establish how the landlord will deal with goods deliveries and transport.

- Review how the landlord will deal with external visitors if and when we decide to allow them.

- Check emergency evacuation procedures with the landlord.

- Use the Building Water systems guidelines and the HVAC guidelines to get reassurance from landlords that measures have been carried out.

- Ensure landlords have correct, increased procedures around end of journey facilities (especially where showers are available for cyclists).

- Understand the procedures the landlord will put in place if there is there is suspicion of a COVID-19 case.

- Understand the procedures that will be put in place for any shared catering outlets to maintain social distancing and adjusted service levels.

The above list doesn't supersede local legislation. Check the appendix for details of our full checklist and where it applies.

Read further guidance in the Facilities Management document
**Return to multi-tenant office buildings checklist**

# PHASE 1: INITIAL OPENING
## continued

## Visitors

### Self-assessment

Unless they are business-critical, we should avoid hosting visitors. All visitors require prior approval from the site lead or GM before the day of their visit. Any visitors to sites must have an appointment with an Reckitt host and MUST be checked in and checked out (date/time) by reception.

All visitors must be asked to self-assess against the questionnaire provided.

Visitors must self-assess against the questionnaire provided in the appendix of **Contractor precautions**

**Under no circumstance will a written record be maintained.**

### Declaration

| **Declare that:** |
| --- |
| • I am not currently suffering from any of the following: a fever (high temperature), cough, breathlessness or a newly altered sense of taste/smell. |
| • No one in my household is currently suffering from any of the above. |
| • I have no reason to believe that I am at genuine risk of having been in contact with someone infected with SARS-CoV-2 (coronavirus) within the past 14 days. |
| • No one in my household has received a positive SARS-CoV-2 (coronavirus) test result in the past 14 days. |

If you are unable to answer 'yes' to any one or more of the above statements you will not be admitted to the site.

If a colleague begins to feel unwell at work they should, where possible, leave the premises immediately and inform their line manager and HR. If a colleague is unable to leave immediately, an on-site isolation room should be used as a temporary quarantine rest area, where they can wait until they are able to leave site.

When attending to colleagues suspected of having COVID-19 there is a recommendation to wear Type FFP3 or N95 masks.

If anyone is diagnosed with COVID-19 during any of the return to work stages, the site emergency response plan must be enacted. All colleagues who may have had close contact with this person should leave site immediately and self-quarantine at home for 10 days.

Where the office is a multi-tenanted environment, the landlord (and where possible key contacts within the other businesses) should be notified immediately.

# PHASE 1: INITIAL OPENING
continued

## Sales teams

### Sales teams returning to the field

Our Sales teams play an important role in ensuring people have access to the highest quality hygiene, wellness and nourishment. Many of our products support in the fight against COVID-19 and so we must continue our relentless pursuit whilst ensuring the safety of our people and their families.

### Why are Sales most at risk?

Sales teams work on the front line. Whether they're visiting a pharmacy, a healthcare professional or a local store, they come into contact with people in the field on a daily basis. This increases the risk of being exposed to COVID-19.

### Sales Return Protocol

Our **Sales Return Protocol** outlines exactly what can and can't be done. We have included additional measures to keep our people safe, with enhanced measures for those operating in healthcare settings. We understand personal circumstances will influence whether you feel ready to return and as outlined in our triggers to reopen we will not be mandating that people return to the field.

Read further guidance in the Sales Return Protocol document here:
**Sales Return Protocol**

Before our sales teams return to work they must have approval from GBU presidents.

Sales document addendum – for countries/territories that have moved into **Phase 1 only.**

## Overnight stays

Overnight stays may be added to journey plans for countries/territories which have moved into Phase 1. In addition, the following key factors must be considered:

### External triggers

- Minimum of four weeks downwards trajectory or a stable, low number of cases.

- No overnight stays in areas under local lockdown or an upwards trajectory of cases over five days.

- Hotels and hospitality open.

- Hotel has a clear publicised cleaning and hygiene protocol.

- Hotels should be Reckitt recommended and booked through Reckitt travel system.

### Internal triggers

- Regional Director and Regional HRD must approve the initial request for overnight stays to be added to journey plans.

- Reckitt travel guidance must be adhered to.

### Individual trigger

- Individual is happy to resume overnight stays.

# PHASE 1: INITIAL OPENING
continued

## Sales teams continued

### Travel

Travel should be in your own vehicle. If this isn't possible, you may use public transport with the approval of your General Manager and HRD. There should be **no air travel** at this time. In addition, the following key factors must be considered:

### External factors

- Minimum of four weeks downwards trajectory or a stable, low number of cases.
- Public transport must be operational and adhere to physical distancing rules.

### Internal factors

- Regional Director and Regional HRD must approve the initial request to use public transportation.
- Reckitt travel guidance must be adhered to.
- Employees should be provided with PPE (masks, gloves) and hygiene products (wipes, hand sanitizer).

### Individual factors

- Individuals must be happy to use public transport.

