

PROTECTING EMPLOYEES

Our first priority is the health, safety and wellbeing of our people, who are doing a tremendous job in dealing with the challenges posed by COVID-19.

We have strengthened our IT infrastructure and accelerated the roll-out of software to facilitate team-working to support employees working from home.

We advocate flexible working and have encouraged our people to find a routine that works best for them and their families. We communicate regularly with employees and have initiated a number of surveys to check-in on their well-being.

Having completed detailed risk assessments at all our sites in the UK, we are implementing strict controls, using government guidance as a minimum, to keep employees, contractors and visitors safe.

We have implemented a number of controls to support our employees, in many cases ahead of a requirement to do so. These controls include (but are not limited to):

SUPPORTING PEOPLE TO WORK FROM HOME WHEREVER POSSIBLE

- Those who can work from home are continuing to do so
- Improved capabilities to work from home effectively through provision of laptops, remote access work systems, communications etc.

INCREASED CLEANING AND PERSONAL HYGIENE PRACTICES

- Clear and prominent messaging, reminding employees of cleaning and personal hygiene etiquette
- More cleaning of common touch point areas such as bathrooms, kitchens, lifts.
- Cleaning and hygiene supplies provided in meeting rooms (PVA wipes, tissues etc.)
- Providing hand sanitiser at convenient points on site including exit and entry points
- Cleaning and sanitising workstations in changeover between different occupants

IMPLEMENTING SOCIAL DISTANCING PROTOCOLS

- Amended layouts and processes to allow people to work at least two metres apart from each other
- Use of floor markings and introduction of one-way flow through buildings to help workers maintain 2m distance
- Alterations to work schedules; managing occupancy levels to enable social distancing
- Use of remote working tools such as Microsoft Teams to avoid in-person meetings.
- Seating, tables and desks reconfigured to maintain spacing and reduce face-to-face interactions.

MANAGING TRANSMISSION RISK

- Using screens to provide further shielding for employees
- Removal of all touch-based security devices such as keypads where possible
- Reduced maximum occupancy for lifts, provision of hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible
- Sales reps minimising contact during payments and exchange of documentation e.g. through use of electronic payment only

INTRODUCING TRAVEL RESTRICTIONS

- Non-essential travel minimised – sales reps consider remote options first.
- Employees are not sharing cars for field visits

INCREASING SUPPORT FOR OUR EMPLOYEES

- Providing clear and regular communication to improve understanding and consistency of ways of working
- Providing flexible work arrangements to support our affected employees and their families
- Looking after employees' physical and mental wellbeing through the availability of a 24/7 employee assistance programme, wellbeing guidance, and the identification of Mental Health Champions