

Coronavirus (COVID-19) pandemic Q&A





Most frequently asked questions

- > **1.** Is the sanitary crisis impacting LPR's capacity to deliver pallets? > page 3
- > **2.** Is there any impact on the international transportation of pallets and goods? > page 3
- > **3.** What measures have been undertaken by LPR? > page 3
- > **4.** Does LPR have a Business Continuity Plan? > page 4
- > **5.** What measures have LPR implemented to avoid risk of contamination among LPR employees and at LPR's customer and business partner sites? > page 4
- > **6.** What measures are being taken to mitigate the risk of drivers spreading the virus? > page 5
- > **7.** What is the likelihood of transmitting COVID-19 via LPR pallets? > page 5

**1****1. Is the sanitary crisis impacting LPR's capacity to deliver pallets?**

Despite the sanitary crisis across Europe, LPR has continued to operate its full service offering. The hard work and flexibility of our teams, as well as the close collaboration with our partners, have enabled us to ensure all our deliveries were made – even while demand was at its peak.

However, due to the second wave of the virus and legislative measures adopted (or to be adopted), some services we provide to you could potentially be impacted (either delayed or prevented). We would like to reassure both our customers and partners that they will be informed ahead of time, should such a situation occur.

**2****2. Is there any impact on the international transportation of pallets and goods?**

Until now, transportation of pallet and goods between countries within the EU have been continuously maintained. Longer delays in crossing borders could be seen dependent upon the controls implemented by each Member State.

In the event of border closures, we will adjust our logistics solutions and utilise the flexibility of our networks at national level. This is included within our Business Continuity Plan.

For more information on our Business Continuity Plan see question 4.

**3****3. What measures have been undertaken by LPR?**

We have implemented a number of strategies since the beginning of the sanitary crisis in Europe, these include:

- Organising an internal task force, holding regular meetings to follow the evolution of the situation in each country where we operate, able to make rapid decisions when required
- Updating our Business Continuity Plan.
- Providing specific health and safety guidance to employees and to our partners (service centres, pallet manufacturers and carriers) based on the guidelines of the local authorities of each country where we operate and from the World Health Organisation (WHO).
- Restricting business travel to only necessary journeys, particularly in respect of international travel.
- Implementing flexible remote working to limit the number of employees present in the office and to be able to close offices when necessary.
- Providing all LPR employees with mobile equipment allowing the move to remote working with fully secure IT tools.
- Organising telephone line transfers so that contact numbers remain unchanged for customers and business partners when employees are working remotely.



4

4. Does LPR have a Business Continuity Plan?

Yes, we developed a Business Continuity Plan for all our European subsidiaries.

Among other aspects, this plan relies on:

- The flexibility of our Service Centre network located across Europe, allowing relocation of pallets and activities to the most appropriate Centre.
- The remote accessibility of all our IT systems and equipment, allowing employees to connect safely when remote working.

Our Business Continuity Plan is available to our customers upon request.



5

5. What measures have LPR implemented to avoid risk of contamination among LPR employees and at LPR's customer and business partner sites?

All our employees have received specific instructions based on the guidelines received from the local authority of each LPR operational country and from the World Health Organisation (WHO). All customer facing LPR staff are provided with homologated disposable masks and hand sanitising solution.

In addition, all employees visiting customer and business partner sites have been requested to follow the specific procedures of each site.

The instructions and equipment provided are continuously reviewed and adapted according to the evolving situation in each country where we operate.

Any employee that has been in contact with someone who is suspected or confirmed as having COVID-19 is requested to stay home for the quarantine period defined by each country in which we operate.

Any employee that is concerned regarding his health or showing symptoms (including cough, cold, fever etc...) are requested to remain at home, consult a doctor and, if necessary, pass a COVID test.

6

8. What measures are being taken to mitigate the risk of drivers spreading the virus?

We have ensured that our transport suppliers follow the recommendations and directives expressed by the government authorities and apply good practices such as:

- Carefully following the health and safety instructions of each sites where our pallets are loaded/unloaded.
- Not have been in contact with an infected person or have travelled to infected areas in the previous two weeks.
- Should be healthy. Have no cough, or cold. And most importantly they should not have a fever.
- Keep to good "coughing etiquette" (for example, they should sneeze or cough into a tissue, and throw the tissue away) or, if this is not possible, into a flexed elbow.
- Interactions between the drivers and the employees of the sites to be limited as much as possible. In any event, drivers should keep to the required distance from the site's employees (min. 1.5 meters where possible) and not shake hands.
- If the driver needs to use site facilities, he should disinfect his hands with an alcohol-based sanitizer or wash his hands carefully with soap and water.

7

7. What is the likelihood of transmitting COVID-19 via LPR pallets?

There is no evidence to date that viruses that cause respiratory illnesses may be transmitted via pallets or any other food packaging.

The World Health Organisation (WHO):

"Coronaviruses need a live animal or human host to multiply and survive and cannot multiply on the surface of food packages."

(Q&A: Food Safety and Nutrition related to COVID-19 on 14 August 2020)

"It is highly unlikely that people can contract COVID-19 from food or food packaging. COVID-19 is a respiratory illness and the primary transmission route is through person-to-person contact and through direct contact with respiratory droplets generated when an infected person coughs or sneezes."

(COVID-19 and food safety: guidance for food businesses on 7 April 2020)

More details are available: [WHO website](#)

COLLABORATE FOR A HASSLE FREE WORLD

Our customers in the fast moving consumer goods business compete fiercely on a global scale. To grow or even to survive can be a real challenge. A continuous flow of goods is critical to their business and although not always acknowledged pallets are the heart of it. Our customers have no time to waste. At LPR we believe efficiency and effectiveness can only be achieved through collaboration. In an ever changing world you can't stick to the current status quo and focus on short term results. At LPR we scan, initiate, work for and with our customers based on transparency and trust. Creating optimal pallet pooling solutions together. Only with full transparent pallet pooling we have a sustainable solution ahead of us.

Every time, every day. For a hassle free world.



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