

Unilever Thai Trading shared ACTIONS AND PLAN in plenary session on Jul 6th, 2006

Oct 2005, Unilever Thai has a *Response to Pandemic Threat*, based on expert advice from sources including WHO and Control Risks Group.

- Priorities have been identified:-
 - The protection of life and health
 - Preparedness to close down non-essential operations and stand-down non essential personnel
 - The development of a BCP (Business Continuity Plan) for maintenance of service continuity for critical functions/commodities
 - Preparedness to close down all operations
 - The resumption of business
- The medical advisor is to ensure continued monitoring and updating of an emerging pandemic. Once a Pandemic alert is made he is to provide the Crisis Management Team Leader with a weekly threat/risk update
- Unilever is to conform WHO's developed global influenza preparedness plan
 - Inter - pandemic period (Phase 1 and 2)
 - Pandemic Alert period (Phase 3, 4 and 5)
 - Pandemic period (Phase 6)

Response options

- Continue to monitor the situation in Thailand and Region
- Identify critical personnel, commodities and functions and establish alternate strategies (BCP)

Actions

- Continues to monitor the situation
- Issue a briefing on precautionary actions staffs can take
- Secure recommended levels of stock of an antiviral drug effective against bird "flu", to be used in case of outbreak, and in line with WHO best practice guidelines
- Secure adequate numbers of face masks for staff use, in the case of an outbreak
- Collect data on critical personnel, those who can work from home, and those whom it might be most appropriate to evacuate if a pandemic were to break out, in order to be adequately prepared
- Consider possible back-up locations
- Consider sourcing options/stock levels, in the case of a pandemic

Jan 06, Received *Regional Avian Flu Pandemic Contingency Plan* for guidelines and implementations

Jun 06, Received *Regional Update Avian Flu situation* and updated the Regional about *status of Contingency plan implementation in Thailand as followings:-*

Some Key actions for Avian Flu Pandemic Contingency Plan

1. **Communication**
 - Feb 06: Briefing to Crisis Management Team by International SOS
 - Jun-Jul 06: Briefing to employees to build awareness by Prof. Dr Prasert (Virologist)
2. **Travel Advice** (Employees are aware the travel policy is available on internal website)
3. **Health** (Prepare available Stocks of Tamiflu, N95 Masks, Temp thermometer patches and vaccine for seasonal flu)
 - Jul 06: Seasonal Flu Vaccination started
4. **Prevention and Treatment**
 - General Personal Hygiene, Sanitation and Disinfection Guidelines
 - Water and Food (Chicken) Preparation Guidelines
 - Personal Protective Equipment

- What to do If employees have Flu Like Symptoms
- What to do if a Family Member is Suspected or Has Avian Flu
- What to do while Visiting People Affected with Avian Flu
- What to do if employees are Living in or Near an Infected Poultry Farm?
- What to do if employees unintentionally come into contact with poultry in an affected area, such as touching the bird's body, touching its faeces other animal dirt, or walking on soil contaminated with poultry faeces, etc

5. Supply Chain & Supporting Functions

§ Manufacturing/Technical

- FDA gives certified letter for factory in using chicken contained ingredients that passed heat treatment processes.

§ Buying

- Suppliers need to give a positive confirmation on safety of their products (give insight in how products have been made safe Temperature and time) or absence of chicken related materials. Further they need to be motivated/prove to source their starting materials from non infected areas and have the capability to switch between areas in case of outbreak.
- Suppliers will be asked how they build contingency in their own business and how they will deal with the assumptions on absenteeism, less logistics etc. Buyers should be continuously in touch with the suppliers and third party manufacturers so that the right supply of raw materials and SKUs of packaging materials are produced and that the third party manufacturers are always aligned to the production plan.
- Suppliers of chicken contained ingredients give A Certificate every shipment that guaranteed for heat treatment process.
- **Finance / IT**
Existing Crisis management processes for IT infrastructure and applications supports) - A crisis management test was done in DEC 2005
- **HR**
HR issued internal brief as corporate communications since Oct 2005