

<b>Document Title:</b> Indigo TG Covid-19 Policy Statement	
<b>Document Reference:</b> ITG-HSE-059	
<b>Issue Date:</b> 05/08/2020	
<b>Revision No:</b> 2.0	
<b>Document Classification:</b> Unrestricted	

## **COVID-19 POLICY STATEMENT**

### **Services critical to National Infra-Structure**

Indigo Telecom Group belong to the key industries that are deemed critical to national infrastructure. As such our employees are classed as 'Key Workers' who work diligently every day to operate, maintain and upgrade the telecoms network to manage the rising demand on the infrastructure on a 24/7/365 basis.

The European, Irish and British Governments consider that telecoms infrastructure is critical to enable society and the economy to continue to function through this pandemic and to support a rapid economic recovery. We are delivering an essential utility to keep people connected to each other, their work, educational resources and business services.

### **Health and Safety is Our Priority**

Naturally, our primary objective is to continue to protect the health and safety of our workers, customers and vulnerable people / at-risk groups (family members, neighbours, our communities).

Our agile workforce has proven that we are able to work remotely and maintain continuous services through the early part of the pandemic. In recent times Indigo has welcomed staff back to offices that have been safe in line with government guidelines. Our office safety guidelines include safe distances measures, increased hygiene requirements, dynamic risk assessments and adherence from all team members.

All our Field Engineers remain operational and safe equipped with PPE equipment including face masks and visors, eyewear, antiseptic wipes, hand sanitizer and safe-distancing Hi-Viz.

### **Local Engineers for Continuous Support of Telecoms Networks**

We have a global team of local engineers who do not need to cross borders to deliver mission-critical telecoms solutions. This means we can get the right local expert to you without needing to travel far!

All our engineers and business partners have been issued a letter to document the criticality of their work and facilitate their free movement in relation to work duties.

And of course, with our ecosystem of partners, we have access to over 900 engineers worldwide who we call on to deliver high value, mission-critical solutions to the fixed and mobile carrier and enterprise market sectors.

### **Incident Response Team to ensure Business Continuity**

At the core of our business services is the obligation to provide continuous services at all times. To that effect, we have implemented an Incident Response Team that is monitoring and managing all COVID-19 related issues.

Our Incident Response Team (IRT) was established early and is a key mitigation measure in our Business Continuity Plan (BCP). This team tracked Covid-19 as it spread across our Global operations and began implementing incident response measures such as travel registers, employee communications, hygiene practices and restructuring of project teams set up to ensure team continuity in the event of an employee presenting with symptoms.

We have protocols in place for all our field engineers to ensure they are not sharing tools or vehicles and following hygiene and social distancing guidelines. Our IRT has also deployed a reporting procedure should any employee display Covid-19 symptoms that utilises our 24/7/365 Global Support Centre (GSC).

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All our Health & Safety arrangements continues to be adapted as warranted by the day-to-day situation. We will continue to monitor and follow the advice of the local government. Should circumstances escalate, we will work with all customers to prioritise and organise critical works.

We are monitoring the situation closely and remind our customers we will continue to operate global telecoms networks as normal as possible during this time.

### **Continued Front and Back office Operations**

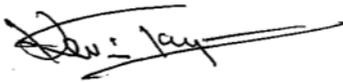
We have adapted our Business Continuity Plan to conform with Government advice. And our measures are regularly tested and kept aligned to business needs at any given time.

### **Keeping you Informed**

Your Account Manager, Project Manager or Service Manager will keep you informed of any issues that may affect delivering our service to you. Alternatively, you can contact our [Global Support Centre](#) for further information and assistance.

**This Statement is made in response to government requirements to manage the risks and impact arising from the Covid-19 pandemic. It will be updated on an ad hoc basis as government guidelines change.**

**This statement was approved by the Company Board with effect from 1<sup>st</sup> August 2020 and signed on its behalf by:**



**Kevin Taylor**  
**1<sup>st</sup> August 2020**