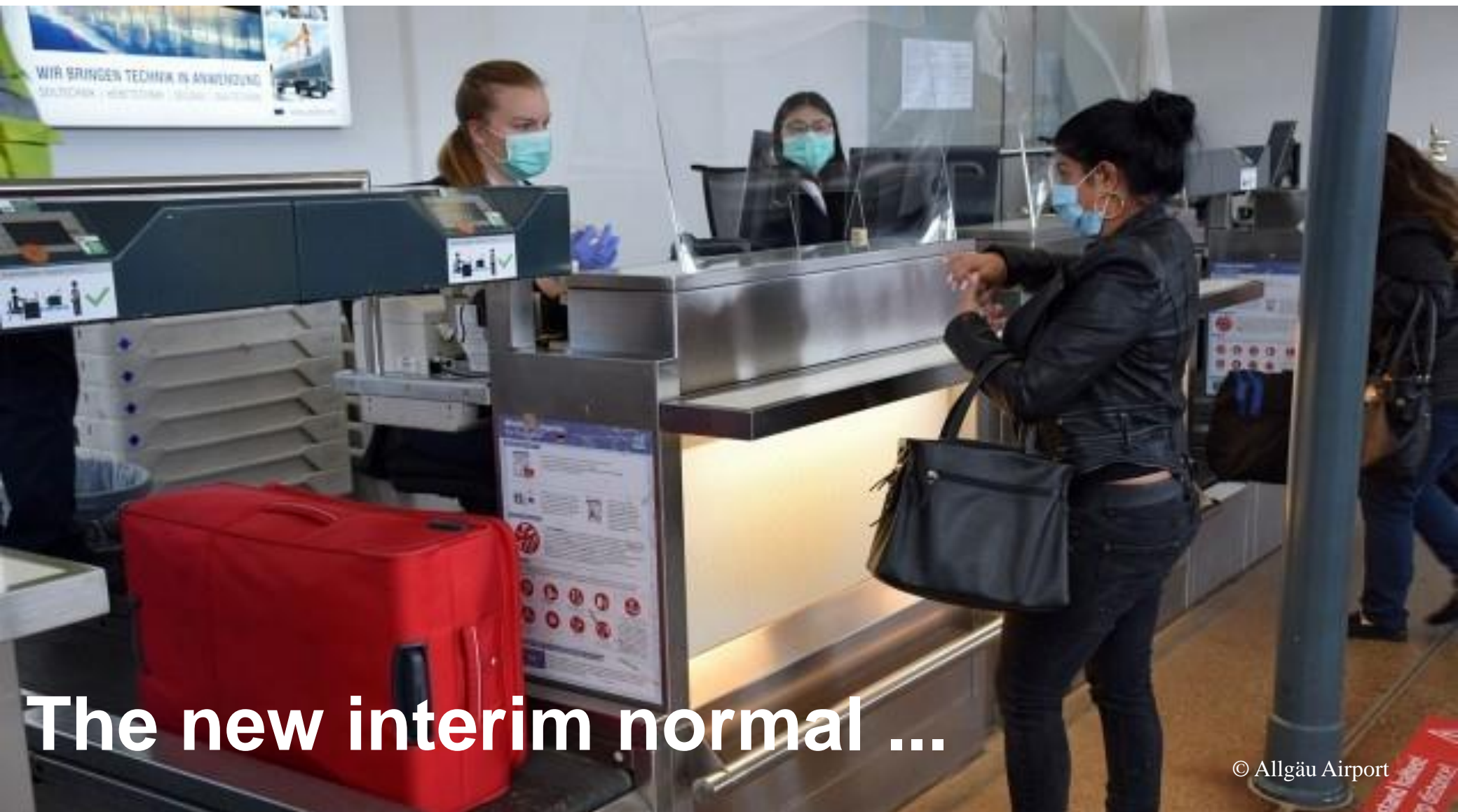


# Validation of company guidelines & online auditing during **REBOOT & NEW NORMAL era.**

(Based on the C9 International DVB - RMS)