### Internal meetings and conferences

- For face-to-face meetings there should be a maximum of ten attendees.
- Two-metre physical distancing and a high level of hygiene must be adhered to.
- Must be carried out in line with government advice/legislation.
- All employees must have confirmed that they are happy to attend.
- You must have the approval of the Sales Director to hold or attend any internal meetings or conferences.

### External meetings and conferences

- Reckitt employees should not attend any external conferences or face-to-face meetings with over ten people.
- For meetings of up to ten people, physical distancing and a high level of hygiene must be adhered to.
- The customer must have requested the meeting.
- Meetings must be carried out in line with government advice/legislation.
- All employees must have confirmed that they are happy to attend and have completed the self-certification form.
- You must have the approval of the Sales Director to attend any external meetings or conferences.

# KEEPING OUR SPACES SAFE

**Section 4**

# KEEPING OUR SPACES SAFE

When we return, our workspaces will be different places. We're making a number of changes to ensure the health and safety of everyone who shares them. In the following section, you can find out what we're doing, get an idea of what to expect and learn about everyone's new responsibilities.

Because we're all in this together: our collective health and wellbeing depends on each of us following the guidelines implemented across our sites.

**Do the right thing. Always.**

## Red zones – putting people first

By making changes to communal spaces and workspaces, we'll keep providing a safe environment for colleagues. Red zones are a big part of this. These are areas that should be considered as high risk and in which everyone must stay especially alert to comply with physical distancing and hygiene practices.

We recommend the wearing of masks in communal high-traffic areas. Masks do not need to be used when you are at your workstation.

**Red zones will include (but not be limited to):**

- Toilet/washroom facilities.
- Kitchen/breakout areas.
- Coffee shops & restaurants/canteens.
- Stairwells.
- Elevators/lifts.
- Reception areas.
- Desks.
- Collaboration & meeting rooms/spaces.
- R&D labs.

**As we slowly start to return to our workplaces through a phased approach, each site must achieve the following as soon as possible:**

- Get hold of your most recent and up-to-date floor plan and map out all the workstations.
- Use this plan to map out how many workstations at maximum you can occupy to ensure that physical distancing of a minimum of two metres is maintained.
- Work off the recommended two metres and not by number of desks, as in some locations the desk size is just at around 1.6 metres.
- In this initial opening phase a maximum of 25% of total seating capacity can be occupied. This can be increased to a maximum of 50% provided physical distancing can be maintained.
- Each site to deploy the booking app provided by IT. The CMT is to oversee and review.

**Employees should:**

Read our guidance on travelling to and from your workplace on page 22.

# KEEPING OUR SPACES SAFE
## continued

## Entrance areas

The first point of entry may be to a reception area or desk or an elevator/lift lobby. These spaces need clear signage to reinforce physical distancing. They also need hand sanitizer stations and relevant signs advising people of our guidelines.

## Reception

The waiting/seating areas should be reduced to reflect the changes in capacity and acrylic screens should be put up at the reception desk to protect our receptionists. Hand sanitizers should be available for people to use.



Imagery created prior to mask-wearing guidance

A copy of the site-specific guidelines should be easily accessible here too.

**Employees should:**

- Always carry your ID cards and present them to security when asked. If you're wearing a face mask when entering the office you may be asked by security staff to take it off for face recognition.

- Make sure you use the hand sanitizer provided.

- Wear masks in communal areas.

# KEEPING OUR SPACES SAFE
## continued

## Lifts and elevators

It's very important that hand sanitizers are stationed outside lifts and signs should be displayed encouraging people to use the stairs.

Lift buttons should be cleaned thoroughly and more regularly.



Imagery created prior to mask-wearing guidance

> In general, lifts will be single person occupancy. The minimum dimensions to allow two are indicated below. However, the person nearer the door will need to exit first.
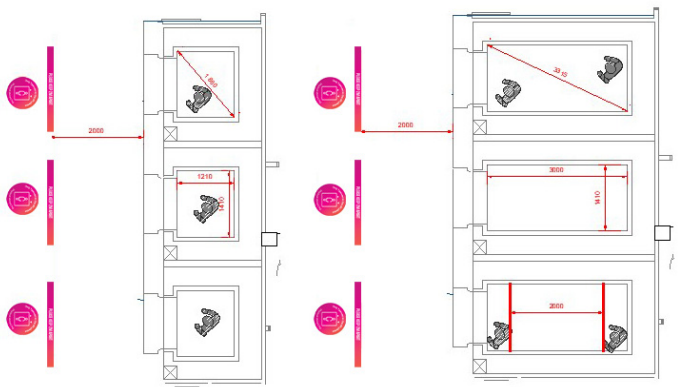


## Washroom/toilet/shower facilities

Washrooms are a high-risk area, so it's important that we implement enhanced cleaning here.

Urinals should be put out of use and only cubicles made available. To help minimise the risk of transmission, lids should be closed after use and the toilet should be flushed afterwards. For locations where a closed lid toilet isn't available, appropriate disinfectants should be provided.

As well as enhancing our cleaning in washrooms, toilets should be sprayed several times a day with a microbial spray. Relevant cleaning products should be made available in each individual cubicle.

