

Being a LEADER in Uncertain Times? We are standing beside you.

We want you to know that during these incredibly challenging times we are standing with you as your **partner**. Our livelihood has always been deeply intertwined with yours and we remain fully committed to our partnership.

As of this writing, many of you are having to pivot and make rapid decisions about how to manage through a fast-evolving crisis. You may be faced with rethinking plans, finding new ways to serve patients or customers, trying to maintain workers' wages through hardship and uncertainty—or possibly all these things. You are also likely determining how to best take care of family and loved ones. These are serious times for everyone, and purposeful leadership has never been more important. No matter the size of your organization, the type of customer you serve, or the make-up of your social network, the impact on your business and those around you may be profound amid this unprecedented economic and social disruption. We are no different. Our hearts are with you.

At the same time, we have never been more proud. Throughout the many planning meetings and critical discussions that have taken place over recent weeks, the determination and can-do spirit shown by you, our customers and friends, has been encouraging. We are hearing stories which clearly demonstrate the creativity and care that exemplifies **leaders worth following**.

Data shows it takes about six weeks to begin forming new habits. In this time of unparalleled change there will likely be many opportunities for your personal and organizational values to shine, be tested—and in some cases, re-evaluated and refined. New ways of working and leading will emerge, and yes, new habits may be formed. Opportunity is at hand to replace old habits with new, more vitalizing choices for you and your team. The gift to be found amidst this challenge is your chance to be deliberate and choice-full. Sometimes disruption offers a unique path to transformation, providing a way to reject status quo, trust intuition and re-establish values. The decisions to be made will be many, and the choices ahead may well offer you unanticipated ways to influence and strengthen the entire culture of your organization.

We want to help you with this journey in any way possible.

Take advantage of our skills to enhance your Visually Managed Organization ... we can provide:

- Pictorials of proper handwashing
- Eye Wash Stations
- Safety Stations

We are also prepared to help, coach and facilitate should you make the decision to migrate your operation to support PPE or ventilators for the common need. We can design cells, supervise, coach mentor ... you name it. Even if you decide to allocate your resources elsewhere we are prepared to back-fill any necessary position.

Where Lean Thoughts can become Reality

Good Manufacturing Practice (GMP)

Sometimes what is common in another industry will now work for you ... ideas for input !!!.

Lean Thoughts

Basic GMP Rules

(Production area is defined as an area where products or ingredients are processed, packaged and/or stored)

Our good manufacturing practices ensure we manufacture and deliver only top quality products. All employees, contractors and casual visitors entering any production area at a Cadbury Facility must adhere to these practices.

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1 Mustache and beard must be completely covered. A new hair net and beard net must be used at the start of each shift. Hair net should extend down over the ears at all times. Put on hair net before putting on your uniform. Hair nets must be worn at all times when you are wearing your uniform.
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2 All employees are required to wear uniforms provided by the company. Long sleeve shirts must be worn in all production areas. Chest hair must be covered by a fully buttoned shirt. Employees are not allowed to wear their hair nets, uniforms or safety shoes outside unless their work requires them to. Employees who go outside must ensure their uniforms are free from loose dirt and debris before entering a production area. Employees must change into their own personal clothing before leaving the premises. Casual visitors must wear the lab coats provided by the company.
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3 All jewelry including rings, watches, earrings, bracelets, necklaces **must not** be worn in a production area. Medical alert bracelets are exempt from this rule, in which case HR must be notified.
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4 Nail polish, false nails, false eyelashes, heavy cosmetics, strong perfumes or colognes **must not** be worn in a production area.
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5 All employees are required to maintain a high level of personal hygiene. Employees must not engage in activities such as spitting or nail biting. Wash hands before starting work, after eating, using a washroom, touching an unclean surface, or **transferring from an allergen to a non-allergen area or between allergen areas.**
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6 Where gloves are required, they must be kept clean and replaced if they become soiled, come in contact with an unclean surface or when an employee is **transferring from an allergen to a non-allergen production area.**
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7 Eating or drinking is not allowed in production areas. Chewing of gum or engaging in the consumption of candy of any type are not allowed. Food must be stored in the fridges provided in the cafeteria.
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8 Work areas must be kept clean and tidy at all times. Employees must follow good housekeeping practices. Clean as you go.
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9 Cosmetics, medication and all other personal items are not allowed. Print literature (magazines, newspapers), radios, games, etc. are not allowed.
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10 Employees should take reasonable care to prevent foreign material from getting into products.

 - Loose coins, glass, ceramics, or aluminum cans are not allowed in production areas.
 - Paper clips, pins, etc. are not allowed in production areas.**Notes:** No staples are allowed in the production areas or offices in these locations.
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11 Report quality related incidents immediately including any foreign material, contamination or infestation observed in any raw material or product.
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12 Product containers and tools must be identified and used only for their intended purpose by following the colour coding site policy.
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13 All cuts, sores, rashes, etc. must be properly covered with the blue metal detectable bandages. Report any serious illness or infection that may potentially harm a product or another employee to your Team Leader immediately. These include vomiting, diarrhea, eye ear nose and throat infections, or skin problems.