

16/3/2020

Dear Installer Partner,

YES' position on the current COVID-19 situation

The continued domination of the news by the spread of the COVID-19 coronavirus continues to highlight the major implications for public health and the NHS. It is also causing economic disruption and we want to reassure you we have put in place sensible measures to ensure YES Energy Solutions is well prepared and well positioned to continue to support you and deliver activity.

We are focused on two key aspects: the health and welfare of our installer partners, staff and clients and our ability to continue to deliver business.

Advice for our supply chain

If your organisation receive referrals from YES Energy Solutions, we will continue to provide you with relevant information regarding the household's situation ahead of your planned survey / install (i.e. notify you if the resident is elderly or at risk). This will help you make appropriate judgement calls when contacting them, planning work and assigning which staff to attend.

If you generate your own leads, we suggest you speak to your customers ahead of a home visit to ensure you are taking necessary precautions to protect them and your own staff.

Whilst the COVID-19 pandemic continues, we would like you to make the following adaptations to your working processes:

- Always call the customer ahead of an appointment to check their situation and to make sure they are still happy to proceed with the appointment.
- Do not deploy any staff to an appointment if they feel unwell and have flu-like symptoms.
- Keep YES Energy Solutions informed of any situations where appointments are cancelled, delayed or rescheduled due to the pandemic.
- Wash hands thoroughly before any work takes place in the property and again before leaving site.

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Our approach

Below are some of the specific actions that YES Energy Solutions have taken:

Robust risk management is core to the delivery of YES Energy Solutions operational effectiveness, and we are prepared for unexpected and unusual events through our comprehensive Business Continuity Plan (BCP). This BCP identifies the requirements needed for each area of the business to function under a wide range of scenarios (from natural disasters to power and transport failures and major sickness outbreaks such as pandemics). We test our BCP regularly and the processes have performed well.

Operational resilience

We have invested in technology and infrastructure to ensure that the business is both robust and adaptable to be able to cope with significant and potentially disruptive events:

- Across our office locations, we already operate an agile working policy which means that our staff can work from home and can remotely access our systems within a secure IT environment. We are also able to redirect work phone lines to employee mobile phones, so they remain contactable.
- We have temporary off-site recovery office locations built into our contingency plans, giving us the flexibility to divide the office team if needed.
- If Government recommends office closures, we are ready to respond in a manner which will limit the disruption on our ability (and that of our installers) to continue to service your work.
- Because of our investment we are well placed to support clients.

Employee and client safety

The health, safety and well-being of our staff, clients and householders is of paramount importance to us. We are therefore closely monitoring and implementing official guidelines from the Government and health organisations in respect of coronavirus. Specific actions taken include:

- We have asked any staff who have travelled recently to one of the listed 'high-risk' countries within the previous 14 days to identify themselves. Where staff or a family member has visited these destinations, we have asked them to self-isolate and work from home for an initial period of seven days, then re-evaluate, as a precautionary measure.
- Any staff feeling unwell have been asked not to come to work. We have communicated to all staff if they have flu-like symptoms they should remain at home.
- We have encouraged everyone to prepare to work from home and have the technology, tested it, to facilitate this.
- Hand sanitisers, disinfectant wipes and tissues are widely available throughout our offices for both staff and clients and we have reinforced our existing clear desk policies to facilitate additional office cleaning.
- We have asked staff to consider travel for business, aligned to Government and health advice.

- We are monitoring the Government's stance on schools and have already identified which staff would be impacted if schools were to close (which is less than third of our workforce). We are now discussing the possibility of alternative working hours with the individuals impacted and options for sharing workload across other members of the team.

The coronavirus outbreak is clearly a constantly evolving situation. We want to reassure you that we are taking sensible precautions to minimise the potential impact of coronavirus on our delivery and our staff and therefore your operations, while maintaining as near as possible a 'business as usual' approach.

If you have further questions, please do not hesitate to contact your usual YES contact.

Kind regards

A handwritten signature in black ink, appearing to read 'Duncan McCombie', written in a cursive style.

Duncan McCombie
CEO, YES Energy Solutions