

Human Swine Flu (H1N1) Action Plan

Following recommendations made by the relevant authorities on the prevention of the spread of the swine flu, Nacex has put an action plan into operation. All employees have already been informed of the contents of this plan.

The plan, which includes all Nacex employees, tries to minimise the effects of the illness on staff by promoting its prevention.

This "Action Plan" has been created with the aim of protecting the health of our workers and guaranteeing the provision of services to our clients.

The Action Plan is made up of three main spheres of activity (Information, Operations, and Shipment distribution), and is structured in the following way:

INFORMATION

Signs have been placed at the entrances to all our facilities, directed at employees as well as regular suppliers, providers and collaborators, and with the aim of spreading effective, accurate information about the Pandemic, without being alarmist. These signs establish personal hygiene measures and up-to-date recommendations according to the relevant healthcare authorities.

Furthermore, Nacex has created a Swine Flu Portal, available to its employees via the intranet, containing the required, up-to-date information. A document has been created, with basic information on the detection and reduction of the Pandemic's risks, which must be signed by each employee as proof of them having full knowledge of these instructions.

OPERATIONS

Nacex can give Internet access to the central servers to any user of the Network, from any system with an internet/telephone connection, due to the centralised database configuration our management systems and software use, which, in the case of a Pandemic, would provide us with the guarantee of business-continuity.

In view of the predicted levels of absenteeism that could be reached during the Pandemic, the Continuity Plan consists of two alternatives, for a covering a Nacex offices, should they be affected:

Alternative 1 – Manage the office from another Nacex office/hub that already exists. In this case, existing data connections would be used in order to enter the management applications, accessing them with the affected office's usernames and reconfiguring the printer output to that of the new location.

Alternative 2 – Equip a new location with the infrastructure required to connect to the Nacex operations applications. In this case, only an internet connection is required.

SHIPMENT DISTRIBUTION

The use of communications and technology by Nacex means that the mechanisms for providing a service in the face of a Pandemic guarantee shipment distribution, with the aim of continuing to offer the same level of service, quality and security in daily operations.

In the Operation of Nacex hubs, classifiers and control and distribution systems with cutting-edge technology are used, allowing us to carry out the most critical parts of these processes automatically, with manual processes having a minimal impact both in terms of the quantity of people involved, and the knowledge that they must apply.

Where necessary, due to the use of a centralised database, the modification and diversion of any structural route to the hub which is believed to be more convenient in each case is feasible, given that this information is automatically transmitted to both internal users and client users integrated with the management application of the Nacex network.

Our wide network of hubs, 29, allows the efficient and rapid redistribution of shipments without affecting their management, control and monitoring.

All measures contained in the Human Swine Flu (H1N1) Action Plan have been carried out in accordance with the recommendations given by the healthcare authorities.

Yours Faithfully

Nacex General Management