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## Coronavirus Update – March 2020

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In response to the current COVID-19 outbreak in the UK and globally, Vital Energi would like to take this opportunity to reassure you that we have already taken a number of precautionary actions to ensure that we can continue offering the best service for you and your business whilst keeping you and our teams safe.

Accordingly, as well as following and continuing to monitor all guidance and advice issued by HM Government and Public Health England, we have activated the first part of our Business Continuity Plan; establishing a dedicated team, with representatives from workstreams across the business, who are monitoring the situation daily and meeting on a regular basis.

### Current Position (Stage1):

**We are operating as normal and have so far had ZERO confirmed cases of Coronavirus in the business.**

### **Key points:**

- Summarised and actively communicated business wide public health agency advice on efficient ways to contain the virus; specifically producing toolbox talks for project teams to utilise.
- Looked at and communicated options for people to prevent the spread of infection, and to ensure minimal interruption of day to day activities whilst continuing to support our customers, e.g. increasing use of telephone and video conferencing to minimise face to face interaction.
- Maximising use of our cloud-based data capture and service delivery systems in metering and billing
- Avoiding unnecessary travel either abroad and/or within the UK wherever possible.
- Reviewed existing policies and procedures on health/sickness reporting, office and personal hygiene, use of protective equipment and informing the business of travel locations when booking leave.
- Like many of our customers requesting our key suppliers to examine their own preparations for potential disruptions caused by COVID-19

### **Hygiene:**

- We are encouraging our team to follow best hygiene practices as recommended by the World Health Organisation.
- Hand sanitiser and disinfection wipes are widely available across the business for our team to use.

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- Our cleaning services providers have been asked to obtain and keep additional stocks of products to undertake “deep cleaning” of any areas of our offices should an individual be at work and exhibit or be diagnosed with the virus

**Future Position (Stage 2):**

- Looking at further ‘Risk Assessments’ to be completed to minimise possibility of exposure to employees, customers and suppliers - Prioritising operational sites and interface with the general public where risk is higher, in order to minimise disruption to Contractual service work.
- Consider and act on need to provide additional training to ensure minimal disruption should those working in critical areas of the business become infected, by giving others the skills to fill in for absent colleagues.
- Looking at ways we can “compartmentalise” buildings to avoid unnecessary person to person contact, social distancing and working hours.
- Keeping up to date with government advice and adapting business plans to reflect changes. Scaling up and down our response to new information to ensure a flexible and proportionate response.
- Looking at how best plans can be communicated to employees and shared with customers suppliers and our workforce.

**We will continue to assess our plans as the situation unfolds and share any information we have with all interested parties via appropriate company communication streams including our website, the internal weekly newsletter i-site and e-mail.**

**If you would like to find out more information, please see the current government information and advice here (add link to <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>)**

Date: 12<sup>th</sup> March 2020