



People & Culture Organization

Sharon Foo – Human Resources Director | 9th June 2020

Dutch Lady Milk Industries Berhad (DLMI)

People & Culture vision STATEMENT



Especially during this Pandemic



To co-create an amazing employee experience through execution excellence in people services

To be recognized as a leading people function with strategic expertise impacting business growth

To be agile and progressive in developing future ready organization



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nourishing by nature

Pre COVID-19



Pre Covid-19 Work Arrangement

01

Stopped inter-office movement between plant and Quill 9 office

02

Unwell employees were asked to stay at home until they are fully recovered or isolate them.

05

Temperature scanning and health declaration

06

Travel guidelines

03

Set up task force

04

Limit visits by external parties

07

"Drill" in preparation of WFH

08

Limit group meetings of not more than 15 persons in a single location.

09

Communication on Covid-19



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When MCO strikes us...



**WE NEED TO
CHANGE THE WAY
WE WORK**

Our Guiding Principle



Business Guiding Principles

- Employee **safety**
- **Nourishing** as a focus
- Increased, enhanced and cascaded communication
- **Long term view**



Mitigating Resumption Risk

- Managing restart
- Apply **government guidelines**
- Adopt and conform to industry's best practices for infection control and employee health



Decision Considerations

- Prevent spread of Covid-19 at workplace
- Enabling business continuity

Our Commitment to our People @ DLMI



In light of the COVID-19 crisis and the impact on businesses, DLMI had similarly undergone many sudden changes to adapt to the MCO: we resorted to a **full WFH**, implemented **changes in shift for Productions**, and there was the urgent need for DLMI to continuously nourish our nation.

With all these changes, we recognize the importance of keeping our employees **continuously engaged, energized and supported** during this trying time, simply because as a Company, we care. This is our focus during this period – to maintain a strong culture, **Stronger Together**.



Journeying MCO with our people's experiences

Covid-19 has definitely disrupted the way how we work.

With the right commitment from everyone, we are able to stay connected and continue to deliver on our promises.

Put to rest job security anxiety by saying during MCO that we are going to collectively journey though this messaging that as far as we can go together.





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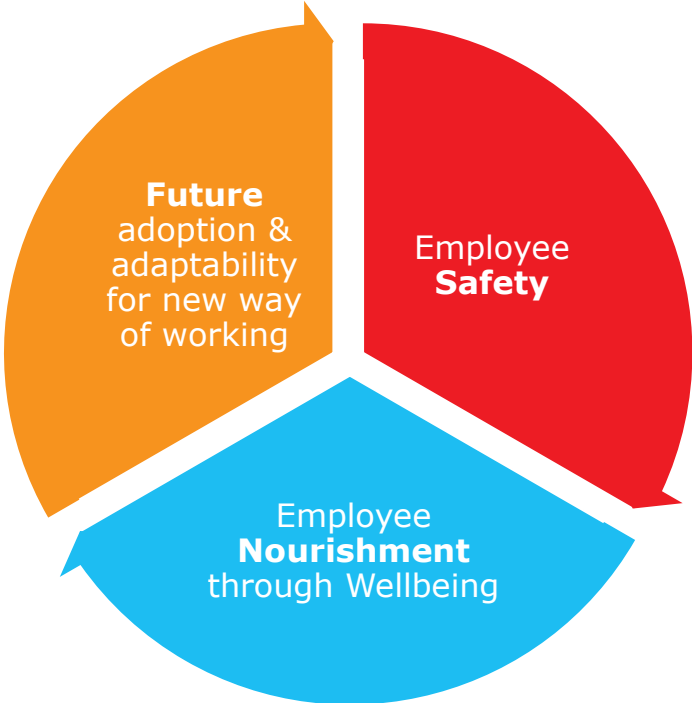
nourishing by nature



