



## COVID – 19 STRATEGY

19<sup>TH</sup> MARCH 2020

HighNet is closely monitoring the situation with regards to the outbreak of the Coronavirus (COVID-19). This includes close attention to the latest guidance from the Scottish and UK Governments, the NHS and WHO (World Health Organization).

The health and wellbeing of our employees, customers and partners is our highest priority. We have provided guidance and the necessary resources to enable our staff and visitors to comply fully with the improved hygiene standards being recommended. We are also taking proactive steps to mitigate any potential impact on the services we provide to partners and customers.

We will now be utilising greater home working, with each of our teams in Inverness operating a 50/50 split between office and remote working whilst all the Glasgow based staff will be working from home. This measure is designed to minimise the likelihood of a high-level of concurrent infection across the company as a whole and across each functional area and limit the exposure by reducing the use of public transport.

We expect this adapted way of working to have zero impact on our business operations. We have comprehensive contingency plans and technology in place for scenarios such as these.

All visitors to our offices must complete a declaration to confirm that they are not experiencing symptoms of Covid-19, have not travelled to any Category 1 or 2 area within the last 14 days or had contact with anyone who has, and that they have not come into contact with anyone who has tested positive for the virus. Any visitor answering yes to any of these questions will not be permitted to enter our offices.

Our engineering staff will continue to visit customer premises when required to install and support hardware for our customers. They will take additional precautions and appropriate measures to minimise their risk of exposure to the virus, including asking questions of our customers similar to those which we are asking of our visitors as above. We will ensure that staff maintain suitably high standards of hygiene whilst undertaking this work and when travelling between customer premises.

We are also working closely with our supply chain to ensure that they have equivalent plans in place and clear visibility of any potential impacts. Our suppliers are giving us strong assurances regarding their own plans for uninterrupted support over the coming months. It is possible that there could be some shortages of hardware manufactured in China, and we will continue to monitor and explore alternatives for any items which are not available.

HighNet will continuously review our actions, planning and preparations to cope with the consequences of the Covid-19 pandemic. In addition to keeping our people as safe as possible we are very focused on efforts to maintain 'business as usual' for our partners and customers. To that end, if your business needs help to support additional remote working or other changes in your telecoms please go to our FAQ page on the website.