SIXTH WORLD CONFERENCE ON
THE FUTURE OF SCIENCE™

Viruses: the Invisible Enemy

VENICE, SEPTEMBER 19-21, 2010

Overcome a virus nightmare: why and how companies protect their people at all cost

Manuela Kron, Corporate Affairs Director, Nestlé Group in Italy

Venice, September 21st 2010

Nestlé

Nestlé is all over the world

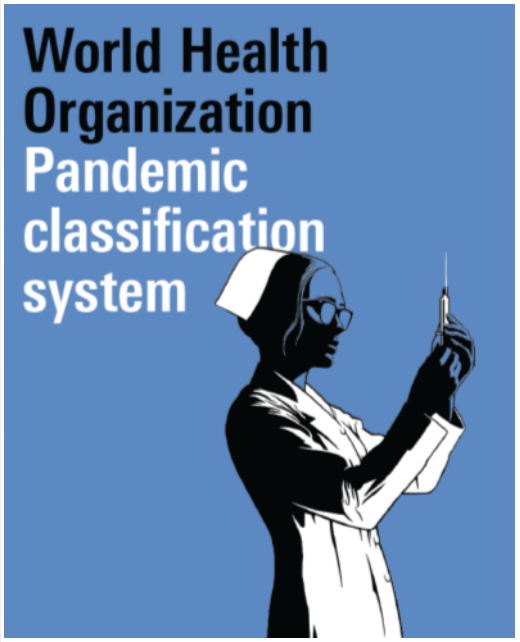
Over 280,000 employees, in over 180 countries

449 factories

and this means …

- In any given moment, thousands of people are traveling
- In any given moment, thousands of people are visiting our facilities from any country

In case of WHO warnings



Nestlé refers to WHO as the one external source of information, well-knowing that this is the minimal base for information / decision.

The World Health Organization (WHO) has developed a pandemic classification system that it uses to declare the phases of a flu pandemic in the event of an alert.

Interpandemic period | Pandemic alert | Pandemic

World Health Organization

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Media shout … perception is reality

Swine flu alarm was justified

The World Health Organisation officially declared that the swine flu pandemic is over, writes Max Pemberton.

L'influenza suina fa paura
L'Oms: potrebbe dilagare

il «contagio»

Preoccupazione

ciato un allerta globale sul nuovo virus dell'influenza suina che ha colpito il Messico. «La questione è seria e

ranzie che funzioni. Misure di protezione per evitare il contagio sono state indicate alla popolazione: non vi-

GETTY IMAGES

o living our lives. Last week the World Health Organis

Influenza: vaccinarsi o no?

I virus dell'influenza causano meno di un'"influenza" su 3. E i vaccini sono utili e consigliati solo agli anziani oltre i 65 anni e ai malati gravi. Per tutti gli altri, vaccinarsi serve a poco.

Febbre, raffreddore, tosse, mal di gola: la stagione dell'influen

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Companies must react

Companies can be severely hit by an outbreak of flu pandemic that could spread around the world within a few weeks or months. Viral transmissibility, morbidity, mortality rates could vary from one country to the other.

To Protect

The key objective of Nestlé, as well as many other companies in the world, is to safeguard the health of its employees and their families, maintain the safety and quality of its products, and minimize the potential disruption of a flu pandemic globally.

Policies to defend Nestlé people

Nestlé set up a preparedness plan to outline steps to be taken by Nestlé operating companies to prepare for pandemic influenza, to set certain minimum standards for the Group, and to provide general information on company policies in this field.

Thousands of people are involved, the economical impact is significant.

