



Coronavirus (COVID-19) Update

The spread of the COVID-19 continues to dominate the news. It is causing economic disruption across the globe and since our last communication to you, we have continued to monitor developments closely.

We wish to reassure you that in respect of the spread of COVID-19 outbreak we are focused on the health and welfare of both our customers and staff, and our ability to continue to support you and your business by managing our services and operations as effectively as possible. We are therefore writing to share with you some of the specific actions that we have taken.

Prior preparation

A robust approach to risk management and operation effectiveness is integral to our business. For many years, we have run a Business Continuity Plan which identifies how our business can continue to operate in periods of disruption, and which is kept under regular review.

Operational resilience

We have invested in technology and infrastructure to ensure that our business is both robust and sufficiently flexible to be able to cope with disruptive events:

- Our team have the ability to work from home, if required, and can remotely access our systems within a secure IT environment. We are also able to redirect telephone lines to employee mobile phones or IP phones ensuring our published telephone numbers continue to be answered.
- Those staff who might have limited access to a computer at home will be provided with a laptop where required.

Employee safety

The health, safety and wellbeing of all our employees is of paramount importance to us. We are therefore closely monitoring and implementing official guidelines from the Government and health organisations in respect of COVID-19. Specific actions taken include:

- We have carried out a full review to confirm that no member of our staff or our contractors has travelled to higher risk countries within the last 14 days
- We have implemented a requirement that employees returning to the business must be screened before they resume with their normal duties. Anyone displaying symptoms of the virus will not be able to re-engage with the workforce until a period of isolation has been completed in conjunction with the latest [Government guidelines](#).
- We have communicated to all staff that if they have flu-like symptoms they should remain at home
- We have encouraged, where possible, everyone to be able to work from home and have the technology in place to facilitate this
- We have asked our teams to reduce business and personal travel where practicable

- Hand sanitisers have been provided at our premises for both our employees and visitors
- As previously advised, our cleaning teams have been instructed to add to their cleaning specification extra focus on cleaning and sanitising “contact points” around the common parts including: door handles, push plates, staircase handrails, light switches and, in particular, WC flushing areas.

The coronavirus outbreak is clearly a constantly evolving situation with uncertainty regarding the timescale and extent of impact. In the meantime, we want to reassure you that we will continue to review and implement service and operational initiatives to minimise the potential impact of coronavirus, in order to support your ongoing business operations.

Should you have any specific queries, please contact your account manager in the first instance, who will direct your query to the relevant Hopwells department. We will be issuing updates when further information becomes available.



Group Technical Director



Date: 12th October 2020