



## CORONA VIRUS BUSINESS CONTINUITY STATEMENT

### Disclaimer

This statement is valid for all Regent Utilities businesses including Regent Water Ltd, Regent Gas Ltd, Regent Power Ltd and Energy Metering System (EMS).

Since the pandemic was declared on the 30th January 2020, Regent Utilities closely monitors the potential impact of COVID-19 ("Coronavirus") on its business and supply chains. Following the UK Government announcement of a UK Coronavirus plan and the current World Health Organisation (WHO) standard recommendations for the virus, Regent Utilities is taking steps to minimise the disruption caused by the pandemic on its operations, while ensuring the safety and wellbeing of our staff and the people with whom we work.

### Prevention

We are advising that all employees closely follow the infection control measures recommended by UK public health agencies, reinforcing prevention measures and raised awareness of personal hygiene and safety precautions in our sites. These include:

- Frequently washing hands by using alcohol-based hand rub or soap and water.
- When coughing and sneezing, cover the mouth and nose with a flexed elbow or tissue throw the tissue away immediately and wash hands.
- Anyone who has a fever, cough or feels unwell or suspects they may have the infection will be asked to contact the NHS services immediately and avoid contact with others until advised on next steps.
- Travellers returning from the high-risk areas are being advised to self-isolate, even if asymptomatic, and use the NHS services to find out what to do next.
- Following company protocols for dealing with waste which could be contaminated.

### Communication

We are regularly providing all employees with up to date information on virus prevention and isolation protocols aimed at minimising risk. We are also reviewing business continuity plans for process and functional priorities, recovery time objectives, work instructions and resource requirements.

### Business continuity operations

The company has a business continuity plan in the event of any significant disruption and will endeavour to keep as near to normal levels of service if even a period of quarantine is imposed by the government. Our core activities are continuing. We are doing our best to ensure that they remain fully operational during this exceptional period.

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The majority of our staff are working remotely with our systems via our remote worker IT platform. This includes telephony. Nevertheless, our main office is still open and we are keeping the employee number to a strict minimum.

We've suspended all non-critical business travel or visits to our premises and are encouraging our people to use virtual conferencing solutions to meet with clients or suppliers.

### Vigilance

Our business is continually monitoring the information and implementing the advice and protocols recommended by UK Government, WHO and Centre for Disease Control (CDC). We urge everyone to follow the recommendations issued by public organisations, as well as both national and international authorities. Simple acts of prevention, such as following personal hygiene precautions, are an effective way of protecting both yourself and others from infection.

Our priority is to ensure a smooth operational service. We believe our business continuity plans both protect our people and reduce the level of potential service interruption to our business.

Sincerely,

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Operations Director