Nestlé Crisis approach

Activation of a Corporate Pandemic Task Force

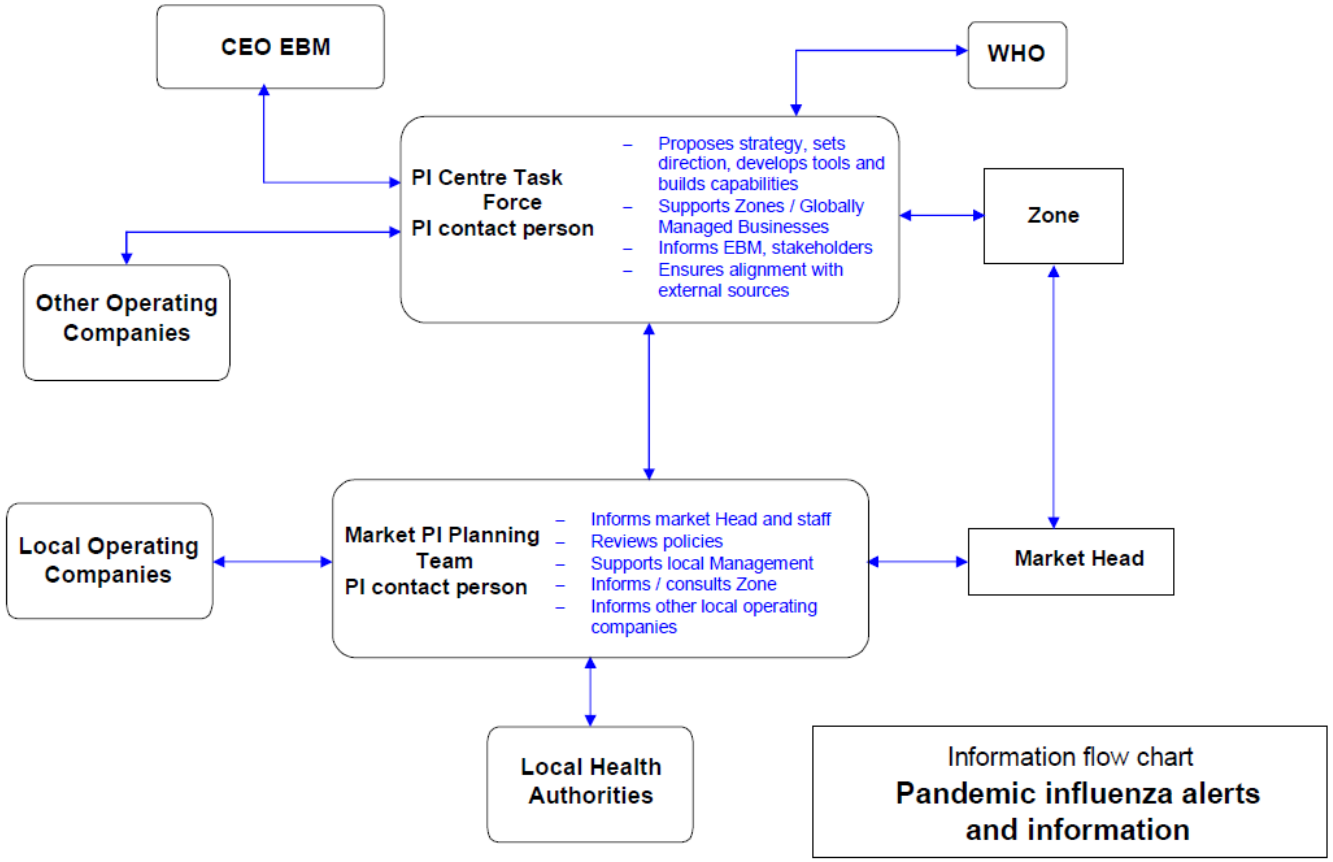
Preparedness plan

Nestlé is equipped to provide its employees with the best possible support to face the crisis and to inform them, in good time, of any steps they need to take in the event of a flu pandemic.

