



BUREAU
VERITAS



RESTART YOUR BUSINESS WITH BV

MAY 20

OBJECTIVES FOR TODAY

- 1. Explain what the Restart You Business with BV solution is**
- 2. Answer your Questions**

<https://www.youtube.com/watch?v=E35F1ODTye4>



SPEAKERS



“

Raoul KOUAKOU:
Country Chief Executive of
BUREAU VERITAS GROUP
COMPANIES in GHANA.

”

Raoul KOUAKOU is an Industrial Engineer, a Certified IRCA OHSAS Lead auditor, Certified INSSI Fire risks Manager with CNPP – France and CFPA Europe. Before been appointed in Ghana in 2017, Raoul was the Regional West Africa Manager for the In Service Verification Division of Bureau Veritas District Ivory Coast and General Manager of Bureau Veritas Liberia and Burkina Faso from 2014 to 2017. **Raoul is totalizing 19 years experiences .**



**BUREAU
VERITAS**

INTRODUCTION



BUREAU VERITAS AT A GLANCE

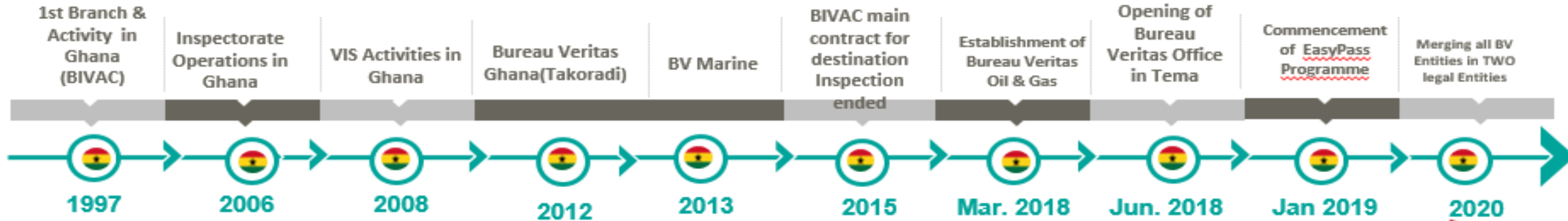
Network	<p>International footprint</p> <ul style="list-style-type: none">• Unique combination of international and local networks• High reactivity in deploying new capabilities• Consistent and homogeneous service delivery• Support of strong technical leadership in the Head Office	
Service portfolio and Technical Expertise	<p>The widest services portfolio</p> <ul style="list-style-type: none">• Voluntary and regulatory• CAPEX and OPEX• Robust technical expertise• Extensive markets knowledge	
Independence Quality	<p>Bureau Veritas reputation</p> <ul style="list-style-type: none">• Strong brand• Build over 190 years• 78 000 employees	

Bureau Veritas is a world-leading provider in testing, inspection and certification. Created in 1828, the Group has more than 78,000 employees located in more than 1,500 offices and laboratories around the globe. **Bureau Veritas helps its clients to improve their performance by offering services and innovative solutions in order to ensure that their assets, products, infrastructure and processes meet standards, regulations and recommendations in terms of quality, health, safety, hygiene, environmental protection and social responsibility.**

As a trusted partner, Bureau Veritas offers solutions that go beyond simple compliance with regulations and standards, reducing risk, improving performance and promoting trust.

