



Mister Worker™ actions to support Customer and Suppliers against COVID-19

Update: March, 23rd 2020

As a **global ecommerce** Mister Worker is closely monitoring the impact of COVID-19.

We work closely with our Suppliers, Clients and their Families. To stay **close to you** in these complicated times we have developed some actions and we will keep you updated on them.

Stick it out the delivery



Despite current challenges, we continue to service our customers as best we can. Current circumstances **may cause some delays in transit**. For example, new border controls, reduced air freight capacity in the market, and local protective regulations and quarantine measures may all impact service.

Mister Worker pays a lot of attention for his personal forwarder and courier's health, who everyday are in the front line to **ensure the delivery of the goods** from our warehouses to our clients.

Goods keep being sent and delivered, even though it's possible to experience delays or blocks in very **few areas**.

In order to properly face problems experienced by a few express couriers, **Mister Worker extended its network of suppliers** by signing new contracts, with a view to make its best efforts to ensure a good functioning of its services.

Following you can see more about the everyday situation from the Courier's Official Website:

DHL: <https://bit.ly/33IF9YE>

FEDEX: <https://bit.ly/2wiQnqB>

UPS: <https://bit.ly/2UpqTjb>

SDA (ITALY): <https://bit.ly/395q0Sh>

TNT (ITALY): <https://bit.ly/39aCE2n>

Due to the dynamic nature of the situation, quoted transit times, and pickup and delivery service availability may be subject to **change without notice**.

Serving our customers



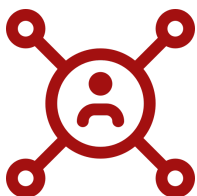
As COVID-19 has spread, we've recently seen an **increase** in people shopping **online**.

So in the short term, we are making the decision to temporarily prioritize the “**Sanification**” product category, useful for the professional cleaning of environments such as hospitals, public places, factories and products for the protection and thermal scanning for personal prevention.

Mister Worker will **keep taking orders** and shipping items from across our stores, **continuing to guarantee the availability of all other product** categories, well knowing the importance of the e-commerce's role to satisfy our customers' needs, now more than ever.

All **customers** ordering items which they don't need immediately have the **opportunity to help others**, enabling the couriers to better manage the shipments, to **collaborate all together** to improve the overall situation.

Staying close to our Suppliers



Factories in Europe are not closed, but they might **slow down** the production in order to safeguard their own employees and families' health. **Some Suppliers - only in Italy - are closed till April 3rd.**

We are constantly in touch with our suppliers and with the manufacturers, and we have received reassurance regarding all the precautions taken to ensure **hygiene and the sanitization** of the spaces and products: daily

cleaning procedures have been enhanced also by implementing additional cleaning.

Workers and collaborators have been taught on this matter and they are continuously updated on the CDC guidance for maintaining healthy and Hygiene Practices to all Operations.

Hygiene Practice Operations



Against Coronavirus we **apply strict Health and Hygiene Practices** to all our Operations.

We're literally following the most recent guidance provided by the Centers for Disease Control and Prevention (CDC).

We defined **strict cleaning and disinfecting protocols**. In our warehouse, goods are constantly controlled and the workforce, thanks to the security measures we took, has **no chances of contagion**.

It's also notable to remark that, as highlighted by the World Health Organization, there's a really low probability that an infected person contaminates goods, therefore there's a really low risk that people get infected through a parcel that has been exposed to several different temperatures and conditions.

Some preliminary information states that the virus can survive for a few hours, even though this statement still needs to be confirmed by deeper studies. It's possible to kill the virus and neutralize its ability to infect people by using common sanitizers such as alcohol (ethanol) or bleach.

The Healthcare Authorities confirm that it's **still safe to receive parcels**. You can find more information on the following websites: '[Ministero della Salute](#)' (Italian Government - Department of Health) and [World Health Organization \(WHO\)](#)

Our preparation and delivery procedures are constantly updated and adapted based on the last guidelines outlined by the competent Authorities concerned.

Empowering our customers



In addition to serving our customers, we're making sure Mister Worker customers get swift replies, consulting and technical assistance to **support their need** to keep their businesses and organizations moving forward safely and efficiently.

Mister Worker recently **increased the workforce** and we're also planning on hiring new sales and customer care resources to furtherly increase our workforce by 15% in Q2, aiming at helping our customers with any need they might have.

We create a **Special Sales Team (SST COVID-19)** dedicated to the Customer most impacted from the COVID-19, to support directly with special discount and pricing and consulting advice to improve their needs.

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We know the stress you are under and are here to help. With lives at risk, we hope that conditions improve as quickly as possible.

We are closely monitoring the situation and will take the necessary steps to ensure minimum impact to service.