

TEP's Response to COVID-19 (Coronavirus)

The spread of COVID-19 coronavirus continues to dominate the news, with major concern about public health. It also is causing economic disruption and TEP wants to reassure you we have put in place sensible measures to ensure that we are well prepared and well positioned to continue to support you and handle your work.

We are focused on the health and well-being of our colleagues and our clients and also our ability to continue to support clients and deliver our commitments.

We take a robust approach to risk management and operational effectiveness. Our comprehensive Business Continuity Plan includes an assessment of risk from a pandemic and the actions needed for each area of the business to continue to function. We have prepared a specific update for COVID-19.

Operational resilience

We have invested in technology and infrastructure to ensure that the business is robust and adaptable to be able to cope with significant and potentially disruptive events:

- Across our office locations, we already operate a flexible and agile working policy which means that colleagues can work from home and remotely access our systems within a secure IT environment. We are also able to redirect work phone lines to employee mobile phones and computers, so they remain contactable;
- We have responded to recommendations for home working by implementing these measures and thoroughly testing and proving remote working capabilities;
- In the event that Government recommends complete office closures, we are ready to respond in a manner which will not disrupt our ability to continue to service your work;
- Because of our infrastructure investment, we are able to continue to support clients whose on-site operations may be impacted by the current situation;
- We have adapted our travel plans so that colleagues can continue carrying out essential field surveys and site inspections safely

Colleague and client safety

The health, safety and well-being of colleagues, clients and contacts is of paramount importance to us. We implement official guidelines from the Government and health organisations and our professional institutes in respect of COVID-19. Specific actions taken include:

- Requiring colleagues to declare if they have travelled within the previous 14 days to any listed high risk countries. Where a colleague or a family member has visited these destinations we have asked them to self-isolate and work from home for 14 days as a precautionary measure;
- Any colleague feeling unwell has been asked not to come to work. We have communicated to everyone that if they or those they live with have flu-like symptoms they should also follow self-isolation guidelines;
- We have encouraged and enabled everyone to work from home;

- For the very small number of colleagues who attend the offices for business-critical purposes, we ensure they do not need to commute by public transport and can maintain social distancing at all times within the office; .
- We have adjusted our sick leave protocols and allowances so that there is no disincentive to declaring sickness and inability to work;.
- Hand sanitisers, disinfectant wipes and tissues are widely available throughout our offices for staff and clients and we have reinforced our existing clear desk policies and ensured additional cleaning each evening;
- All field surveyors have been issued with disinfectant wipes and are reminded to thoroughly clean at regular intervals and always when arriving at and leaving site.
- Field survey equipment is cleaned prior to and following use.
- We and our hire car providers are implementing additional measures to clean and disinfect our hire and pool vehicles. This includes mandating a thorough clean and wiping of the interior with a recommended disinfectant prior to and following each use. We have asked staff to travel for business only when essential and to avoid public transport. We recognise that many clients and contacts will also want to minimise their travel and face-to-face contact during this period and we are hosting and attending meetings by telephone, videoconferencing including Skype and MS Teams;
- We have ceased all internal large meetings and events and staff are not attending any external events;
- We allow colleagues to carry out essential field surveys and site inspections only in situations where they can travel alone without using public transport and where the site has been assessed as having very low risk of infection. On-site activity is carried out in line with social distancing guidance.

We are in a constantly evolving situation but we want to reassure you that TEP is taking sensible precautions to minimise the potential impact of COVID-19 on our staff, our operations and our support to clients.

If you have questions please do not hesitate to contact your usual contact at TEP or one of our managers.

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