**Employees should:**

- Make sure physical distancing is observed when using lifts.
- Not exceed the maximum occupancy advised.
- Wear your masks or cover your mouth and nose with a tissue when feeling the urge to cough or sneeze.
- Not touch lift buttons after sneezing or coughing.
- Remember to sanitize your hands when you exit the lift.
- Take the stairs and avoid lifts as much as possible.

# KEEPING OUR SPACES SAFE
## continued

### Use, Close, Flush

Local sites should make sure that relevant signs are put in the cubicles to remind people of the process, and to check that they're leaving the facilities in an appropriate condition. Any toilet extract systems should run 24/7 to help remove contaminated particles.

Within the facilities, floor stickers will be implemented to help illustrate physical distancing. Colleagues should ensure there's no more than one or two people in the facilities at any one time, depending on the size.

Cleaning materials must be provided in all facilities and maintained with anti-bacterial soap and hand sanitizer, and showers should remain closed until further notice. Relevant posters/materials should be displayed for hand washing. Hand driers should be switched off and hand towels provided. Any hand towel solutions that currently require a turn mechanism to be operated should be put out of action and replaced with a loose towel solution. Sufficient bins for used paper towels need to be provided and frequently emptied.



Imagery created prior to mask-wearing guidance

### Employees should:

- Wear a mask when not at their workstation.
- Maintain physical distancing and do not exceed maximum occupancy.
- Please close the lid prior to flushing. In locations where a closed lid toilet isn't available, appropriate disinfectants should be used prior to flushing.
- Wash your hands thoroughly with soap and water for at least 20 seconds to prevent passing on germs.
- Dry your hands using paper towels and please discard in the waste bin provided.
- Take note of various instructions displayed in the washroom to stop/prevent the spread of virus.
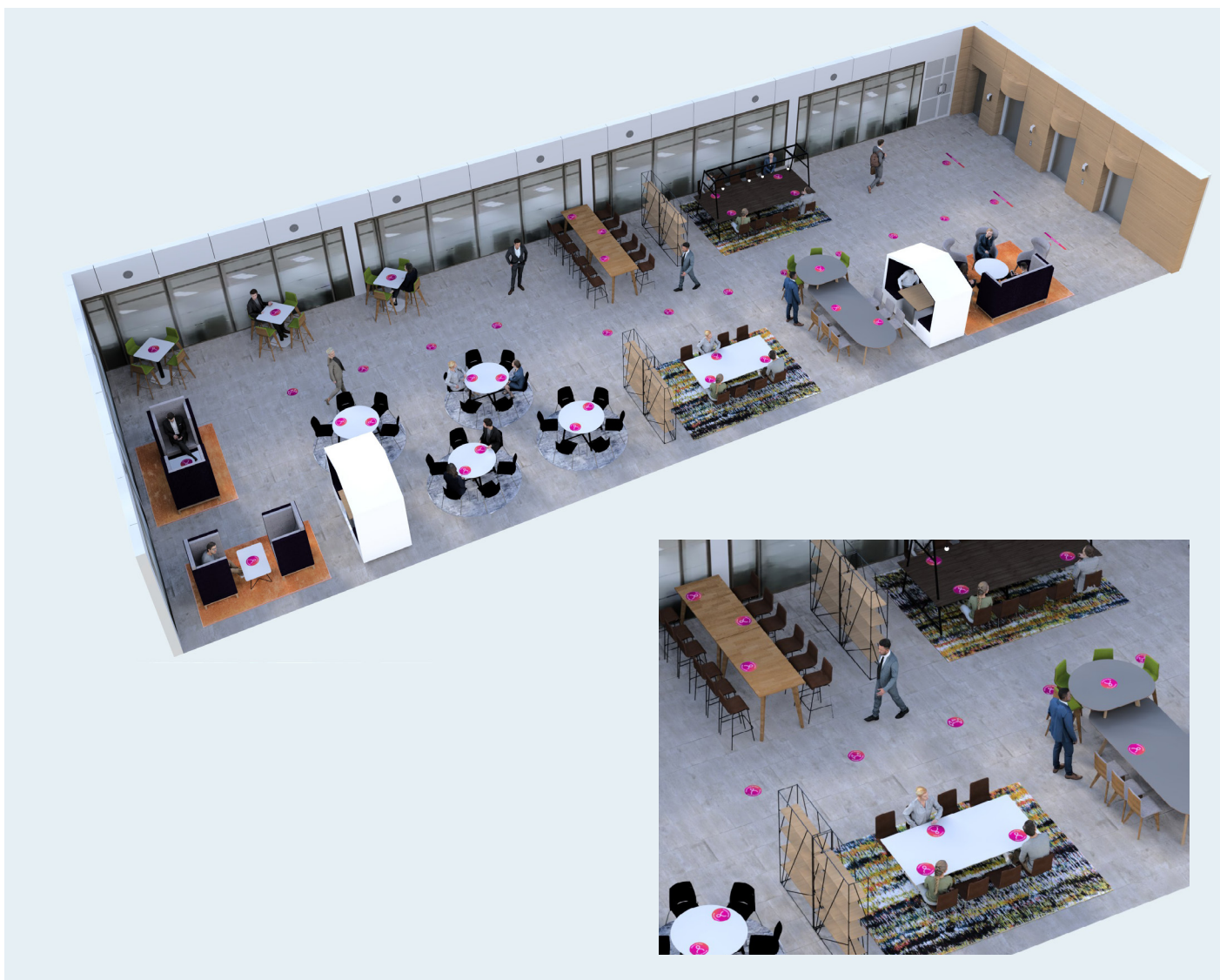
# KEEPING OUR SPACES SAFE
## continued