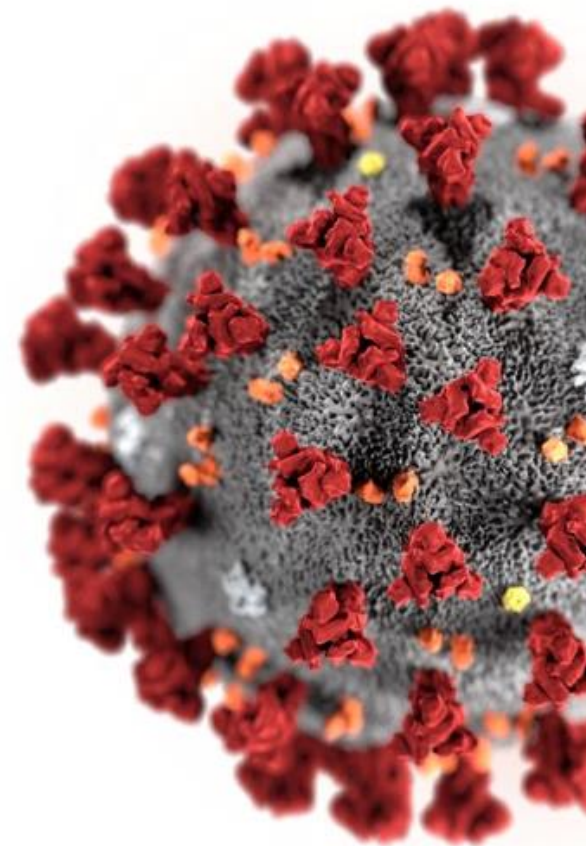
**AGILE  
IN AVIATION**



**The new interim normal ...**



# OFFERING



# OFFERING

We help to restore **CONFIDENCE** for **EMPLOYEES** and **CUSTOMERS** in the measures being taken by companies following the Covid-19 pandemic.



[www.lxm-group.com/en/lxm-media/cabin-branding/](http://www.lxm-group.com/en/lxm-media/cabin-branding/)

# OFFERING

## REDUCTION OF LIABILITY

- Validation (or development) of company standards/guidelines based on the **C9 Dynamic Virologic & Bacteriological Risk Management System.**
- Implementation of the validated company standards/guidelines (or train-the-trainer function for internal or 3rd party implementation partner).
- 3-monthly online audits (by TÜV Nord) to ensure the latest version of the company standards/guidelines are applied in reality.

