

RWG's focus is the health and wellbeing of our staff and their families, so we are closely following all relevant Government and World Health Organisation advice relating to Coronavirus.

RWG has always maintained a robust business continuity plan; which protects the business, its customers and employees in a number of potentially business interruptive events. The threat of Coronavirus is no different and has triggered the application of the business continuity plan, which has enabled RWG to be responsive to customer, employee and business requirements. We have carried out a risk assessment in line with the HSE's guidance; the results of which have been shared with the workforce and are available on our website.

Investments made within RWG's IT infrastructure has enabled many of our team members to work remotely, without impact to the services we provide. We have already implemented flexible working practices for those who are unable to work from home by staggering arrival and departure times.

We are committed to making sure that employees can socially distance at work; whether this is working on shop floor, in the offices or whilst taking a break. RWG recognises those activities that require close contact; in these cases we are keeping the activity as short as possible, using screens or barriers to separate people where we feel it is necessary, we have introduced 'fixed teams or partnering' and also implemented back-to-back or side-to-side working where possible.

RWG has encouraged employees; both working on site and remotely, to increase the frequency of handwashing by providing additional hand sanitisers around the business along with issuing regular guidance and updated information.

Site restrictions are in place and therefore visitors are kept to a minimum. Those that are required to visit RWG site are managed in the same way that any employee would expect;

self-certification and temperature screening measures are in place for **anyone** entering our facilities. Regular cleaning regimes have been introduced for all those areas or items that are touched on a frequent basis or where there is a high amount of traffic.

We have taken additional measures to ensure our continued and uninterrupted customer support is received globally. RWG's customer facing teams are working remotely as far as possible, with office working being restricted to visits which are essential to progress repair and overhaul work. All customer facing team members are equipped with advanced desktop communication and remote connection tools to maintain close internal and external communications, access critical data and host customer witness activities. All customer facing staff members remain fully contactable at all times.

Staff and field engineer travel is closely monitored to ensure our people are able to safely move around the world during this pandemic, with each mobilisation being subject to full assessment prior to approval including understanding the destination COVID-19 safety measures, travel feasibility and quarantine requirements upon arrival and return.

Coronavirus is the most significant challenge of our generation. RWG is always adapting to this quickly changing situation and will constantly review those control measures in place in attempt to reduce or prevent the transmission of the virus, protect our team and to deliver the essential services required by our customers.

Frequent communication is important during this difficult period, so we're committed to maintaining contact with all our customers and working closely with you to resolve problems early, avoiding the risk of delay or disruption to your business activities.

If you have any questions or concerns relating to ongoing or future business, please do not hesitate to contact RWG.