### Atrium/communal areas

The capacity within these spaces should be modified to enable physical distancing. This can be achieved by removing some furniture and clearly identifying spaces that can be used at any one time. For example, a four-person seating area will become a one to two-person seating area.

Relevant signs should be put in place to advise people of any changes in capacity. Floor stickers and one-way systems should be installed to enhance physical distancing.



Imagery created prior to mask-wearing guidance

**Employees should:**
Please follow signs, stickers and one-way systems. They are there for your safety.

# KEEPING OUR SPACES SAFE
continued

## Restaurant/canteen/deli-bar areas

Our cafeteria staff have taken additional safety measures to ensure hygiene, however where possible, please bring food from home.

If these spaces are managed by a third party, the site should work with the appropriate company to put a service in place that enables and encourages physical distancing. Guidance should be taken from the service provider for the level and style of food offer to be maintained.

A staggered and reduced service solution should be reviewed on a site-by-site basis. Consideration should be given to the use of disposable cutlery and crockery in place of current solutions and keep-cups in deli-bars should not be used until further notice. In deli-bars, baristas should make the complete drink including any milk and sugar.

Seating area capacities should be modified to reflect physical distancing together with floor stickers to assist in queuing. Cashless transactions should be encouraged wherever possible, and card and app transactions promoted. Till areas may require Perspex screens to be installed.

Any meeting room hospitality service should remain suspended until further notice.



Imagery created prior to mask-wearing guidance

### While in the canteen or cafeteria:

- Wash your hands thoroughly or use a hand sanitizer before you enter.
- Maintain physical distancing when in the queue, especially while collecting coupons and food.
- Follow the directions provided about the seating plan and avoid spending too much time in cafeterias.
- Wear your mask or cover your mouth and nose with a tissue when feeling the urge to cough or sneeze (part of the general cough etiquette).
- To maintain hygiene, lunch will be served by the cafeteria staff, and there will be no self-service.
- Avoid spending time socialising with your peers in the cafeteria.
- Disposable cutlery and crockery should be used to avoid transmission.
- Employees should carry their own water bottles and tea/coffee mugs. You should clean these yourself.

# KEEPING OUR SPACES SAFE
## continued

## Piazza/breakout areas

Sites will need to manage how people bring in food from home, depending on the facilities available.

Where it's necessary and possible, more microwaves and fridges may be needed to enable colleagues to bring food from home. An assessment should be made on a site-by-site basis, taking into consideration that the numbers of people on site at any one time will be very much reduced.

Mugs, glasses, crockery and cutlery should be replaced with disposable solutions. We're aware of the environmental impact of this, and where possible, these will be from sustainable or renewable sources. People will be encouraged to bring in their own cutlery.

Relevant cleaning materials including hand wash, sanitizer and surface wipes should be provided in these spaces together with enhanced hygiene signage. These should be available to use on touch panels such as coffee machines taps and water machines.

Seating areas should be modified to reflect physical distancing.



2m

Imagery created prior to mask-wearing guidance

# KEEPING OUR SPACES SAFE
## continued

### Meeting rooms

While virtual meetings remain our preferred solution, we recognise some meetings will still need to happen in person.

All meeting rooms should be modified so that the new capacities reflect physical distancing and maintain a safe environment for us all. Stickers should be put on the tables to identify those spaces that should be used. Any meeting room booking system should be updated to reflect the changes in capacity.

These changes should be made to all closed meeting spaces including formal rooms, collaboration, huddle, chatterbox and interview rooms. As an example, a huddle room of approximately 15m² will most likely go from a six-person room to a two-person room. All rooms should have relevant cleaning materials, so surfaces including tables, whiteboards and pens can be cleaned down after each use.

When required, meetings can also be held in hotels with larger meeting rooms – so that safe physical distancing is possible.



