



Coronavirus (COVID-19) Update

Date: 13th March 2020

To: **Business Partners & Clients**

This provides an update on the actions we are taking in response to the emerging concerns around **coronavirus (COVID-19)**. The situation continues to evolve quickly, and SBES is implementing steps globally to both protect our employees and support business continuity. The following provides an overview of the steps we are taking internally and those which will also apply to the employees of our business partners and clients who will be working /visiting and engaging with SBES employees.

The Health and Safety of our people as well as our business partners and stakeholders are always our top priority especially now with the evolving condition and COVID-19 spread in countries around the world. We support and follow the government direction and are continuously monitoring the external situation and guidance from the different Governments in order to adjust our actions.

The following are interventions in place that apply to all our business partners and clients:-

Until further notice, any **SBES employees who have visited an “impacted area”** are expected to **not work on any SBES or Client site or engage with SBES employees** for 14 days from the last known day leaving the impacted area. This 14-day waiting period is consistent with the guidance given by government and medical officials across the globe. ***“The definition of “impacted area” and quarantine restrictions vary by country and within a country.***

Business Meetings & Travel. We recommend no international business travel, unless they are deemed to be business critical and have appropriate higher levels of approval within our/your company. We would expect to continue to run the business via ‘virtual meetings’ leveraging technology as much as possible. There needs to be a pre-alignment agreement before proceeding to any travel. All SBES contacts have access to the SBES Travel restrictions and guidance by destination based on a risk assessment.

Notification in case any employee is confirmed with coronavirus. If any of your employees who’s been in contact with an SBES employee is at some point confirmed with coronavirus, we would ask that you inform us immediately. We commit to reciprocate with the same information if an SBES employee is confirmed with coronavirus. This will allow us to ensure that the appropriate measures are taken to protect all individuals involved.

In addition, this letter serves as a **formal request for you to:**

- Provide to your SBES contact with your plans to protect people in your company and our business as soon as possible.
- Work very closely with your SBES contact on your Business Continuity Plan (BCP) which should include plans to respond to demand spikes.
- Request your external business partners and sub-contractors on-site to adopt the same actions described in this letter for the health and safety of people in the end-to-end supply chain.

The below are **internal to SBES interventions that we would like for you to consider re-applying** as an important step to protect your employees and to safeguard against business disruptions as much as possible. As with any illness, prevention is key for our personal health, as well as the health of those around us. Whether influenza or coronavirus, the most effective ways to protect every of your employee and others are both similar and simple:

- If sick or not feeling well, recommendation is to stay at home and do not travel
- When coughing or sneezing, cover mouth and nose with a tissue or sleeve, not with hands

- Wash hands with soap and water regularly – especially after coughing, sneezing or blowing the nose.
- Leverage hand sanitizer often and visit your Health Center for any questions, concerns or screenings.
- When fever, cough and difficulty breathing, seek medical care early.
- Stay informed and follow advice given by your healthcare provider.

We are asking that you communicate this information to your respective organizations immediately. Further updates will be communicated as the situation develops. **Thank you** for your cooperation in this important matter.

Peter Swan
Managing Director