- It is essential to have a process in place that allows proper decisions to be taken and communicated.
- A planning team, able to take rapid decisions, for each market is designated. The planning team must ensure that all functional units and/or operating companies, as well as critical contract manufacturers and suppliers in a given country are covered and if possible represented

Nestlé Crisis approach

contact points and communication pathways

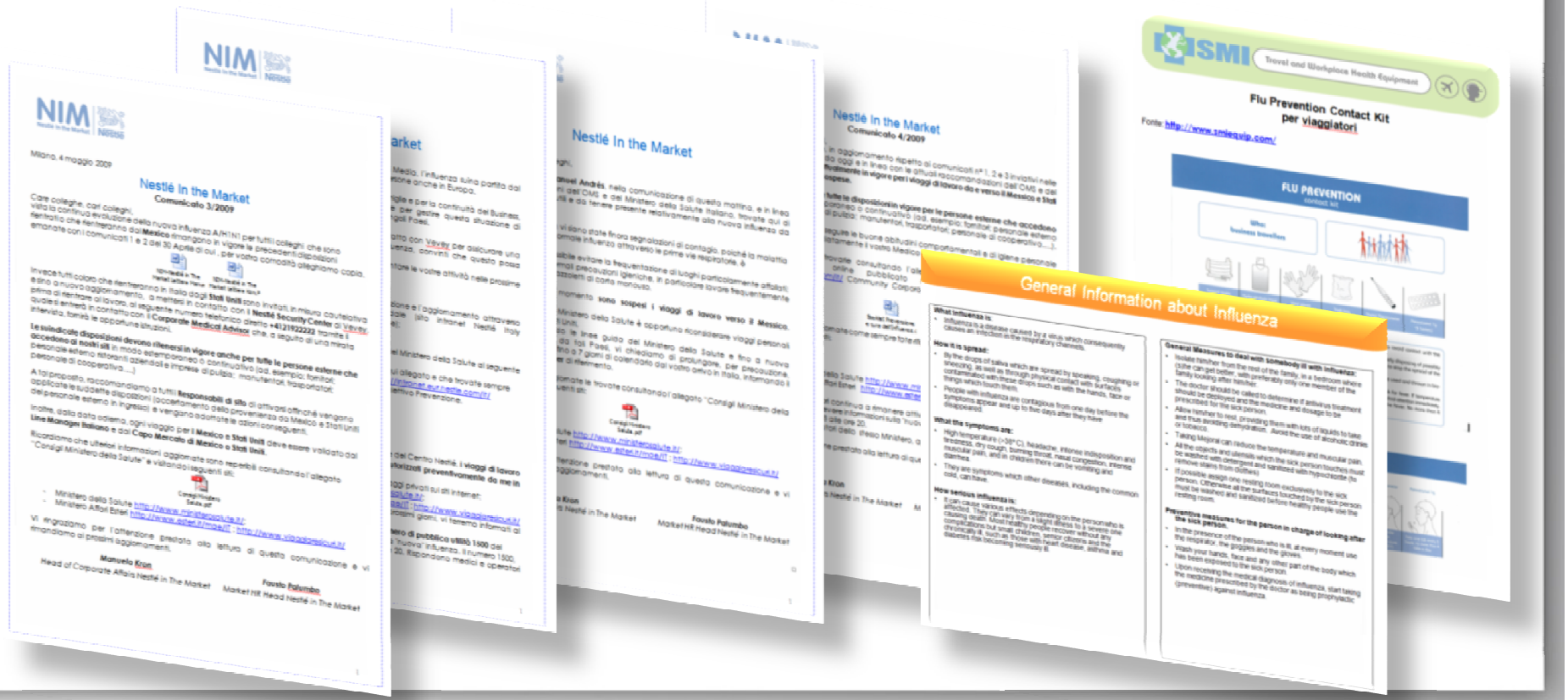


General preventive measures

- All employees must be advised and helped to maintain general good health, in order to be as physically prepared for infection as possible.
- traveling to affected destinations should be restricted as much as possible. It is also recommended to reduce traveling in general and to take advantage of videoconferences and other means of communication.
- In parallel, visitors to head offices and to production and distribution sites must be restricted
- **From phase 4 onwards**, it will be necessary to advise employees to reduce the frequency of face-to-face contact and to avoid direct contact (e.g. hand shaking), both at work and at home.
- Markets should have a limited number of pandemic "emergency" kits to cover unique contingencies. A pandemic "emergency" kit will include food and water, face masks, gloves, paracetamol (pain killer & antipyretic), soap and hand disinfectant.

