

COVID-19

Group Update

Dear all,

As we approach the end of the summer, I hope you all took the opportunity to take some rest through vacation leave. Maybe not the holidays you wanted as travelling continues to be a challenge, but these restrictions are understandable when we see many countries around the world witnessing increases in new cases.

COVID-19 is still very much with us

Whilst we will have read in the news about potential vaccines for the **coronavirus**, two recent cases of COVID at the Le Mans business unit brings it home that vigilance and our safety must continue to be our priority. We wish our two colleagues a speedy recovery to full health and whilst these cases are a concern, thanks to the discipline and alignment to safety protocols of everyone in Le Mans (i.e. mask wearing and social distancing), sending other team members home was therefore not necessary. This commitment is critical to keeping Le Mans operational.

Focus on supporting line managers in the new norm

Whilst we have been working remotely in a number of locations for quite a time now, we recognised that further support was needed for our line managers. A workbook has therefore been prepared to support line managers when leading remote teams. This will act as a reminder of the things we should be doing to ensure people continue to feel connected and clear what is expected of them in all ways.

The workbook will be distributed in the US and UK next week with translated versions for other countries following shortly. Furthermore, recognising the importance of mental health for everyone during this challenging period, we will also be distributing a help sheet for line managers that they can use to support the mental health of their people. This support is a priority whether teams are working remotely or not as open, quality conversations about health and feelings is what builds **trust** and trust is the foundation for everything.

Despite challenges our outlook is looking good

At the recent Board meeting we received positive recognition of how the company has performed during this difficult period. With a continued positive outlook for orders and great responses from our customers, our challenge is keeping up with the orders! The team in Le Mans now working weekend shifts to support the production demand and other initiatives are being considered to protect our service levels. Everyone's support and collaboration is not only vital but greatly appreciated.

Feedback helps us to improve...

The **employee engagement survey** for 2020 has now been distributed and you have

until 11 September to complete your responses. As mentioned before the survey will be conducted via two routes: -

1. For office-based people, you will receive the survey directly from **DotMailer** – this is a third-party provider that we are using to ensure total confidentiality of the results
2. For those of you who are not office based, the HR team will make the usual arrangements for you to be able to complete the survey during the working day. We understand that in Tianjin 60% of the factory people have already completed the survey so well done to the team there

As a reminder the survey will be about your perceptions of: -

1. *The company* – what you like and don't like
2. *Leadership* – whether they live up to the Colart Way leadership behaviours locally and globally
3. Whether we live up to:
 - a. *The people strategy* of feeling like a family and acting like a high performing team
 - b. *Diversity and Inclusion* to actively encourage differences
 - c. *Sustainability* and our mission to provide sustainable creative tools and services

Feedback helps us to grow...

Of course, feedback is valuable when it is **two way** – for this reason we put a great emphasis on progress reviews. This when we receive feedback about how we are doing and what we need to do to improve.

Everyone is therefore reminded about the mid-year reviews which should be completed by end of September. After this date we will be launching **Splash Perform** ready for the progress review window opening at the beginning of November. More communications on the launch and training support to follow shortly.

As this will be the last update I prepare in China, I would like to recognise the teams in China led by Hunter Zhang and Jim Yang. It has been a pleasure to work alongside these teams seeing the progress made and a real privilege to experience how CTAM responded to the challenges of COVID and in doing so created a strong platform of learning for the rest of the Group. For information, I will be back in the UK when this update is distributed and I look forward to catching up with people soon.

In the meantime, **STAY SAFE** - please take care of yourself (in **all** ways), get creative (remember the Wall and the Think Tank if you have some good ideas to share) and keep talking to us using all routes available to you.

1. Your line manager
2. Your local HRBP
3. The Q&A platform on the intranet

In this way we can all have confidence that the Colart Family will continue to successfully navigate together any challenges thrown at us.

Regards,



Jane Beeston