Working with COVID-19 risks @ DLMI

Return to Work (RTW) Principles and Focus

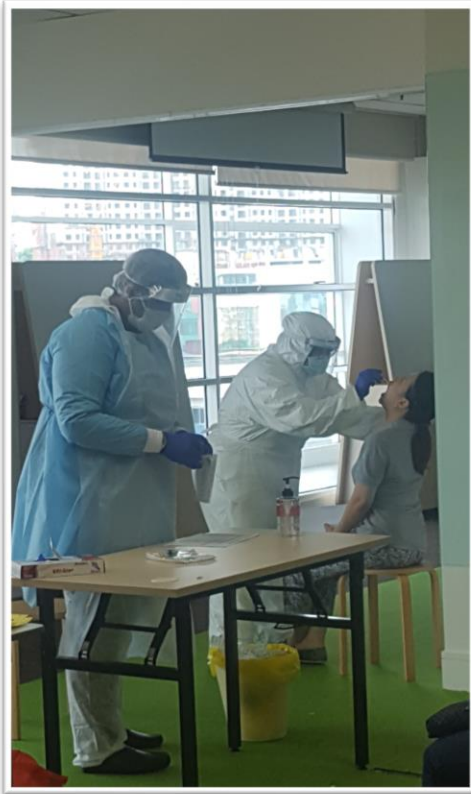
- New way of working SOP driving collaboration while encouraging isolation
- **Proposed Flexible Working Arrangements**
- **Proposed Future of Collaboration - Connectivity enhancement**



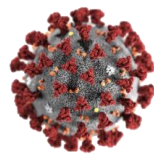
- COVID testing
- Physical social distancing
- Site Zoning
- Health checks - measurements
- Contact Tracing Adoption
- **Vaccine Readiness**
- **Rethinking the role of the office.**

- Mental Resilience support through awareness & counselling
- **Cultural Change Management – New Way of working**
- **Mid year conversations - continuous dialogue. A focus on goals to Stay the course**
- Continued growing knowledge and ensuring connectivity.

Return to Work | Safety



Health, safety and wellbeing of our employees are of utmost importance during this critical time. As such, the company has organized on-site Covid-19 testing for all our employees located at all sites before the employees resume work in office.



Your day when you Return to Work | Wellbeing

Elevator

1. Practice personal hygiene & social distancing when using the elevator
2. Not to overcrowd the elevator



Reached office

Car park

Shuttles are provided and employees are to adhere to the schedule given for smooth transportation

Pantry

3 persons at a time

Enter office

1. Check temperature and record in log book
2. Wear mask
3. Fill in Covid-19 contact tracing daily form and submit before leaving office
4. Register & sign-in/out in the front reception logbook

Meetings

1. Only use 50% of the room capacity
2. Short meetings
3. Use virtual platform if possible

Lunch

1. Pre-packed lunch for all employees
2. Those who ordered food through delivery are advised to pick up themselves at ground floor

Prayers

Limit to 2 persons in a room

Goods

Self collect at reception area

Finish work



← Practice good hygiene, social distancing and 3W3C at all times →

Continuous Covid -19 Messages (to employees), guided by materials from the Ministry of Health, Malaysia and World Health Organisation (WHO).

Policy | Future Flexible Work Arrangement



Staggered
Working
Hours*

Varying start and end working hours in a manner that works best for employees, fulfilling 40 working hours within a work week

Employees are allowed to work from home or work from anywhere, enabled & guided by our Future of Collaboration – Work From Home Technology,

Telecommuting
(WFH)*

Staggered
Working Hours
+ Compressed
Work Week*

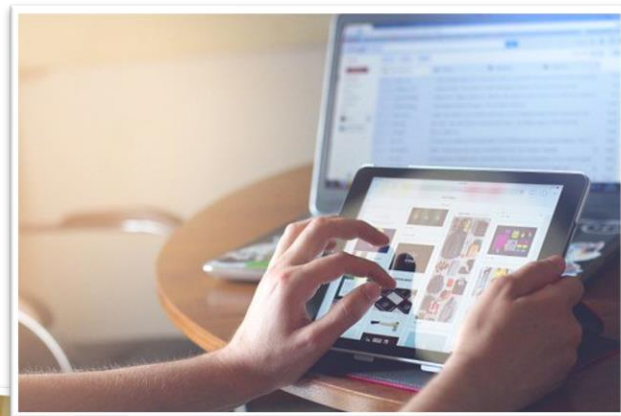
Varying start and end working hours in a manner that works best for employees, fulfilling 40 working hours within a work –week and shorten Friday working hours by working longer hours during Monday through Thursday

**Terms and conditions applied*

Policy | Future Repurpose of Benefits



In line with the Flexible Work Arrangements (FWA), the company will take the opportunity to **review** and **repurpose** some of the benefits as part of future Benefit Rebalancing relevant to the new normal.



#strongertogether

Thank you.