Nestlé Crisis approach

Fast and accurate communication to all employees to be advised about the matter



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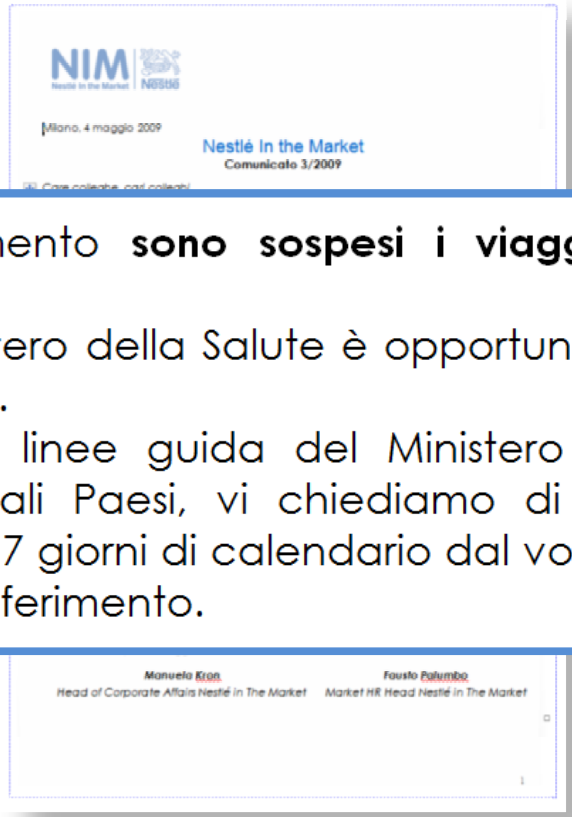
Nestlé Crisis approach

Restriction policy for travelers and quarantine



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Milano, 4 maggio 2009

Nestlé In the Market
Comunicato 3/2009

Vi ricordiamo che al momento **sono sospesi i viaggi di lavoro verso il Messico.**

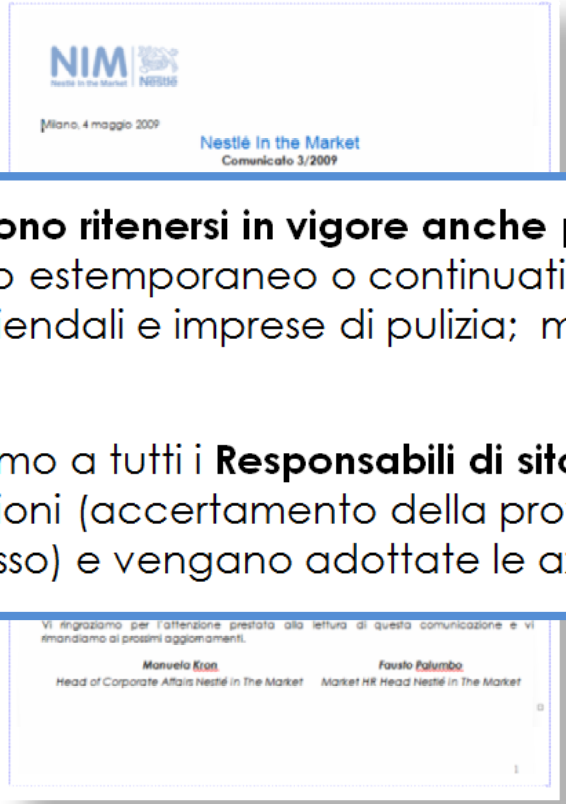
Inoltre, su consiglio del Ministero della Salute è opportuno riconsiderare viaggi personali verso il Messico e gli Stati Uniti.
In ogni caso, seguendo le linee guida del Ministero della Salute e fino a nuova indicazione, al rientro da tali Paesi, vi chiediamo di prolungare, per precauzione, l'astensione dal lavoro fino a 7 giorni di calendario dal vostro arrivo in Italia, informando il vostro **HR Business Partner** di riferimento.