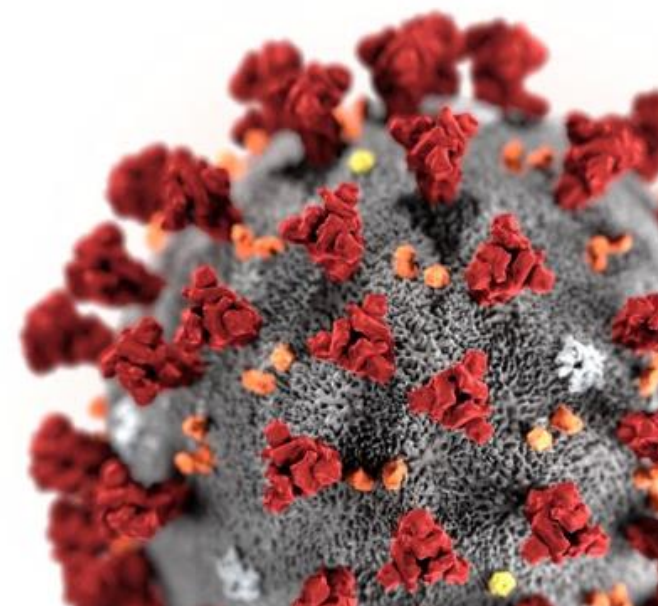
# OFFERING

## RECOVER LOST BUSINESS

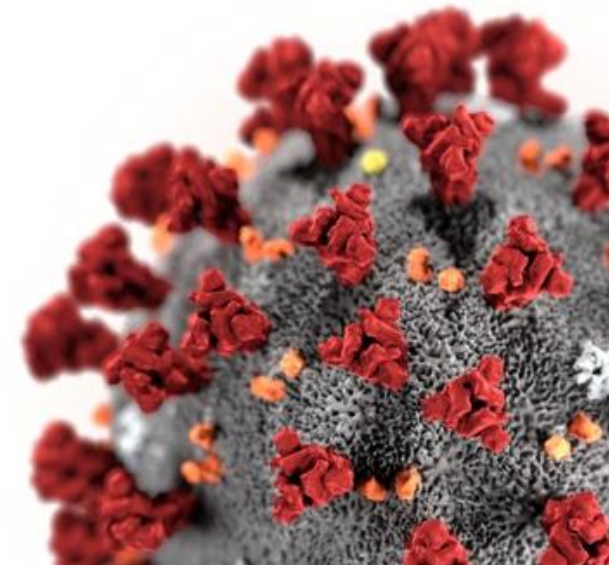
- The challenge is to implement the required measures and increase efficiency at the same time. How? Think out of the box and dare to implement new business models as soon as possible.
- The customer you used to know has changed and will behave differently.