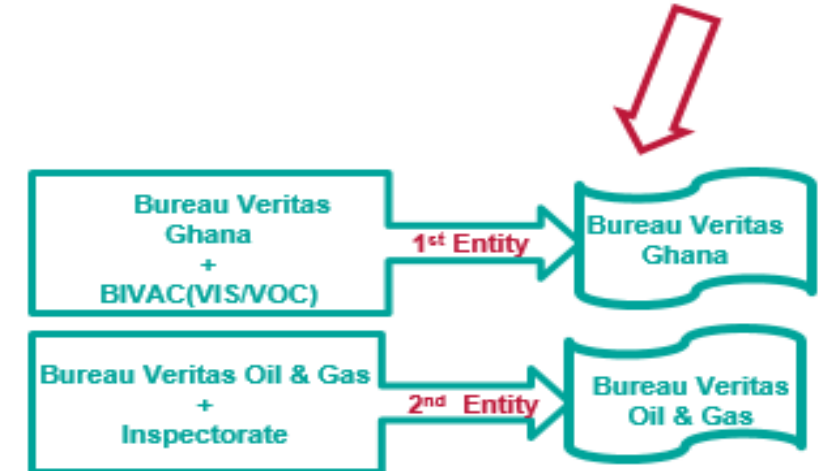
BUREAU VERITAS IN GHANA

Our *History* in Ghana



Our *Attractiveness* in Ghana

• Efficient International network	• Recognized Technical expertise	• Skilled employees
• Recognized & Standards Knowledge	• Strong Brand & Reputation built Over 180 years	• Ethics Independence & Impartiality
• Broad service portfolio	• From standard Inspection to Global solutions	• First Class Equipment





**BUREAU
VERITAS**

SAFER BUSINESS RESTART AFTER COVID-19

SAFEGUARD LABEL



**RESTART
YOUR BUSINESS
WITH BV**



**Restart operations
as quickly as possible
with appropriate Health,
Safety and
Hygiene conditions**



**END-CONSUMERS
REASSURANCE**



**CONSISTENT
APPROACH ACROSS
ALL YOUR SITES**



**SAFE WORKING
CONDITIONS FOR
EMPLOYEES**



**COMPLIANCE
WITH LOCAL
REGULATION**

WHAT IS IT?

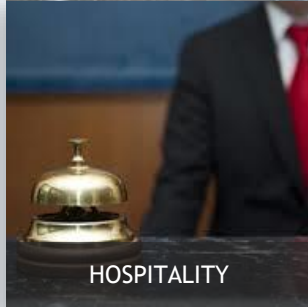
“Restart your Business with BV
is a suite of solutions
to meet the needs
of all sectors of the economy
as they reopen for business.”

It addresses the specific risks to all places where people live and work, by **training teams** effectively on hygiene good practices and **assuring that protective measures are properly set up and implemented in a transparent way.**

BUSINESS SEGMENTS

B2B2C

Provide reassurance to
the end-consumer



HOSPITALITY



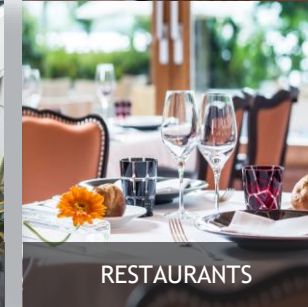
BANKS



RETAIL



MALLS



RESTAURANTS



LEISURE

B2B PRIVATE

Verify that protective
measures are properly
implemented



INDUSTRIAL SITES



CORPORATE BUILDINGS



CONSTRUCTION SITES

B2B PUBLIC

Support the restart of
activities by verifying
compliance with
protective measures



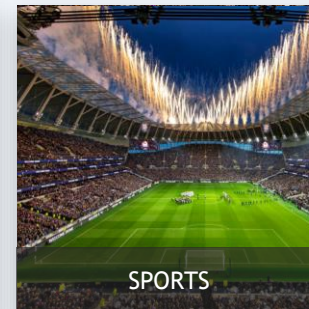
SCHOOLS



TRANSPORT



PUBLIC BUILDINGS



SPORTS



RESTART
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PERFORMANCE OF SERVICE

The “Restart your Business with BV” portfolio of solutions has been designed to provide an assurance that safety and sanitary measures have been implemented in many types of facilities for many business segments at global level:



DEFINE THE LIST OF CONTROL POINTS

You can either use Bureau Veritas' **ready-to-use checklists** or **customize them with the support of our specialists** according to your specific needs.



CONDUCT THE AUDIT

Global coverage with possibility to conduct both **remote audits and/or field audits**, thanks to our **best-in-class digital solutions**