Imagery created prior to mask-wearing guidance

**If physical meetings are unavoidable, employees should:**
- Sanitize your hands thoroughly before you enter the room.
- Maintain social distancing and respect the revised seating capacity assigned to the specific meeting room.
- Limit the length of these meetings as much as possible.
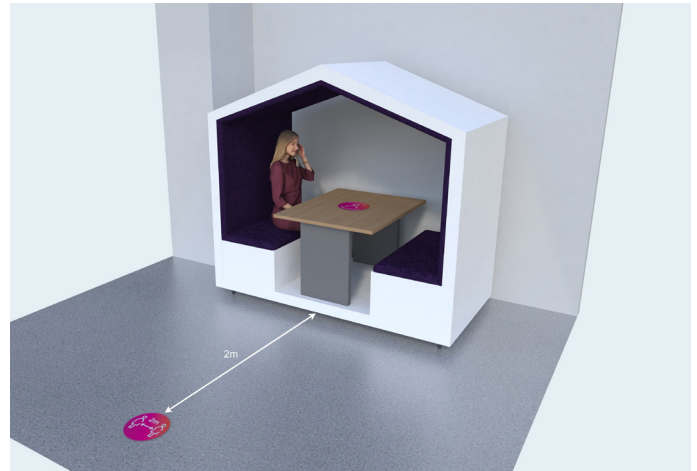
# KEEPING OUR SPACES SAFE
continued

## Nooks/collaboration spaces

Open nooks that were originally designed for approximately four people can now only be used by a single person.

Open collaboration spaces will also need to be modified to reduce capacity. For example, a six/eight-person bench will become a three-person bench.

## Phone booths

If it isn't already the case, phone booths can now only be used by a single person. It's important that surface wipes are provided in these spaces and that users wipe surfaces down when they leave.







Imagery created prior to mask-wearing guidance

**Employees should:**
Wipe down all surfaces with the wipes provided when you leave.

# KEEPING OUR SPACES SAFE
## continued

## Workspaces

After the initial site assessment has been made, floor plans need to be updated to show which desks are usable and which are not.

The desk should have a clear reference number so that a local desk booking system can be implemented. Each local business should determine the best way to do this. Desks which can be used should be marked with a sticker.

In some locations, the allocated desk solution will need to be suspended and the offices zoned. For example, imagine an area where everyone previously had an allocated desk. Now only a number of desks within this space will be able to be used. In this case, teams will need to consider how many desks they have on a daily basis and have a rotation system in place.

We don't recommend bringing a full team back, as there's still a risk the whole team could fall ill. People will need to be flexible about where they sit.

Wipes should be provided for the workstations and left there for all to use. A clean desk policy is essential to this working. No personal or work items should be left at the end of each day. Task chairs should also be wiped down at the end of the day with the wipes provided.


Imagery created prior to mask-wearing guidance

### Employees should:

- Use hand sanitizer regularly and whenever necessary.
- Consider wiping and cleaning your keyboard, mouse, desk phone and the desk surface using cleaners.
- Avoid using others' computers or stationery.
- Sanitize hands before and after visiting common areas such as the kitchen/coffee area/smoking area, etc.
- Keep your workstation clean, tidy and clear of clutter.
- To minimise the risk of contamination with the virus by opening doors with arms and touching handles, the doors are to be kept open.
- Only use desks that have been assigned for working. If a desk is marked as not to be worked at – please don't use it. (To ensure physical distancing – the office layout may have changed).

# KEEPING OUR SPACES SAFE
continued

## Printer areas

Printer areas are high touch areas, so wipes will be provided in each of these spaces.

## Lab areas

As each lab is unique the guidelines and modifications for physical distancing and sharing equipment needs to be assessed on a site-by-site basis.



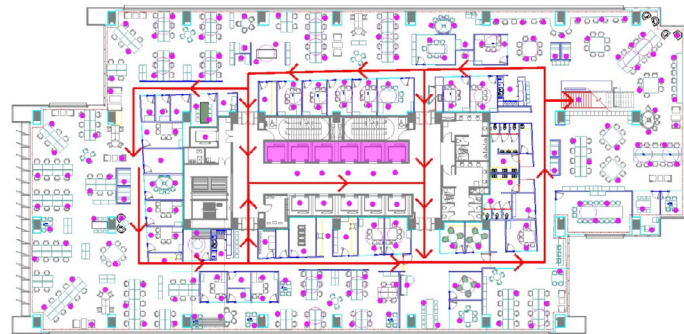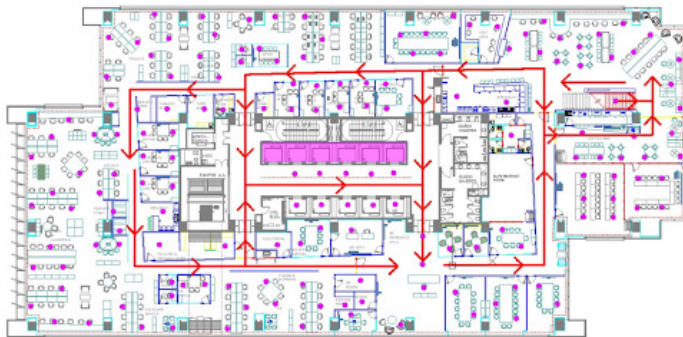Imagery created prior to mask-wearing guidance

# KEEPING OUR SPACES SAFE
## continued

## One-way system

Implementing a one-way system around the offices will help us all to maintain physical distancing. This should also be applied to staircases where possible.

Below is an example of a one-way system that could be implemented.