**IMPROVE CONFIDENCE**  
**REDUCE LIABILITY**  
**RECOVER (LOST) BUSINESS**

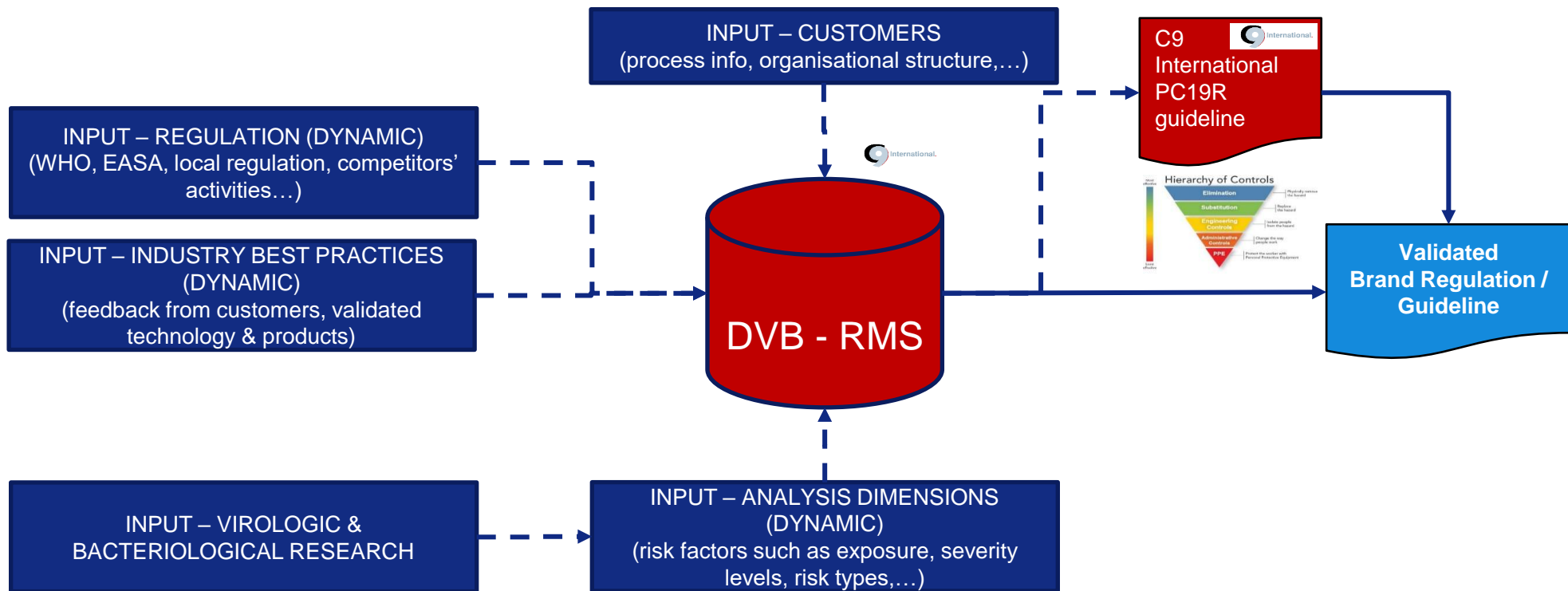


# Dynamic Virologic & Bacteriological Risk Management System





# DYNAMIC VIROLOGIC & BACTERIOLOGICAL RISK MANAGEMENT SYSTEM



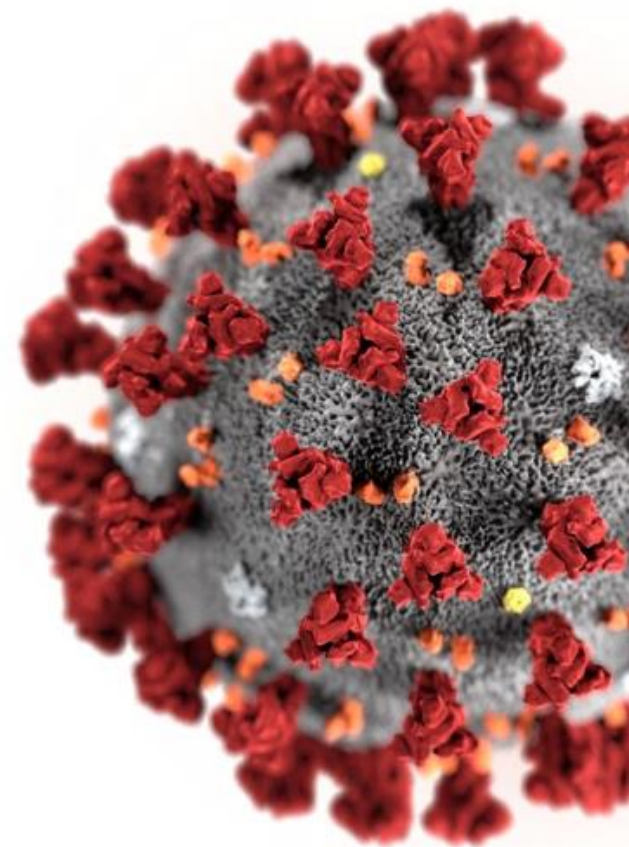
# EXAMPLE RISK ASSESSMENT

Process	Sub-process	Action	Function	Customer	Location	Initial VB - risk (R1)					Residual Risk REST VB-R2	Type of control measure										% reduction	% Residual Risk (R2)				
						B	K1	K2	G	VB-R1		Elimination	Substitution	Engineering control		Administrative control				PPE							
														ventilation	shielding	social distancing	time distancing	age distancing	cleaning	disinfecting	hand hygiene			homemade mask	surgical mask	N95 mask	gloves
Boarding	Welcoming passengers	Welcome the customer inside the airplane	Steward(ess)	Yes	Inside the plane	10,00	2,00	0,00	15,00	300	300														0%	100%	
		Give a toy to kids	Steward(ess)	Yes	Inside the plane	6,00	2,00	2,00	15,00	360	360															0%	100%
		Support with handluggage	Steward(ess)	Yes	Inside the plane	6,00	2,00	2,00	15,00	360	360															0%	100%
		Answer questions	Steward(ess)	Yes	Inside the plane	6,00	2,00	0,00	15,00	180	180															0%	100%
		Inform passengers seated at emergency exit	Steward(ess)	Yes	Inside the plane	10,00	2,00	0,00	15,00	300	300															0%	100%

