

17 March 2020

Dear Colleague,

I would like to update you on Stepnell's approach to the Covid-19 pandemic that is affecting us all. The Board recognises the impact that this will have on colleagues and company alike and has developed a continuity plan to try to mitigate the effects of the pandemic. Our Covid-19 team meets regularly to assess Government advice and we will continue to keep you informed of our deliberations.

It is the Board's intention to keep Stepnell operating and providing our customers with our services, within the bounds of Government advice and best practice. This will mean that the Company will take all reasonable measures to prevent Covid-19 from spreading within our workforce and other stakeholders and still provide the Stepnell service to our best ability. This requires a commitment from Stepnell and from our staff:

Stepnell will:

- Follow government advice, instructions and guidance at all times.
- Maintain good communications with all colleagues, to both inform and listen.
- Instigate home / remote working within teams where possible. If you think that this can apply to you then please speak to your line manager. Please remember that home working requires a different approach and best practice dictates that you speak to your team on a regular basis, allowing you to stay in touch and work effectively as a remote team.

- Some teams will be able to carry out alternate days working in their office, which will further limit the risk of passing on the virus while at work.
- Increase the cleaning regimes in site offices and regional offices.
- Avoid face to face meetings where ever possible and carry these out virtually.
- Ensure that our IT systems are functioning to allow remote working, video calls and file sharing. Any queries should be passed to IT through the usual reporting tools. The IT department remain on hand to support colleagues with any IT challenges and there are many guides within the intranet.
- All face to face training has been cancelled with immediate effect. This does not mean that all training has been stopped and the Company will endeavour to put training on line wherever possible.

While Stepnell will do what it can, the success of our measures to limit infections depend upon our staff. Please can staff:

- Comply with Government advice to limit exposure to potential contamination and to limit the opportunity to spread the virus.
- Colleagues should stop non-essential contact with others. This is particularly important for people over 70, those with underlying health conditions and pregnant women.
- Wash your hands whenever you have been handling items that others have also handled. Avoid touching your face and avoid working and socialising in close proximity to others wherever possible.

- Anyone with a fever or persistent cough staying at home for 7 days if they live alone, or 14 days if they live with others. Anyone who lives with someone displaying coronavirus symptoms should also stay at home for 14 days.
- People should avoid places like pubs, clubs and theatres and stop all unnecessary travel.
- Where staff are at home and able to work then we are asking Colleagues to use the time wisely. We will be providing advice on remote training opportunities that can be used to up-skill your abilities.
- Stay close to your team, listen to the advice and provide feedback or good ideas wherever possible. These are unusual times and the board is open to any suggestion that will allow the Group to thrive in these uncertain times.

We also expect the Government to announce in the coming days that those with the highest risks associated with infection should be largely shielded from social contact for a prolonged period of time. These risks are listed on Government web sites and in many cases should be corroborated by your GP. The current list includes the following categories:

- Aged 70 or older (regardless of medical conditions)
- Under 70 with an underlying health condition (please check with your GP or on the Government website):
 - Chronic (long-term) respiratory diseases such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
 - Chronic heart disease such as heart failure
 - Chronic liver disease, such as hepatitis
 - Chronic neurological conditions such

as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy

- Chronic kidney disease
- Diabetes
- Problems with your spleen - for example, sickle cell disease or if you have had your spleen removed
- A weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy
- Being seriously overweight (a body mass index (BMI) of 40 or above

- Those who are pregnant

We are preparing for the next phase of Government controls and ask that anyone with any of these conditions please advise Lorraine Hillsdon-Biggs ASAP.

We will continue to keep you all updated. However, do check our dedicated Covid-19 intranet page for updates regularly and ensure that colleagues without email/intranet access are fully briefed on the content of these communications.

Thank you for your cooperation and understanding.

With best wishes



Mark Wakeford

Joint Managing Director