## On-site helpdesk/Tech-bar

The IT helpdesk and or Tech-bar needs to be updated to include two-metre physical distancing. Where we have an open Tech-bar a perspex screen should be installed to protect the employees and third-parties' contractors.

## Shared tenancy offices

A number of our offices are in shared tenancy scenarios, so the above guidelines should be discussed with the landlord to ensure that, as a minimum, Reckitt guidelines are implemented within common areas. These include spaces like entrances, lifts and toilets.

Read further guidance in the document
**Return to multi-tenant office buildings checklist**

# PHASE 2: INTERMEDIATE CONTROL

**Section 5**

# PHASE 2: INTERMEDIATE CONTROL

**Moving from Phase 1 to Phase 2**

In order to move from Phase 1 (opening) to Phase 2 (intermediate), it's essential that ALL triggers of readiness are met.

**External triggers**

- There will need to be a downwards trajectory of COVID-19 cases. For the last 14 days in your country/ federal state/province OR flat development on a low level for 21 consecutive days.

- Public transport is fully / sufficiently operational.

- Businesses open, including shops, banks, entertainment and service providers.

**Internal triggers**

- Approved COVID-19 floor plan / revised seating to move to Phase 1.

- 'MyWorkplace' app deployed.

- Cleaning and housekeeping regimes have been increased, particularly around kitchen areas, door handles, desks, staircases, washrooms and other hot spot areas.

- Sufficient disinfection cleaning products and PPE available.

- Communications around good handwashing and personal hygiene practices are constantly reinforced.

- Signage has increased in potential hot spot areas; elevators, washrooms, WC, kitchen areas, canteens and coffee shops.

- There is strict and close track-and-trace of cases within the workforce and onsite, implemented and reviewed by the site CMT on a daily basis.

# PHASE 2: INTERMEDIATE CONTROL
## continued

## Criteria for each phase

| Phase 1 | Phase 2 |
|---|---|
| **Decision makers**<br>Approval from BU (Business Unit) Presidents is required. | **Decision makers**<br>Responsibility and accountability will sit with local teams. The global team must be informed, but are not required to approve. It's important that decision makers are aligned across the business. |
| **Site Based Criteria**<br>Please refer to full Phase 1 guidance. | **Site Based Criteria**<br>Before moving to Phase 2, we recommend operating under Phase 1 conditions for a minimum of 6 weeks, gradually increasing capacity to a maximum of 50%.<br><br>Phase 2 must only be considered if External triggers (e.g. COVID-19 cases, public transport) have not deteriorated. If this happens in any area, the decision should be delayed for at least two weeks before reconsidering. |
| All returning employees should complete the self-assessment screening questionnaire. Access must be granted. | All returning employees should complete the self-assessment screening questionnaire. Access must be granted. |
| Where it's practical, and until further notice, colleagues should self-temperature check at home before leaving for work.<br><br>If their temperature exceeds 37.5 degrees C, they should stay at home and inform their Line Manager.<br><br>Additional temperature screening carried out for all employees on their arrival to site. | As Phase 1. |
| Occupancy rate – 25% of the reduced Covid capacity can be used for the initial opening. This can be gradually increased to a maximum of 50% capacity during Phase 1. Physical distancing must be maintained at all times. | The upper limit occupancy rate of 50% is removed. Sites can increase numbers up to their maximum Covid capacity. However, physical distancing must be maintained. |
| No visitors on site. | Visitors permitted on site for business-critical activities. However, meeting room capacity limits must not be exceeded.<br><br>All visitors must complete the health self-assessment and pass the temperature check on site. |

# PHASE 2: INTERMEDIATE CONTROL
continued

## Criteria for each phase

| Phase 1 | Phase 2 |
|---|---|
| All on-site meetings should be carried out through the use of on-line virtual meeting tools if it possible to do so. | Virtual meetings will remain a feature of modern work practices as we transition to a more flexible, hybrid way of working. Please continue to use online tools where possible. |
| If an on-site meeting is business critical, it must only take place in a large space, where social distancing can be maintained. Meeting rooms must be cleaned after use and booking frequency adopted to allow for time to clean in-between meetings. | If an on-site meeting is business critical, it must only take place in a large space, where physical distancing can be maintained. Meeting rooms must be cleaned after use and booking frequency adopted to allow for time to clean in-between meetings. |
| A desk must be booked in advance via the MyWorkplace app. This is subject to approval.<br><br>To keep numbers on site down, a maximum of 2 days per week is permitted. | A desk must be booked in advance via the My Workplace app. This is subject to approval. |
| Social grouping of colleagues within the workplace, should be avoided, and physical distancing maintained. This includes around lunch/break periods in kitchen areas, canteens, vending machine, coffee shops. | Social grouping of colleagues within the workplace, should be avoided, and physical distancing maintained. This includes around lunch/break periods in kitchen areas, canteens, vending machine, coffee shops. |
| If available, company bus shuttle services should be adjusted to ensure 2m physical distancing, and incorporate cleaning regimes. | Local guidance should be followed. |
| No company sponsored events. | Any event must ensure physical distancing and follow COVID-19 guidelines. For example, a venue with a capacity of 500 could host 150 Reckitt employees. |
| No on-site canteens. | On-site canteens can re-open. Opening hours may be extended with controls in place to ensure that the occupancy rate allows for 2m physical distancing. |