GRANT THE LABEL

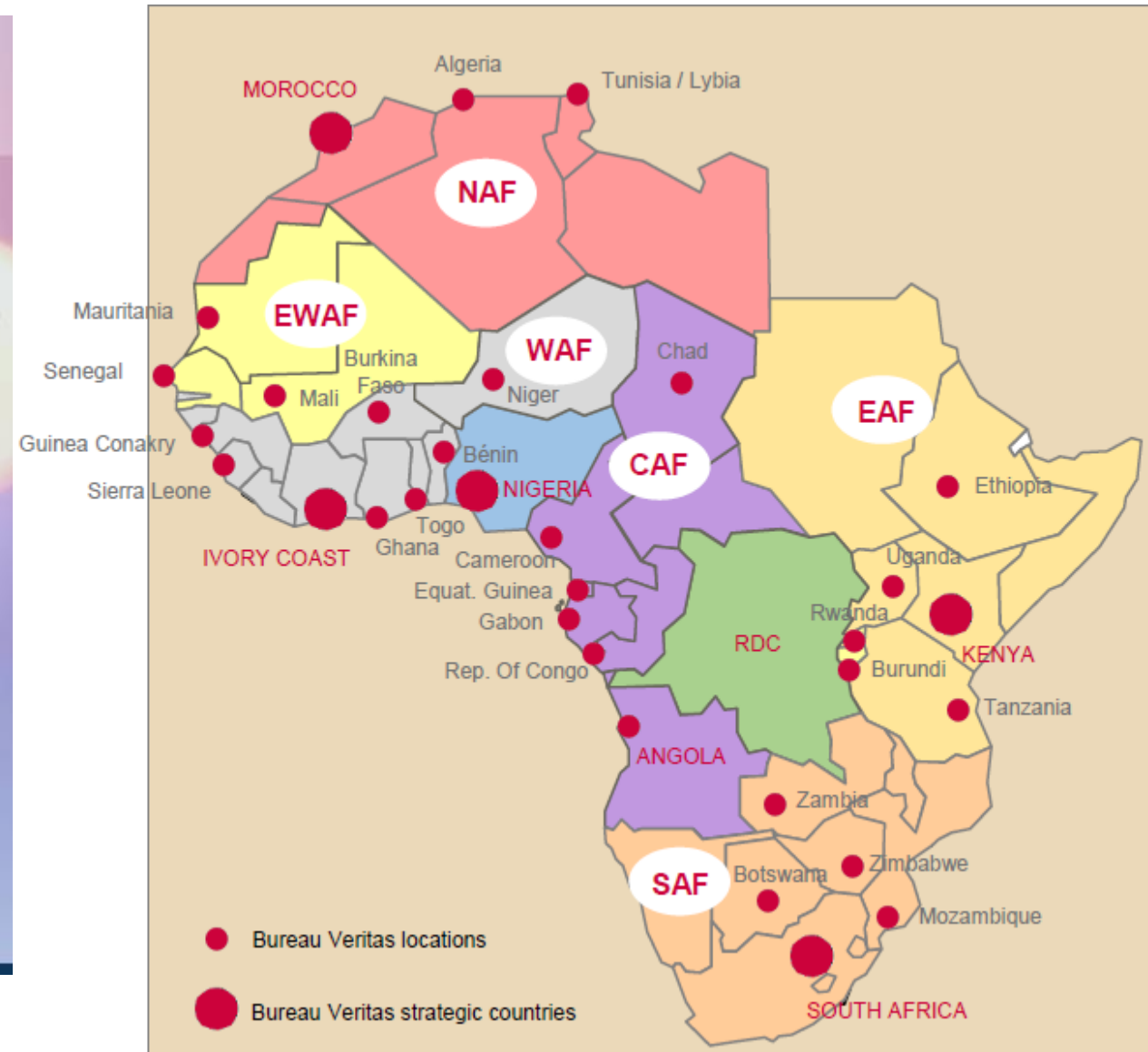
Possibility to use **Bureau Veritas' standard label** or **to design your own label** with a dedicated branding.



ONE SINGLE REPOSITORY

All the results of our audits will be **gathered in an official central repository** where the data will be available for you to **easily connect your systems** with them and use the information in your own websites or applications **(open data model)**.

OUR GLOBAL PRESENCE





**RESTART
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**BUREAU
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DESCRIPTION OF SERVICES



DESCRIPTION OF SERVICES

Restart your Business with BV” portfolio is based on 2 types of independent safety and compliance assessments:

System Audit where our auditors check the Company System adaptation to the new risks related to Covid19

Site Inspection in which our auditors / inspectors check the specific measures, organization and processes implemented to protect clients, employees, suppliers, students or users on site.

