THE NAVIGATOR COMPANY: COMMITTED TO A SHARED EFFORT

The Navigator Company is profoundly devoted to deal with the impact of the coronavirus crisis on people, both internally and externally. Tackling this issue as a shared challenge is key to mitigate its effects both on the community and on the business continuity.

Externally, the company is committed with supporting actions that can relieve the community, especially those in the vicinity of its industrial units, with whom there are strong social and economic bonds.

In a partnership with Altri, The Navigator Company has just offered a digital radiology equipment to Figueira da Foz District Hospital, which will further enable its capacity to perform X-ray examinations exclusively on the COVID-19 ward, thus reducing the time to diagnosis and the risk of infection among other patients admitted on this hospital.

The Navigator Company has also donated gloves, protective goggles and face shields to Setúbal and Aveiro hospitals, providing a further help when and where it’s more needed right now, in view of the Coronavirus spreading and its pressure on health systems.

Furthermore, the company is permanently looking for all the ways it can to assist its stakeholders and address their needs as the situation unfolds. An example is the initiative to provide snacks to truck drivers in its Industrial Complexes of Setúbal, Figueira da Foz and Cacia, as road facilities are closed.

From an internal standpoint, by the end of February the company implemented a comprehensive Contingency Plan, based on instructions from the Directorate-General of Health, aimed at ensuring the safety of its employees, contractors and the community in general, while keeping its business continuity. Along these lines, Navigator has also created a crisis office in charge of managing and overseeing the ongoing situation, comprised of departments from across the board and monitored by the Executive Committee, which is in constant daily contact and always available.

Measures range from those focusing on individual and collective health and safety to workplace sanitization and appropriate disinfection. The following are just a few examples:

• Teleworking for employees whose functions may be accomplished remotely
• Reinforcement of workplace cleaning and disinfection routines at all mill sites, especially in operational areas
• Extra supplies of materials and products, some produced indoors by the company, located in specific spots, for the disinfection of workplaces and protection of employees
• Request for external personnel to the Company to enter with protection masks and keep safety distancing from internal daily workers
• Complete self-protection gear and cleaning material provided for employees that need to interface with the public
• Isolation rooms available in all company sites duly equipped with non-perishable food, protection kits, phone and restrooms
• Helplines to support employees in three areas: human resources, psychological support and medical support
• Minimum security social distances established and controlled for different situations, including indoors personnel and truck drivers
• Definition of maximum occupancy in company supplied buses to employees
• External spaces disinfection routines, twice a week
• Specific health insurance information dissemination for all workers and guidance on how to proceed
• Special procedures concerning people with self-immune or chronicle diseases
Within the Contingency Plan, the company has been announcing and implementing a set of prevention and containment measures, instructions and recommendations with its employees and partners, widely disseminated through its hierarchical structure and intranet, and through the publication of leaflets and notices distributed globally. Frequent updates and refinements to this plan are also carried out and released to ensure an adequate alignment of its contents with the best available information.

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FOSTERING TEAMWORK AND SENSE OF BELONGING

Communication among employees has been deeply increased, in order to share a common challenge, thus reducing the levels of anxiety and foster overall motivation. New strategies have been implemented, such as regular updates from the management. Furthermore, in view of the organisation’s diverse geographical locations, and, therefore, the need to boost belonging and proximity, the company started sharing employees’ statements among all.

Here are a few examples:

“I highlight the altruism that we have witnessed, such as the offer of tissue paper from our unit of Vila Velha de Rodão to reinforce the cleaning on the group’s different sites. This shows the union in this tough battle. “
Elisabete Conceição Ferreira Nogueira, Tissue Converting Manager, Vila Velha Ródão

“All areas are involved in mitigating the problem. The laboratory in producing disinfectant gel and supplying hypochlorite. The packaging materials warehouse that supplied the materials to protect different items of different departments. I feel like the whole company is involved in protecting us from Covid-19. ”
Susana Paulino, Facility Management, Figueira da Foz Industrial Complex

“The company is doing the best with the current scarcity of resources in the market. We see this with the huge effort on the in-house production of disinfectant gel, distribution of cleaning kits, reduction of physical presence to the maximum, and in the careful distribution of the resources available. ”
Jorge Roque, Supervisor of packaging materials warehouse and assistance, Figueira da Foz

“Remote work measures, especially in administrative/planning areas have been important to keep the structure motivated and running. The operational area needs all this backoffice so that we don’t stop the forestry field operations and maintenance services. If there is no business, companies that work with us will quickly enter a spiral of economic disruption. The dynamic has to be this: safety, responsibility, and, above all, set the example. ”
João Melo Bandeira, Forest Coordinator North Region
“I am one of those who, like many of you, are in first line of our company’s continuous work. I am therefore a witness to the implemented rules, the internal Contingency Plan, with updates whenever the evolution of the spread of the virus advances and the need to adapt the information and provide the means of Individual protection distributed to all employees, as well as permanent cleaning and disinfection of common areas. The need to keep Navigator running is an imperative that concerns everyone and interests everyone. This imperative requires all of us to make an effort. We face a serious risk and only with the support and collaboration of each and every one of us we can overcome this pandemic and save lives! ”

Fernando Paulino, Pulp Supervisor, Industrial Complex of Setúbal

“The company has taken on a highly responsible approach raising the awareness of its employees. Beyond awareness and ongoing monitoring, there are complementary measures implemented that undoubtedly give confidence and safety to employees: hygiene and disinfection measures, temperature control at the entrance, and meals with social distancing. ”

Paula Lima, Security Coordinator, Aveiro Industrial Complex

“From the beginning, I felt that Navigator took this situation very seriously. The company promptly implemented the measures of successive contingency plans and quickly sought solutions to concerns expressed by employees. We will be as strong as the weakest link, so... Strength to all! Together, with the indispensable contribution of each one, we will go through this troubled moment successfully. ”

Nancy Pedrosa, Sales & Service Support, Supply Chain

“Operational teams are concerned about the possibility of contagion, however, there is awareness, in the vast majority of people, that we should keep the activity in the mills, for our sake, for the company and for the country. The existence and availability of protection gear (masks-gloves) and disinfection allows us to face daily activity under less pressure. ”

António Silva, Responsible for Transformation and Expedition, Setúbal Industrial Complex
“Navigator, with a quick response, placed all the resources available to the teams so that they can, remotely, do their job even in this difficult situation in which we find ourselves. This experience of working remotely tells us that it is possible do it with all the dedication and professionalism, keeping our partners confident that they can keep counting on us, as always!”

Aníbal Ribeiro, Sales Manager, International Sales Director

“The internal communications within the scope of COVID-19, have been of special relevance to employee awareness, as well as guidance. It is, in fact, an important support for a set of local communications we’re preparing especially for Mozambique, and that we hope will have a significant impact on awareness, prevention and mitigation of this outbreak. This context presents us with great challenges, but acting well, fast and comprehensively, we can positively influence a set of stakeholders in adopting preventive measures.

Francisco Nobre, Sustainability Manager, Portucel Mozambique