

March 26, 2020



This newsletter gives the Sasol North America workforce information on steps they can take to protect themselves and others during the coronavirus pandemic, provides the latest news on how the virus is impacting their coworkers and the company, and contains tips on being productive during this stressful time.

This e-newsletter will be distributed via email when there is important news to share and will also be posted to the Employee Coronavirus Resource Center intranet and internet sites.

## LATEST NEWS & INFORMATION

Sasol North America activated its pandemic response plan last month. **We are currently in Phase 4.**

The following is a summary of when SNA has launched each phase, the triggering event and the company's actions.

**Feb. 27, 2020** - World Health Organization warns of COVID-19 pandemic potential

Phase 1 measures implemented:

- Chartered local emergency response team to develop response plans and communications
- Limited business travel to and from China and East Asia

**March 6, 2020** - Community spread reported within the United States

Phase 2 measures implemented:



### By the Numbers

In the United States:

- **10** Sasol employees have been placed in home isolation. *Isolation means separating a sick person from others.*

- Deployed non-invasive mitigations (increased cleaning/sanitation)
- Restricted international business travel to and from all CDC Level 3 areas

**March 11, 2020** -World Health Organization declares COVID-19 a pandemic

Phase 3 measures implemented:

- Continued internal communications to all Sasol U.S. employees
- Developed communications for service providers (LCCP)
- Limited domestic business travel to and from CDC Level 2 areas
- Limited travel for face-to-face meetings, with prioritization for telecommunication

**March 18, 2020** - Confirmed community spread in Sasol operating locations

Phase 4 measures implemented:

- Restricted employee travel for face-to-face meetings (priority for telecommunication)
- Restricted non-critical personnel from entering control rooms
- Minimized human interfaces (social distancing) in office settings
- Exercised work-from-home plans

## SAFETY, HEALTH & ENVIRONMENT

Answers to questions most frequently being asked by Sasol employees:

**What can I do to minimize the spread of this illness?**

- Even if you are at work and feel fine, act like you are contagious. If everyone does this, and we all continue to exercise respiratory etiquette, hand hygiene, and social distancing, the transmission will slow. If not, it will not.
- Remain mindful of Sasol's values and act with respect and integrity during this time in which everyone is on high alert and stress levels are elevated. Please do not stigmatize anyone, as this could lead to a hostile work environment.
- Remain vigilant. Speak up if you see anyone who is not behaving in a safe manner.

- **27** Sasol employees have been placed in home quarantine. *Quarantine means separating a person who was potentially exposed to a contagious disease prior to the onset of symptoms.*
- **9** Sasol employees have been cleared to return to work from isolation or quarantine.

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### Save Workplace Habits

- Wash your hands often for at least 20 seconds
- Maintain social distancing - keep six feet distance
- No group meetings
- Sneeze or cough into your elbow
- If you feel sick, go home

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### Know the Symptoms

- Fever
- Dry cough
- Shortness of breath

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### Federal and State Health Departments

- [U.S. Centers for Disease Control and Prevention](#)
- [Louisiana Office of Public Health](#)
- [Texas Department of State Health Services](#)
- [Arizona Department of Health Services](#)
- [Pennsylvania Department of Health](#)

### **When should I contact Sasol Medical?**

- Immediately if you are sick or if you have been in close contact with someone who is sick. We are actively monitoring all confirmed and suspected cases, as well as individuals under home quarantine for precautionary reasons.
- During normal circumstances, employees are required to notify Medical if they have missed more than two days of work. These are not normal circumstances. We need to know as soon as you know.
- **The Sasol Medical office can be reached at (337) 310-7804.**

### **What is considered "close contact" with an infected or suspected infected person?**

- The U.S. Centers for Disease Control and Prevention define close contact as a) being within approximately 6 feet of a COVID-19 case for a prolonged period of time; or b) having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on).

### **How will I know if a risk is present in my work area?**

- Privacy laws remain in place which prohibit us from sharing personal medical data. But we also have a right to maintain a safe work environment for our entire workforce. This can be a delicate balance, but trust that we will not withhold information needed to protect our workforce.
- Managers will be notified whenever a confirmed case is identified within their area of responsibility. Individual names will not be provided.
- Managers and supervisors, working with Sasol Medical, will inform employees of next steps.