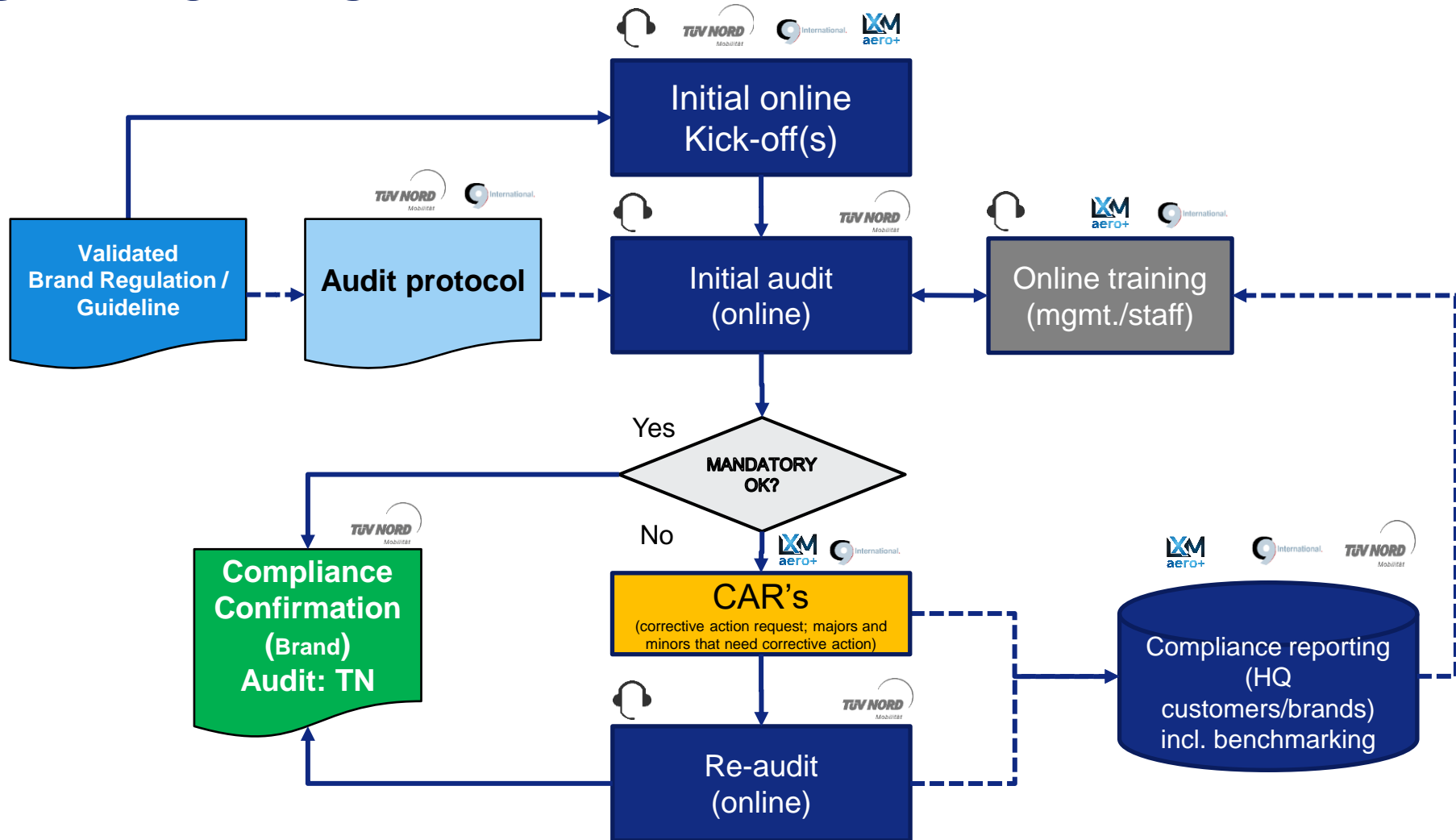
Process	Sub-process	Action	Function	Customer	Location	Initial VB - risk (R1)					Residual Risk REST VB-R2	Type of control measure										% reduction	% Residual Risk (R2)					
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														ventilation	shielding	social distancing	time distancing	age distancing	cleaning	disinfecting	hand hygiene			homemade mask	surgical mask	N95 mask	gloves	
Boarding	Welcoming passengers	Welcome the customer inside the airplane	Steward(ess)	Yes	Inside the plane	10,00	2,00	0,00	15,00	300	270															10%	90%	
		Give a toy to kids	Steward(ess)	Yes	Inside the plane	6,00	2,00	2,00	15,00	360	0	x															100%	0%
		Support with handluggage	Steward(ess)	Yes	Inside the plane	6,00	2,00	2,00	15,00	360	288																20%	80%
		Answer questions	Steward(ess)	Yes	Inside the plane	6,00	2,00	0,00	15,00	180	162																10%	90%
		Inform passengers seated at emergency exit	Steward(ess)	Yes	Inside the plane	10,00	2,00	0,00	15,00	300	270																10%	90%