Manuela Kron
Head of Corporate Affairs Nestlé In The Market

Fausto Palumbo
Market HR Head Nestlé In The Market

Nestlé Crisis approach

Restriction policy for visistors



Milano, 4 maggio 2009

Nestlé In the Market
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Le suindicate disposizioni devono ritenersi in vigore anche per tutte le persone esterne che accedono ai nostri siti in modo estemporaneo o continuativo (ad. esempio: fornitori; personale esterno ristoranti aziendali e imprese di pulizia; manutentori, trasportatori; personale di cooperativa….)

A tal proposito, raccomandiamo a tutti i **Responsabili di sito** di attivarsi affinché vengano applicate le suddette disposizioni (accertamento della provenienza da Mexico e Stati Uniti del personale esterno in ingresso) e vengano adottate le azioni conseguenti.

Vi ringraziamo per l'attenzione prestata alla lettura di questa comunicazione e vi rimandiamo ai prossimi aggiornamenti.

Manuela Kron
Head of Corporate Affairs Nestlé in The Market

Fausto Palumbo
Market HR Head Nestlé in The Market

Nestlé Crisis approach

Emergency kits

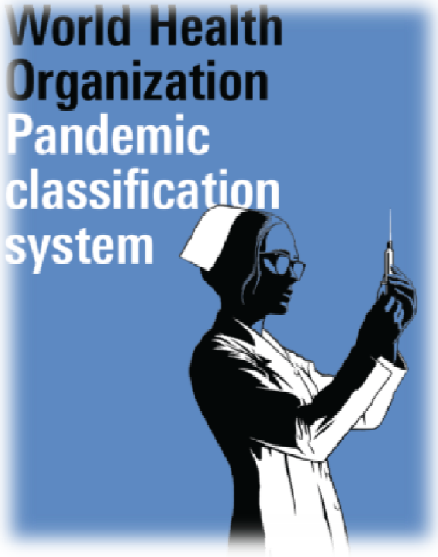
Arrangement of pandemic "survival" kits for key people (to cover a family of 4 for one week). It contains:

- Basic food supply (rice, pasta, …) taking into account carbohydrates, oil, proteins
- Extra food supply (chocolate, biscuits, ...)
- Water (min 4 litres /day for 7 days)
- Tea/Coffee
- Soups
- Cereals
- UHT semi skimmed milk
- Toilet papers
- Hygienic supplies
- Soap
- Masks, surgical type for 7 days
- Paracetamol (100 x 500-mg tablets)

Nestlé Crisis approach

Vaccine campaign

In conclusion



Companies will always operate for their people security.

It is very difficult to maintain a high level of attention in case of repeated “false” alarm. Perception is reality.

Companies face high costs to deploy elaborate action plans to protect their people and their operations.

Health organizations may help by developing stricter, more efficient communication policies, in line with a highly “globalized” communication system

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Safety of Products

- In the context of absenteeism, local management is responsible to decide up to when it is possible to manufacture without compromising in any way product food safety.
- Specific consideration should be given to the management of personnel who have an important role in ensuring product safety and/or quality, e.g. foreseeing a trained back up for the operator(s) dealing with measures associated with the Critical Control Points (CCPs)
- Each Market must have a general business continuity plan covering different scenarios which have the potential to lead to a significant business impact (i.e. fire, earthquake, flood etc.)
- The specific pandemic scenario must plan for a high proportion of absent employees by drawing up a list of essential staff and the minimum staff numbers required for ensuring continuity of the pre-defined priority operations (skeleton services).

Nestlé and the A (H1N1) influenza

Since 25 April 2009, Mexico, the US and several other countries have reported outbreaks of the A (H1N1) influenza.

As soon as this latest flu epidemic broke out, Nestlé put its standing Human Pandemic Task Force at headquarters in Vevey on alert. Local task forces in the markets have also been activated. The task forces have established specific preparedness and business contingency plans addressing the most likely scenarios in each market.

Policies to defend Nestlé people

In general, the main focus of pandemic preparedness by Nestlé is to:

- limit the impact of an outbreak on employees and their families (illness, death, social consequences);
- maintain essential operations and services;
- maintain safety and quality of products sold;
- Limit the impact on Nestlé business.