

## KCOM Coronavirus/COVID-19 update - 19 March 2020

Update on our planning for the Coronavirus outbreak

In the light of UK Government guidelines on operation during the current Coronavirus (COVID-19) outbreak we advise the following plans to ensure the safety of everyone.

### KCOM buildings

KCOM remains open – our office sites remain open and our engineers are expected to continue to work (unless self-isolating) with appropriate risk mitigation. However, we are encouraging our people to work from home where possible and, for those in office environments, to maintain social distancing.

Please note that access to our exchange buildings, for authorised customers' engineers or contractors, will continue as normal but additional safety or hygiene measures may apply.

### Travel

KCOM will be minimising any unnecessary travel.

### Face to face events

We are postponing scheduled face to face events or converting them into calls or web-based sessions.

### Business continuity

We are splitting some key teams to work in separate locations to reduce risks for the whole. For customers we are taking steps to loosen cap limits on capped broadband services in the Hull Area [see separate advice] and adding additional peering capacity to our networks to reflect the greater volume of home working that is taking place.

### Engineering visits

We are requesting our engineers to

Ask customers upon arriving at a customer's home or business whether there are any individuals present either with symptoms or who are self-isolating; if this is the case, the engineer will be unable to proceed [separate considerations apply where a customer is Vulnerable (see below)]

Use protective equipment such as gloves and in some cases face masks

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To assist us in minimising risks to all parties we request that, when booking an appointment for a customer, please advise and ask:

Government health advice relating to coronavirus is that anyone with symptoms of coronavirus infection should be self-isolating to protect others

The most common symptoms of coronavirus (COVID-19) are a new continuous cough or a high temperature

Are you self-isolating, or do you have either of these symptoms?

If the customer answers

No – please book the appointment as normal but advise the customer that if their circumstances change, they must let you know. Please advise us of the change in situation.

Yes – please advise the customer that unfortunately, their appointment will need to be rearranged until after their isolation period. Ask them when this is and book the appointment accordingly. Alternatively, the customer can call back to rearrange at a more convenient time

If you receive a call from a customer that has been asked by an engineer to rearrange their appointment

Please reiterate to the customer apologies for being unable to complete their appointment; however, precautions are being followed for their safety and for the safety of the engineers

Ask your customer to rearrange their appointment when their self-isolation period ends

Vulnerable customers

If your customer is vulnerable please advise the customer that an engineer will attend to provide their service; however, please ask that the person(s) in the home that is/are self-isolating is/are not in the same room as the engineer when the install takes place. The engineer will also take additional precautions with protective equipment and of course ensure hand washing is completed before and after.

Next level contingency planning

We are working with our internal teams to plan for potential reductions in resources available and changes in demand, as cases of COVID-19 and self-isolation increase, as well as planned school shutdowns. Responses could include (but are not limited to): removing availability of non-urgent service work; extending our lead-times for provision of service or delaying “in-flight” provision orders. We will ensure we focus on the most urgent cases and vulnerable end customers.

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As we progress our plans, we ask CPs to consider reducing low-priority work to help us jointly provide the best service possible in an increasingly challenging environment.

### Command structure

Our operational response continues to be overseen at the highest level within KCOM and we've appointed a dedicated programme team who are working closely with our key contractors, partners and suppliers to assess their business continuity plans and to make sure they have adequate procedures in place to maintain service and delivery. We are meeting daily to review and refresh our approach as the situation develops.

We are committed to maintaining all of our services and, as the position changes, will continue to update you on our plans for dealing with the COVID-19 outbreak.

Meanwhile, if you have any questions, please contact your account team.

Regards

KCOM Group Limited