B	Exposure
K1	Probability Person2Person
K2	Probability Surface2Person
G	Consequence

# SERVICE MODEL



# SERVICE MODEL

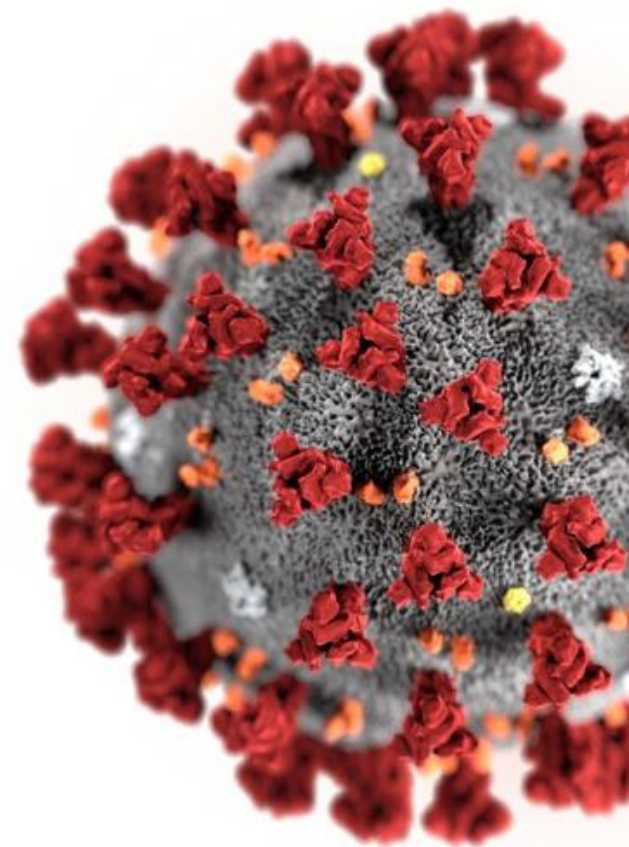




## EXTRA REMARKS

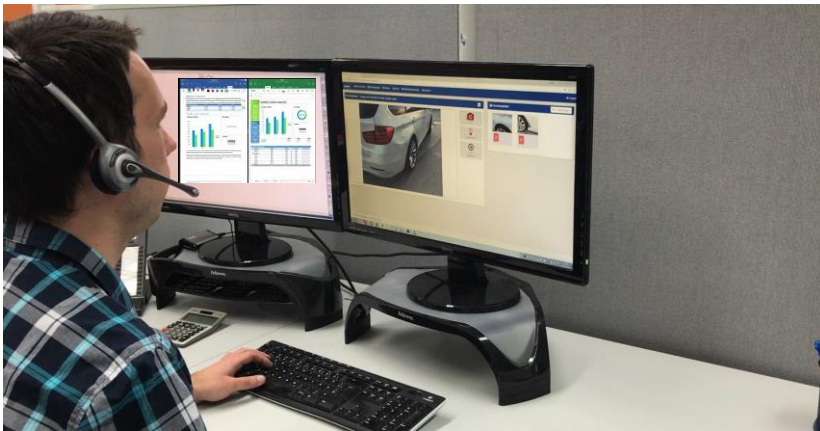
- Implementation can be done by customer or by a 3rd party implementation partner  
(C9 International → Train The Trainer).
- 5% turnover to sponsor virus research centre (selection ongoing).

# ONLINE AUDITS



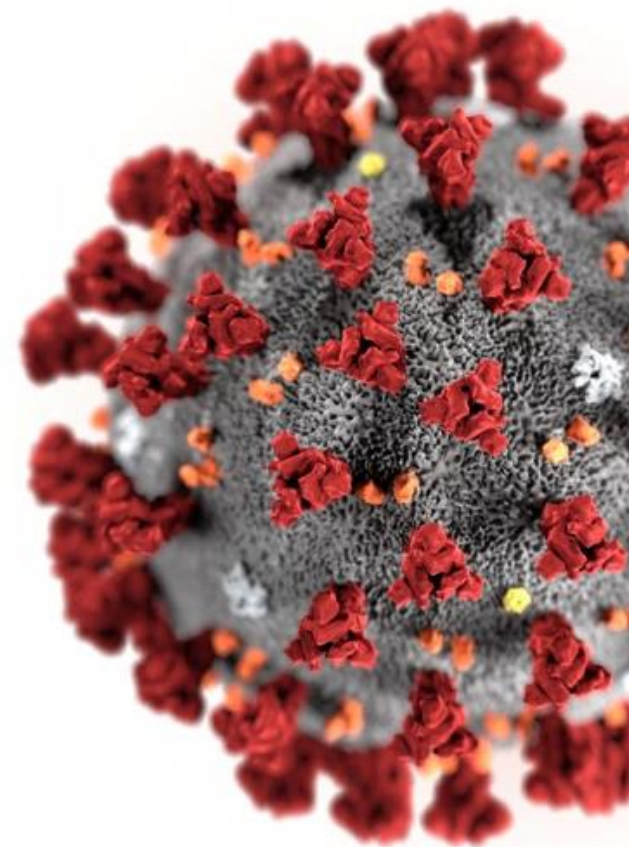
# ONLINE AUDITS USING THE TÜV NORD LIVE-EXPERT PLATFORM

- Quick and accurate view on compliance level of dealers over different area's (crucial information for client HQ's, related to liability issues).



- Customer:
  - Can use any mobile device (with all relevant browsers) with camera.
  - Very easy to use, no installation of an app required.
  - Just needs to follow the instructions of the TN auditor.

# ONLINE SESSIONS (LIVE)





- **1. KICK-OFF SESSION (60 min)**

- Part A: What is Covid-19?

- What are we talking about (virologic and bacterial infections)?

- What are the 2 main modes of transmission of the Covid-19 virus?

- Part B: Content of the group/brand guideline & standard.

- Basic rules

- SOP's

- Part C: Process of the online – audit.

- Part D: Q&A



- **2. MANAGEMENT SESSION (60 min)**

- SOP's for the management
- Best Practice (to improve efficiency & reduce business impact)
- Q&A's

- **3. STAFF SESSION (60 min)**

- SOP's for staff
- Best Practices (to improve efficiency & reduce business impact)
- Q&A's





Let's improve **CONFIDENCE** and  
reduce **LIABILITY** together and focus  
100% on **RECOVERING**  
lost business.

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**THANK YOU  
FOR YOUR ATTENTION**