# PHASE 2: INTERMEDIATE CONTROL
## continued

## Criteria for each phase

| Phase 1 | Phase 2 |
|---|---|
| **Travel**<br>Domestic travel only with GM/Site lead and HRD approval. International travel - Presidents. | **Travel**<br>All domestic business travel must follow local travel guidance. International travel by GM and SVP approval.<br><br>International travel remains subject to many restrictions. It should only be undertaken with caution, as border closures and quarantine restrictions can be imposed without notice. |
| **Home Leave**<br>Home leave must be approved by GM/Site lead and HRD. | **Home Leave**<br>International travel remains subject to many restrictions. It should only be undertaken with caution, as border closures and quarantine restrictions can be imposed without notice. |
| **PPE**<br>Masks are necessary in all Reckitt workplaces until further notice. | **PPE**<br>We will continue to track developments and guidance. Masks are necessary in all Reckitt workplaces until further notice. |
| **Gyms**<br>Closed. | **Gyms**<br>In line with local guidance. |

# PHASE 2: INTERMEDIATE CONTROL
## continued

## Criteria for each phase

| Phase 1 | Phase 2 |
|---|---|
| **Sales force** Underpinned by Guidelines mandated by health authority guidelines as well guidelines issued by our trade partners, the HCP offices and Hospitals. | |
| Travel within Territory area only/ no crossing into other regions. | Based on local government/health authority guidance and provided local SD/MSD alignment travel beyond territory area permitted. |
| No manager or co-rep ride-a-longs. | If business is critical, manager or co-rep ride-a-longs are permitted. |
| No In-Person District Meetings. No In-Person Lunch & Learns. | In-Person District Meetings possible if travel by car is minimal and 2m physical distancing can be maintained and local health authority guidelines are fully met. |
| No over-night stays. | Over-night stays permitted but only in selected hotels and for business critical meetings that cannot be managed remotely. |
| No long-distance travel by train/plane. | In-country business essential travel is authorised with one over manager approval; For international travel, traveller highly encouraged to check in with Corporate Security for guidance and information prior to departure. |
| No in-Person LEL's allowed. | In-Person LEL's allowed if 2m physical distancing can be maintained and local health authority guidelines are fully met. |
| For In-Person visits PPE recommended (masks, gloves). Follow local health authority recommendations. | For In-Person visits PPE recommended (masks, gloves). Follow local health authority recommendations. |

# PHASE 2: INTERMEDIATE CONTROL
continued

## COVID-19 Guidelines for Major or Off-Site Events

**When planning any major or off-site events or meetings, organisers should follow the following guidance and implement appropriate infection control measures before, during and after event.**

- Ensure the Reckitt Return to Workplace external trigger of readiness is met.

- Comply with local regulations and guidelines set by your authorities regarding safe management measures and operating capacities for conferences, events, and gatherings.

- Comply with Reckitt polices applying to Global Travel, Global Health and Safety Standards – Off Site Events, and Corporate Security.

- We will maintain our current approach to physical distancing, mask wearing and good hygiene practices including deep cleaning.

  - Observe 2m separation for seating arrangements. Ensure spacing between individuals at all times.

  - Put your mask on at all times when not eating or drinking.

  - Provide at all times easily accessible disinfecting agents like hand sanitizers, disinfectant sprays, paper towels and wipes for the free use of attendees and staff at event spaces.

- Develop clear reporting protocols and communication plans to monitor health of local and foreign attendees before, during and after event. These include temperature screening, COVID-19 testing requirements, vaccine certificates, and reminding all attendees at the end of the event to monitor their health for COVID-19 symptoms for 14 days and to request all attendees to report to their line manager within this period. If symptoms are displayed, however mildly, encourage colleagues to be tested.

- Utilise technology where reasonably practicable to enable touch-less interactions e.g. e-registrations, e-ticket sales, e-forms, e-declarations.

- Have an overall emergency preparedness/response plan, including procedures in handling suspect cases, in seeking medical treatment, and an isolation room.

**Major or off-site events include product launches, large national / regional sales event / meeting, conferences, Plan of Action (POA) meetings, team building events, customer incentive activities, and sponsorship events etc.**

**For events or meetings of more than 75 persons, a risk assessment and sign-off could be required.**

- Please contact your Corporate Security representative, your local HR and EHS representatives to assist you with any other information or details.

## Sales Conference case study and FAQ's

If you are attending a sales conference, or similar event, please read our
**Sales conference safety protocols**

# PHASE 2: INTERMEDIATE CONTROL
continued

### What happens if someone gets sick?

If colleagues are feeling unwell with COVID-19-like symptoms, they should not come to the office and should initiate self-quarantine for 10 days, with local HR being informed. If a colleague begins to feel unwell at work they should, where possible, leave the premises immediately and inform their line manager and HR. If a colleague is unable to leave immediately, an on-site isolation room should be used as a temporary quarantine rest area, where they can wait until they are able to leave site.