### **Someone on my unit has tested positive. Now what?**

- Work with the Sasol Medical Department to assess your risk.
- Keep calm. We have already implemented several response measures (hygiene, cleaning/disinfection, social distancing) in the workplace, so your risk is likely lower than you think.

### **Stressed? Anxious? Let us help...**

- EAP Benefits are provided to all employees and dependents at no cost.
- Call the Employee Assistance Program at 1-800-395-1616. Alternatively, log in at [IBHCorp.com](http://IBHCorp.com). Access Code = SasolUSA.

### **What is the difference between suspected cases and confirmed cases?**

- An individual is suspected of being positive for COVID-19 when they exhibit certain medical symptoms which are not explained by other diagnoses.
- An individual is confirmed positive for COVID-19 when a test result is positive.
- Employees meeting either of these criteria will be isolated until cleared to return by the Medical department.

### **What additional measures is Sasol taking at this time?**

- We continue to work with our employees, supervisors, and managers to maintain a safe work environment for the entire workforce.
- We have further increased remote work capabilities for non-essential personnel. Your supervisor will determine if you should stay home or report to work.

- Our maintenance teams have developed shift schedules to limit interactions while continuing to support operations.
- We have mobilized our Behavior Based Safety teams to help us monitor and measure 'at-risk' behaviors in the workplace. *If you see something, say something.*
- We are communicating frequently and addressing your collective questions and concerns as they are received. [\*Please continue to let us know what's on your mind.\*](#)
- Additional safeguards will be implemented as appropriate.

## HUMAN RESOURCES

For employees who are now working from home, here are some tips to adjust to this new work environment.

- Prepare for each day like you would any other office day. Follow your same morning routine to help mentally prepare for switching to work mode even though you might still be at home.
- Maintain the same dynamics you would if you were physically in the office. Just because you're using the phone or video conference or chat doesn't mean things have to be awkward, weird or stale.
- Designate a workspace in your home. Make sure your family understands that when you go into the "work zone," you're working. If your spouse or partner is also working from home, it's ok, and maybe even preferable, to have separate work spaces. And if kids are home from school, build a schedule with your spouse or partner for who's in charge when, so each of you has the opportunity for focused work time.
- Use tools like task trackers, shared calendars and to-do lists with reminder notifications to organize and prioritize.
- Be patient and over-communicate with your managers as they might be doing this for the first time, too.
- Take adequate breaks to move around and clear your head. When the work day is over, shut down your equipment and move to a different space. Small cues letting your brain and body know you have moved from "work-mode" to "family time" or "personal time" can help prevent burnout and feeling overwhelmed.

**If needed, employees can reach Sasol's Employee Assistance Program (EAP) 24/7 via phone 800.395.1616 or [website](#) (access code: SasolUSA)**

## INFORMATION MANAGEMENT

The IM Walk-In Service Center locations in Houston and Lake Charles have begun to scale back in-person services.

There are now two designated areas where equipment can be dropped off or picked up. Service provided will include break/fix for physical equipment and service request for new or additional equipment.

- **For Houston** a table directly outside the walk-in center (third floor)
- **For Lake Charles** cubicle located directly outside walk-in center (admin building)

Procedures to Request Services for walk-in service center:

1. Submit a ticket to [24helpSNASMC@us.sasol.com](mailto:24helpSNASMC@us.sasol.com) with brief description of equipment issues and indicate you will be dropping off at one of the designated areas listed above
2. Drop off equipment in designated area
3. Fill out request for services form located in the designated areas

4. Technician will send email notification to confirm equipment has been received and could follow up with questions via email
5. Users will receive an email upon resolving equipment issues
6. Equipment pickup will be available at the designated location

Note: The procedures above are only for physical equipment issues and requests at this time (i.e. laptop battery, wireless mouse, cables, etc.)

All other questions or issues - **including those at other North American locations** - can be resolved via remote support.

Please contact Service Desk either by 281-588-3700 or [24helpsnasmc@us.sasol.com](mailto:24helpsnasmc@us.sasol.com).

