



## **Envirogen Group's response to the Coronavirus situation**

To our valued customers, supplier and partners.

**We've taken several steps in response to the Coronavirus situation, for the welfare of our people and for business continuity.**

**This information was last updated on Tuesday 17 March. If the situation changes, we will act accordingly and provide additional information and updates.**

### **Background**

- Envirogen Group has been closely monitoring the coronavirus (Covid-19) situation to support the welfare of our people and ensure continuity to customers.
- Members of our leadership team, including the CEO, together with specialists from within the business, are communicating continuously to review our position to ensure we have the right measures in place to operate effectively across a number of potential scenarios.
- Envirogen's supply chain has not been directly or indirectly affected.
- Our UK and European world-class production facilities continue to operate as normal.
- We remain unaware of anyone at Envirogen who has the virus.

### **General Business continuity**

- While we acknowledge the potential severity of a global pandemic, we do not at this stage anticipate a serious impact on operations or productivity. We have been thoroughly testing the capability of all teams at Envirogen, including business critical teams, to operate remotely and we are satisfied we can continue to do this for an extended period of time if required.
- We have taken reasonable steps to mitigate any disruption to customers in the event we need some or all teams to operate remotely or in the event of widespread infection.
- Our production facilities are located at different locations within UK and Europe and following assessment, we are confident our facilities and related services are not materially at risk at present from coronavirus-related issues.
- Envirogen Group has business continuity plans in place for each office covering customer service teams and other support functions (following country specific guidance). We will continue to support all services in the event employees are prevented from physically entering an office.
- We are confident in our people's ability to work from home (our workplace technology is all cloud-based including video conferencing) - however we are stress testing this on an ongoing basis - including requirements that all people test equipment and ability to work from home for an extended period of time if required.
- We have also assessed the impact on our people's ability to work in the event of widespread closure of schools and/or childcare centres and have assessed this impact as low.

### **Specific measures in place**

To respond to the current situation, Envirogen Group has taken a number of steps including:

- Established a European wide working group with overall responsibility to coordinate our response.
- All non-manufacturing personnel will be working remotely. However, our production facilities remain open and restricted to company personnel.

- Engineers will be available for essential customer site visits in order to maintain client critical production requirements. However, we are limiting interactions and making a conscious effort to reduce all close-contact between people which can help lower risk.
- No longer holding face-to-face meetings or events with clients, suppliers or partners.
- Restricting non-essential domestic and international travel, with any essential flights requiring executive approval on a restricted basis.
- All internal coordination meetings and client coordination meetings will be by teleconference.
- Providing guidance on how to establish and maintain clean and safe hygiene practises in the workplace.
- Ensuring professional cleaning services and equipment (such as sanitisers) in all offices.
- Putting specific plans in place in the event an office or offices may need to close on a temporary or extended basis. All the teams who are part of this have been briefed.
- Following the advice of the government and health authorities within operating countries and communicating this advice to our people.
- If the situation changes, we will act accordingly.

We take the concerns of both our customers and staff extremely seriously and therefore ask that if you have any questions or concerns, please do not hesitate to contact the Envirogen Group team who will be happy to help you.

We apologise in advance for the inconvenience that any of our steps may cause and ask for your patience and understanding during this time.

Regards,

A handwritten signature in black ink, appearing to be 'Bill Denyer', written over a horizontal line.

**Bill Denyer**  
UK & European CEO