Due to the number of sites to be audited / inspected, there will be a high volume of Site Inspections but it's important to promote a System Audit approach to bring value to large companies with many sites and a central H&S System in place to cover COVID19 risk.

DESCRIPTION OF SERVICES

In order to adapt to the Client's needs, size and organization, the "Restart your Business with BV" services can be structured at company (Group) or site level:

- **Company Integrated Assessment**

At the Company level, our Integrated Assessment includes both Company System Audit and Site Inspection which, for very large and complex network of sites, can be done with a sampling methodology based on transmission risks such as localization, site activity, size and public interaction.

- **Site Specific Assessment**

At the Site level, the Assessment is customized to analyse the site-specific measures, organization and processes implemented. The Site Assessment can be done for one or for multiple sites.

OPTIONAL



REMOTE AUDITS

Remote audits can be performed
by Bureau Veritas
thanks to digital tools,
enabling a first fast and efficient
verification



DELIVERABLE

PROVISIONAL LABEL
GRANTED FOR 60 DAYS*



FIELD AUDITS

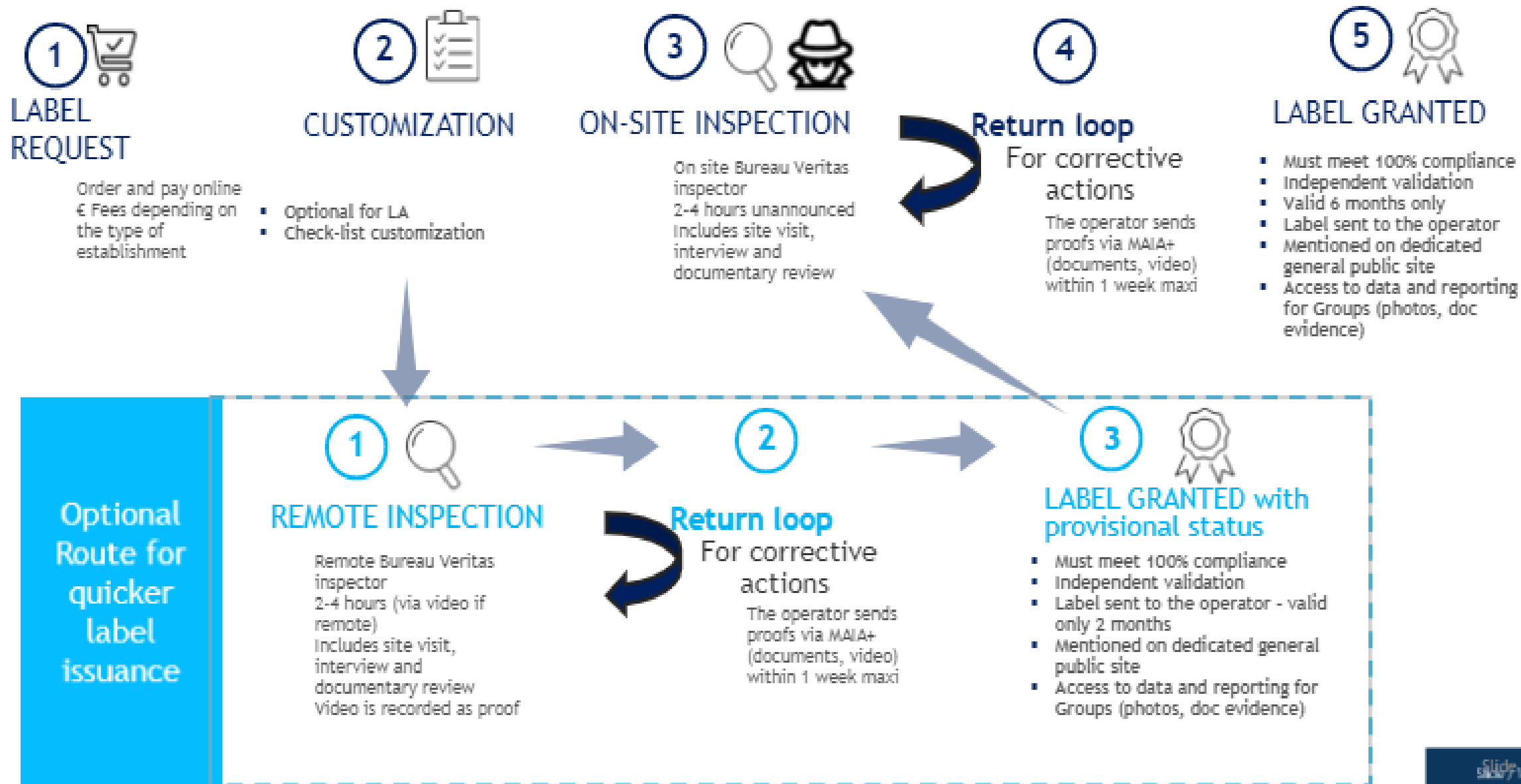
Each remote audit has to be completed
within 60 days* by an un-announced
on-site field verification
performed by Bureau Veritas