Read further guidance in the document
**Emergency response plan for employees
experiencing COVID-19 symptoms in the workplace**

If anyone is diagnosed with COVID-19 during any of the return to work stages, the office should be shut down for disinfecting/deep cleaning. All colleagues who may have had close contact with this person should leave site immediately and self-quarantine at home for 10 days.

Daily temperature screening will be carried out for all employees entering the work place. If it's above 37.5°C, and further assessment shows you're at a potentially higher risk of COVID-19 infection, you'll be refused entry on site and advised to return home. If quarantine is needed, use of the isolation room referred to above, should be used.

Read further guidance in the documents
**Temperature checks for employees Emergency response
plan for employees experiencing COVID-19 symptoms in the workplace**

# PHASE 3: FUTURE OF WORK

**Section 6**

# PHASE 3: FUTURE OF WORK

**The Future of Work at Reckitt**

We've always believed in our people having the Freedom to Succeed. The future of work we are creating will take this to a new level.

We will give individuals choice in how they work, creating a seamless, inclusive and consistent experience in a hybrid world.

We are introducing a hybrid approach to working at Reckitt. There's no one-size fits all. We're not mandating how people work, such as how many days they're in the office – it's flexible based on their role and individual circumstances.

Making hybrid successful requires a common understanding of when we need to work together in person. We've learned that we need to come together to **Create, Collaborate, Coach and Connect**. We call these the 4Cs. They will help guide our choices around how and where we work.

For more information and guidance please read **Future of Work**

We all have a role to play in creating a successful Future of Work at Reckitt. Our Leadership Behaviours will help us – engaging with them will be more important than ever to deliver an outstanding employee experience, alongside results, in a hybrid world:

- **Own.** Live our Purpose, Fight and Compass. Know our business cold. Make decisions.

- **Create.** Spot opportunities. Innovate, iterate and scale Relentlessly build better.

- **Care.** Actively listen, learn and include. Speak direct with respect. Act to unleash potential.

- **Deliver.** Focus on what matters. Move boldly and at pace. Join forces to win bigger.

# PHASE 3: FUTURE OF WORK
## continued

### What happens if someone gets sick?

If colleagues are feeling unwell with COVID-19-like symptoms, they should not come to the office and should initiate self-quarantine for 10 days, with local HR being informed. If a colleague begins to feel unwell at work they should, where possible, leave the premises immediately and inform their line manager and HR. If a colleague is unable to leave immediately, an on-site isolation room should be used as a temporary quarantine rest area, where they can wait until they are able to leave site.

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**Emergency response plan for employees
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Read further guidance in the documents
**Temperature checks for employees Emergency response
plan for employees experiencing COVID-19 symptoms in the workplace**

# HOW TO MOVE BACK INTO LOCKDOWN

**Section 7**

# RETURNING TO LOCKDOWN

The situation is constantly changing, so it's very hard to predict exactly how the pandemic will develop, either globally or at a local level. However, it's likely that some regions will experience further surges – in which case we may need to reinstate lockdown measures for employees in certain sites.

The lockdown process will be managed at a local level, in line with changing legal requirements and our core, guiding principle to prioritise the health, wellbeing and safety of our people and their families.

## Our three lockdown triggers

When deciding whether or not a particular site and/or region should return to lockdown, we will consider three key factors. If any of these triggers is no longer viable then we should consider moving back into lockdown.

### External factors
Local regulations and guidelines set by local authorities.

- An upwards trajectory of confirmed cases for at least 14 consecutive days.
- New legal restrictions such as curfews, the closure of shops and other critical infrastructure, including public transport and public services.
- If our office is based in a shared facility, we need to follow the measures of all the other tenants in the building; these measures must meet or exceed our minimum standards.

### Internal factors
The set-up and readiness of our facilities and sites.

- Site to be closed when there are multiple confirmed cases where individuals have been in contact with each other.

### Individual factors
Each employee's wellbeing and personal circumstances.

- How comfortable they are to keep working on site.
- Their readiness to work on site if they also need to care for children or elderly relatives.
- Their ability to commute to work safely and easily.

# APPENDIX

## Emergency planning and decision-making

Practical guidance for dealing with COVID-19 emergency and non-emergency situations, can be found within the following global EHS guidance documents:

- Building water systems guidelines
- Contractor precautions
- Emergency response plan for employees experiencing COVID-19 symptoms in the workplace
- Ending self-isolation
- Executive IT equipment guide
- Future of Work
- General safety considerations
- HVAC systems guidelines
- Return to multi-tenant office buildings checklist
- Return to workplace guidance
- Returning teams to the workplace – employee declaration
- Sales Conference case study and FAQ's
- Sales return protocol
- Site cleaning guidance
- Temperature checks for employees
- Truck delivery precautions
- Wearing of face masks
- Working from home
- Working from home – workstation self-assessment
- Workplace risk assessment

The Employee Self-assessment is available to download from **Rubi.**