

## Corona Virus COVID-19 Policy Statement

The message to all of our Customers is that the Senior Management team of the Impact Group are fully committed to trying to keep the disruption to the business to a minimum under the unprecedented situation that we are currently experiencing.

We continue to closely monitor the specified guidance provided by the Government which is currently being updated on a daily basis as the country continue to work through the steps of the action plan published on the 3<sup>rd</sup> March 2020 which confirms the UK are sufficiently prepared with specific detailed planning principles in place to respond to the developing situation having responded appropriately to a wide range of infectious disease outbreaks in recent past such as Swine Flu (2010) and Serious Acute Respiratory Syndrome (SARS) (2003).

The Government states given that the data is still emerging regarding the spread of the virus, it is uncertain at this time of the impact of a further widespread outbreak will have on businesses however are committing and providing assurances to ensure businesses have the support required during these times. The Government platforms are being updated daily and this is being closely monitored by the Senior Management Team at Impact Handling.

Through closely monitoring daily situation updates and guidance we are thoroughly committed to adhering to the requirements being requested of the British public at this time. <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

The most important message we are communicating is for frequent and thorough hand washing with soap and water and to ensure that good respiratory hygiene and encouraging social distancing.

We have Nationwide coverage with locations throughout the UK, therefore have sufficient resources available to accommodate any required isolation incidents which may occur.

No internal meetings will be permitted unless absolutely necessary, telephone or Skype meetings will be held in their place. There will be no inter depot visits from members of the team who have multi-site responsibilities permitted, this means that all employees must continue to operate out of one location.

Overseas business travel has been suspended until further notice as per current Government and World Health Organisation guidance available.

Prior to Field Service Engineers attending our customer sites, the service teams will contact the customer to review the local situation and if any necessary precautions are required by the site.

Engineers will not be required to give their tablet/ PDA to a customer for signing worksheets, the customer contact name must be printed in full within the document. All Field Service Engineers vans are fitted with hand washing facilities.

Sales teams must work from home where possible or from one location, prior to attending customer sites contact the customer to review the local situation and if any necessary precautions are required by the site. Discourage hand shaking and close contact at all times.

In the unlikely event of a case of the virus being detected with an employee we have an internal process in place for rapid tracing, monitoring and isolation of close contacts.

This policy statement will be continually reviewed and updated as required.

Terry Kendrew  
CEO of the Impact Group  
Dated: 18<sup>th</sup> March 2020