DELIVERABLE

CONFIRMATION OF LABEL

DESCRIPTION OF SERVICES



SITE INSPECTION

Type of Inspection:

- On-site unannounced visit (preferred option)
- Remote inspection (announced and recorded as a proof) followed by an on-site visit within 60 days ⁽¹⁾

Check lists to use :

- Generic Inspection Check List + Specific Inspection Check List

Description:

- Site visit ⁽²⁾ , interview ⁽²⁾ and documentary review

Deliverables :

- Inspection report
- For remote inspection : Temporary label ⁽³⁾ with validity period limited until on-site audit within 60 days ⁽¹⁾
- For on-site inspection : Label granted for 6 months with 100% compliance ⁽³⁾

1. Exception can be applied according to local practices/local needs supported by client and BV risk assessment

2. To be video recorded in case of remote inspection

⁽³⁾ After independent validation

DESCRIPTION OF SERVICES GLOBAL CORPORATE



INSPECTION / AUDIT REQUEST

- Order and pay online?
- € fees depending on the type of site / country



KICK-OFF & SCOPING

- Understand client need & readiness
- Define scope and site to be covered
- Set project timing



SYSTEM REVIEW

- Remote BV auditor
- Desk top review of policies, procedures and processes
- Interview of key personnel
- Key themes : Process, People, Hygiene & Facilities



ON-SITE AUDIT

- Site visit by a Bureau Veritas inspector
- Remote or on-site
- Sampling approach for multi site to be decided with client



CONFORMITY ASSESSMENT REPORT ISSUANCE

- Only upon full closure of all non compliance within 10 days
- Clearly indication of scope, methodology and sites sampled
- Global attestation and one per site visited
- valid for 6 months

CERTIFICATE



Return loop
For corrective actions

- The client sends proofs by email (documents, video)



Return loop
For corrective actions

- The client sends proofs by email (documents, video)

SYSTEM AUDIT + SITE INSPECTION

SYSTEM AUDIT

Type of Audit :

- Remote audit

Check lists to use :

- Generic System Audit checklist

Description:

- Desktop review of policies, procedures and processes
- Interview of key personnel

SITE INSPECTION (based on sampling approach)

Type of Inspection:

- On-site or remote (shall be recorded)

Check lists to use :

- Generic + Specific Inspection checklist

Description:

- Site visit
- Interview of key personnel

Deliverables :

- Conformity assessment report will be delivered
- Company level Certificate including the scope, methodology and QR code (Validity 6 months)
- Option: Site specific certificate or label for sites visited and compliant



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WHAT IS THE BENEFIT FOR THE CLIENT?



BENEFITS



The Covid-19 epidemic has had a major impact on all Business segments. Companies' HSE teams are asked more than ever to adapt to the new reality and to better protect employees, customers and suppliers.

Recovery plans are now active or nearing completion. The prevention measures have been defined, a new organization of work and / or premises put in place, **and new challenges are emerging.**

RESTORE EMPLOYEES' CONFIDENCE

The health emergency is also an issue of trust and communication. The obligation relates to both the means and the results.
Employees demand guarantees, including:

TRAINING OF THE RESTART PLAN AND IN THE NEW WORKING CONDITIONS

We can support you on this training, Implementation of e-learning modules (including the COVID Prevention module, possible before resumption)

Virtual classroom via videoconference - welcoming employees on site (hand hygiene workshops, wearing a mask, co-activity rules, etc.) in addition to HSE prevention staff.

