

# Making our corporate values shine

At the beginning of the COVID-19 pandemic, we have put in place early on precautionary measures to protect our people and their communities, as well as to support business continuity. These measures include stricter hygiene protocols, social distancing on the work floor and working from home. Thus, the COVID-19 pandemic requires a high level of resilience from all our employees worldwide.

In these unprecedented times, we have focused on supporting our people and fostering our family feeling. Through regular recorded video messages, virtual meetings, internal updates and tips-for-working-remotely cards, we are ensuring that everyone is informed and can keep up their spirit and team commitment.

Colleagues share innovative solutions and best practices for adjusting to the new normal, helping one another with tips in a wide range of areas such as child care or mental resilience. Across teams, locations, and even globally, virtual coffee breaks, happy hours, and pub quizzes are organized. People working remotely record messages and videos to thank their colleagues working in the factories and to encourage each other, whilst our CHOCOLATE ACADEMY™ Center chefs

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**“The resilience, the care and the entrepreneurship are just amazing!”**

Antoine de Saint-Affrique, CEO

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inspire us with recipe video tutorials. These are but a few examples that keep the Barry Callebaut community closely connected to each other and to the business.

Many also reach out to their local community, supplying health care workers with protective equipment or chocolate gifts or by creating an online platform to connect chocolatiers with consumers during lockdowns.

Our deeply rooted values of customer focus, passion, entrepreneurship and team spirit are clearly shining through in our people's actions, radiating far beyond our company to cocoa farmers, suppliers, customers, consumers and the communities we operate in.

This crisis has brought us all closer together and we are coming up with fresh insights into innovative ways of doing business, knowing that “together we are stronger”.



Keep well,  
keep safe,  
keep going!

