

### **3. Limiting the impact processes of VTS**

#### **Advice and guidelines to limit the impact on processes**

#### **Routing**

Our coordinator continuously monitors the situation in Europe together with a team, and has direct contact with operations. We follow the guidelines of the RIVM and the local authorities of The Netherlands. In case of restrictions, customers are immediately informed.

Until now there is a free movement for trade goods and as VTS we can still load - transport and unload. Because VTS covers almost all of Europe with our own equipment, we have the option of offering alternative routes and solutions if required. If you have any questions, please contact your contact person.

#### **Warehouse & Office**

VTS employees have been informed about the VTS guidelines and are being informed of the latest developments. See "Advice and guidelines for employees".

External drivers and visitors to VTS locations are informed of the safety measures taken by VTS. This information follows by mail or immediately upon arrival. See "Advice and guidelines for drivers and visitors".

#### **Our customers' expectations**

To ensure the safety and health of our employees at external locations, we expect the following measures from customers and from loading and unloading addresses:

- At least follow-up of government guidelines according the coronavirus.
- Clear notification to the driver about the guidelines.
- Clean sanitary facilities.
- The usual opening times for loading and unloading.
- Inform VTS when an employee is infected, so we can take measures if necessary.

#### **Contingency plan**

When a staff member is suspected of being infected, the following measures are taken:

1. The employee contacts the doctor by telephone and follows the advice.
2. The employee contacts HR.
3. HR informs the coordinator.

When the employee is actually infected, the contingency plan is put into practice.