ABSENCE OF CORONAVIRUS IN THE WORKPLACE

We work on your sites to carry out surface contamination checks (COVID-19 and total flora), either during periods of partial or total occupation, or after disinfection.

Our report, available within 2 to 4 days, includes the precise location of direct debits in common areas and at workstations, enabling communication with employees and occupants.

The presence of total flora makes it possible to evaluate the effectiveness of the disinfection.

RESTORE CLIENTS' CONFIDENCE

You have implemented prevention and hygiene measures adapted to the resumption of post-containment activity. You must inform your customers that they can find their way to your agencies, shops or other establishments welcoming the public.

Bureau Veritas **is in the process** of creating a Label that will allow you to assure your customers that your signs comply with the required measures, with validation by a third-party organization, expert in this field.

The labeled areas will cover:

- management commitment to comply with the Disaster Recovery Plan Guide
- completeness of the rules
- application of barrier gestures
- hygiene rules applied
- cleaning and disinfection rules
- customer management
- payment management
- surveillance and management of suspected or proven contamination cases
- specific requirements



RESTART
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CONTROL THE SANITARY HEALTH RISK COVID-19

You have certainly started to think about the rules in place to guarantee security in your establishments.

We support you to:

ENSURE THAT YOUR INTERNAL POLICIES COMPLIES WITH LOCAL REGULATIONS

- Local or international
- Sectoral regulations
- World Health Organization (WHO)

ENHANCE YOUR INTERNAL POLICIES TO MEET GOOD PRACTICES ESTABLISHED INTERNATIONALLY

- floor markings
- individual professional equipment
- distances to be respected
- organization of traffic directions
- supplier guide...

CONTROL THE ESSENTIAL EQUIPMENT

Before restarting the activity or scaling it up, it is necessary to specifically check the installations that may present risks:

WATER NETWORKS

After stagnation of water in the networks during periods of low circulation / consumption, the risk to be controlled is that of microbiological proliferation including legionella (annual peak of contamination cases each year from April according to Public Health France)

AIR NETWORKS

After a period of reduced downtime or activity or after disinfection, the air networks must be checked and in particular the CTA air handling units (state of filters / changes, state of air / water exchange batteries, air recirculation rate settings, other malfunctions).

OTHER NETWORKS

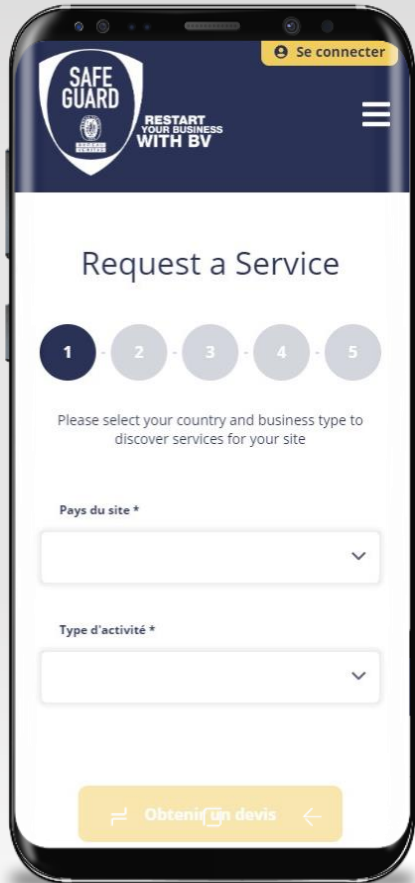
Specific risk analyzes can be carried out on certain processes which will be re-started (risk of accumulation of fluids or gases, etc.)



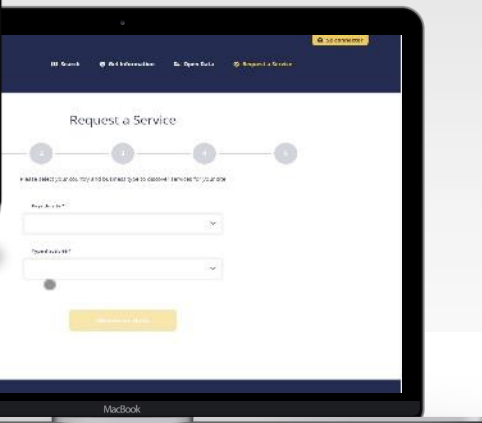
**BUREAU
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DIGITAL SOLUTION





