



COVID – 19 STRATEGY

27TH MARCH 2020

HighNet continues to closely monitor the outbreak of 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 remains our highest priority. We are taking proactive steps to mitigate any potential impact on the services we provide to partners and customers.

Our staff have all been working from home since Monday 23rd March. This adapted way of working has had zero impact on our business operations. We have comprehensive contingency plans and technology in place for scenarios such as these.

Our engineering staff will continue to visit customer premises when required to install and support hardware for our customers. They will take additional precautions, by calling ahead to confirm that they have not had symptoms in the last 14 days, nor has anyone they live with and ask the same confirmation from the customers who will be onsite. We will ensure that staff maintain suitably high standards of hygiene whilst undertaking this work and when travelling between customer premises, though the visits will be at our customers discretion.

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. Openreach have confirmed that engineer work for new orders will be completed externally only, and their engineers will not complete the install on the customer premises until further notice. The priority for Openreach is to ensure adequate resource for fault repair to the vulnerable and national infrastructure sites (NHS, pharmacies, utilities, emergency services, retail and wholesale food distribution outlets, financial services businesses and other categories defined by the Government). 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 the [FAQ page](#) on our website.