

COVID-19 Response Plan for Distribution Centers

The Company has prepared a response plan regarding the outbreak of COVID-19 for distribution centers with the objective of preventing operational disruptions within the distribution centers. This is of great importance to the entire supply chain, especially the omnichannel platform.

The response plan includes setting up a communication system and distributing information within the organization, for which they are three stages of response measures: Preparation stage, Action stage, and Recovery stage.

Measures to Combat the Spread of COVID-19

Measure stage	Examples of measures for employees and personnel	Examples of workplace measures	Example of product management measures
Preparation Stage	<ul style="list-style-type: none"> Checking travel history Social Distancing Temperature screening Training on the prevention of COVID-19 	<ul style="list-style-type: none"> Sanitization Preparing secondary distribution centers in other areas in case the site has to be closed due to detection of infected persons or from lockdown. 	<ul style="list-style-type: none"> Increasing inventory and in-store inventory to prevent product shortages. Increase the number of imported products in the event of a ban on moving goods across the country. Monitor the situation in the business partners' areas of operation.
Action Stage	<ul style="list-style-type: none"> Employees with a body temperature of higher than 37.5°C are sent home for monitoring. Employees who have come into contact with infected persons or persons at high risk of infection are quarantined at home for a period of 14 days. 	<ul style="list-style-type: none"> Immediately close the operating site for sanitization and disinfecting, including trucks that have been in contact with infected persons. Operate from a temporary distribution center located in a safe area. 	<ul style="list-style-type: none"> Transporting products from vulnerable areas to temporary distribution centers. Moving products between stores to prevent product shortages. Plan alternative freight routes to avoid high risk areas or areas with lockdown.
Recovery Stage	<ul style="list-style-type: none"> Provide opportunities for employees to work overtime to compensate employees affected by quarantine. Hire temporary workers or a partner to lighten the workload. Switch the work schedule according to the amount of work. 	<ul style="list-style-type: none"> Return to the main distribution center after it has been cleaned up and after the area has been declared to be low risk. 	<ul style="list-style-type: none"> Communicate the effects to all divisions. Check the number of products to replenish stocks. Express-transport of available products.

Partner:
Deliver products to the distribution center

Distribution center:
Operations on warehouses

Employees and partner:
Deliver the product to the customer.

Customer:
Contact during pickup

0 people infected from within the organization

0 cases of product shortage in all business segments

The supply chain can respond to the needs of various business groups in order to stimulate overall sales.