Each site can pay
online and book an
inspection via an
easy-to-use
online platform



MOBILE & DESKTOP

Onboarding is available
online on all devices



PRICE CONFIGURATOR

Customized pricing is calculated based
on the type of inspection requested



MULTI-CURRENCY

Online payment system
accepts multiple currencies



INTEGRATED SYSTEM

System integrated with
the whole Restart Your Business solution



DELIVERABLES



DELIVERABLES

The “restart your Business with BV” solution has 3 possible deliverables:

Audit / Inspection Report



SAFE GUARD
RESTART YOUR BUSINESS WITH BV

Retail Inspection Module

Site: _____
Address: _____
Contact Person: _____
Phone Number: _____
Email: _____

Audited by: _____

EXAMPLE

Disclaimer and Limitations: Bureau Veritas' objective was to obtain reasonable evidence from the Client whether their processes, procedures and means as adapted to face Covid-19 are effective to comply with Safe Guard BV Standard. Reasonable evidence is a high level of assurance, but it is not a guarantee that an assessment conducted in accordance with applicable professional standards will always detect a deviation in the effective and continuous implementation. Bureau Veritas conducted this assessment in accordance with professional standards as applicable in Testing Certification and Inspection Services Bureau Veritas believes that the assessment evidence it has obtained from the Client is sufficient and appropriate to provide a basis for its opinion. This audit report is based on the audit evidence obtained up to the date of the assessment. This Assessment Report does not constitute a guarantee of continued or absolute compliance with Safe Guard BV Standard and does not replace any regulatory inspection by any relevant Authority or its delegate. This report shall only be reproduced in its entirety.

Audited Site: INGFREDON(Thailand)Co.,Ltd. (BKDRayong)
Audit start date: 09/10/2019 - Audit end date: 10/10/2019
Report No.: 384072

CERTIFICATE



**ATTESTATION
LABEL INDUSTRIAL SITE**

SAFE GUARD
RESTART YOUR BUSINESS WITH BV

Granted to
FLIXER COMPANY
New York, NY

ACTIVITY: INDUSTRIAL SITE – FOOD & BEVERAGE

Bureau Veritas North America has assessed the site accordingly to the requirements of SAFE GUARD version 1- 04/2020 :
Further to a remote audit* and information provided by the site management.

This statement N° 1234345672-20 has been issued on 05/05/2020 further to the satisfactory assessment report n°23625-20

Bureau Veritas North America
John Smith – BV N. America Manager

Statement valid until: 05/11/2020
To check the validity of this statement scan the QR code or access to web site www.web.com

EXAMPLE

This statement does not guarantee the absence of any risk related to Covid-19 within the site

*Disclaimer (remote audit): This inspection has been performed through videoconference media. This inspection, however, includes technical and human limitations, it does not enable verification of the requirements appearing in our standards are met outside the context offered to us by the site manager or teacher delegate. Insofar as it is not materially possible for us to free ourselves from the constraints imposed on us by the site, consequently, this inspection is only an initial stage and the statement which would thus present only the low-checked should not be considered as a definitive certificate of compliance with our standard but at most a provisional one. Any such conformity remains in any event conditional on the performance of a subsequent physical audit, carried out by our inspector, and not making it possible to establish the existence of a non-conformity.

** This inspection report cannot replace any regulatory inspection report from the relevant Authorities or its delegates.

LABEL



LIMIT OF THE SERVICE

Bureau Veritas will not:

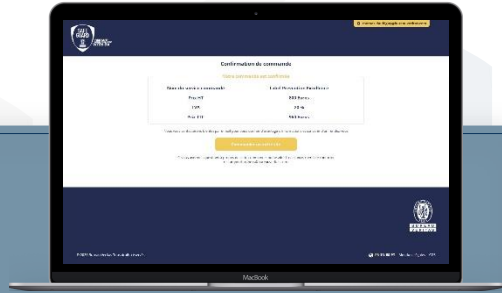
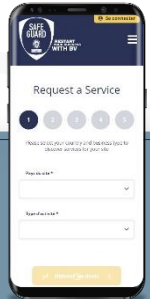
- Perform any regulatory inspections- we will where appropriate declare where we have in fact provided these services to ensure that any conflict of interest is transparent
- conduct any disinfection or hygiene testing
- perform any cost estimation related to corrective actions identified as being required
- Be responsible for decisions made or imposed by local authorities, public administration departments
- Be held responsible for losses incurred as a result of any infections that may occur on customer premises at any point during the provision of these services or at any point thereafter save as where they were incurred as a direct result of negligence on the part of Bureau Veritas
- Continue with any audit where it is felt that there is a risk to our auditors due to unsafe hygiene or safe distancing measures in place.
- Accept the transfer of any obligation in relation to site safety. For the avoidance of doubt, safety of the customer's premises will at all times remain the responsibility of the customer

THE LABEL



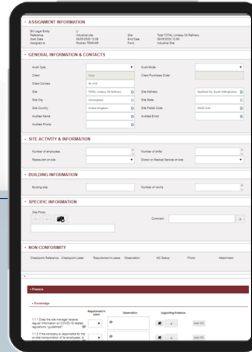


A FULLY DIGITAL PROCESS



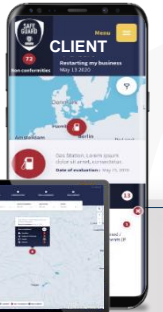
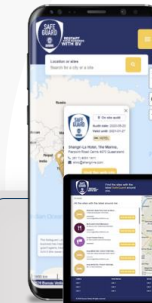
ONBOARDING

Onboarding with online payment through an easy-to-use interface available everywhere in the world in all currencies



AUDIT

- Ready-to-use checklists designed by Bureau Veritas or possibility to customize your control points
- Remote and / or field audit performed by BV auditors via Bureau Veritas' audit software
- Certificate generation with associated label



VISIBILITY

- A public website for traceability of labels
- A customizable C-Level dashboard to manage the level of compliance of own network (hotels, restaurants, industrial sites...)

DETAILS PORTFOLIO OF SERVICES

N°	SERVICES
1	TRAINING
1.1	Training on hygienic good practices against Covid-19 Risks
1.2	Training on Covid-19 PPE: wearing and requirement before purchasing
1.3	Training on BUREAU VERITAS Safeguard requirements
1.4	Training on Covid 19 prevention measures
1.5	Training of Covid 19 teams, Safety, Health and Environmental Management team or Committee on Covid 19 risks prevention & Protective measures.

DETAILS PORTFOLIO OF SERVICES

N°	SERVICES
1	AUDIT & CONTROL
1.1	Audit to ensure protective measures are properly set up and implemented
1.2	Control the essential equipment(Water network, air network, other networks)
1.3	Health, Safety and Hygiene verification and Covid-19 Surface testing

N°	SERVICES
1	CERTIFICATION & LABEL
1.1	Assistance to implement Safeguard certification & Label requirements
1.2	Safeguard Certification & Labeling



**RESTART
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COMMERCIAL REFERENCES



Client:  ACCOR

Countries: Global

Segment: Hospitality

Description:

Accor and Bureau Veritas launch a label based on sanitary measures to support the return to business in the hospitality and restaurant industry

Operational guide to all stakeholders in the hospitality industry, enabling them to rigorously apply the health and safety recommendation of authorities (WHO, Health Ministry etc), both in guest services spaces and in back office and catering spaces



Client: GRAN MELIÀ
HOTELS & RESORTS

Countries: Global

Segment: Hospitality

Description:

Global Safe Site certification services, based on “Stay Safe by Melià” labeling program designed for site verification of hygiene and protective measures, in more than 40 countries.

The label has been designed specifically due to the COVID-19 pandemic.



Client: GRUPO **SURA** 

Countries: Colombia

Segment: Public Buildings

Description:

Promotion and prevention services including technical assistance and evaluation of Biosafety protocols required by the Colombian Government for SURA clients. The global contract include more than 6000 clients of SURA in the segment of SOHO (Small office, home office), specifically 1117 clients for biosecurity COVID-19 verification



Client: ^BBALEARIA

Countries: Spain

Segment: Transport

Description:

Health, Safety and Hygiene verification and Covid-19 Surface testing on 12 ferrys and 2 passengers terminals



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Q&A SESSION

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**RESTART
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