

COVID-19

Group Update

Dear all,

Research says that behaviour takes at least two months or on average 66 days to become a habit so when we think that we have been living in the world of COVID for over 4 months it is understandable that people want to know whether the new norms that have been built up around the group are going to change in the future.

The purpose of this update, is therefore to answer some of the key questions that we hear people asking: -

1. **Will we continue with the safety protocols that have been established in our business units?**

Life under COVID has shown us the value of putting the safety of our **people first** so the answer to the question is most definitely yes. We believe that COVID is not going anywhere so we need to ensure any secondary peaks in any country do not cause people concern whilst at work. For this reason, regardless of how local governments loosen rules, the disciplined safety protocols in place around the group, provide the best protection in the workplace so they will be retained for the foreseeable future.

2. **For those working remotely, what is the business direction for coming back to the office?**

We hear from people across the group that there is still a nervousness about returning to the office on a more regular basis over and above the current guidance of up to 2 days.

We understand that everyone is facing different challenges with respect to the current situation and recognising this, we have decided to retain the current guidance of up to 2 days per week maximum in the office (subject to local arrangements) for those people who are able to work remotely.

We will continue to review the situation but believe this is the right way forward as: -

- It ensures we minimise the movement of our people particularly in respect of public transport
- It enables us to focus our attention on maintaining effective safety protocols in our factories and distribution centres
- We know remote working is not having an impact on the performance of our teams and we have absolute trust in our people to work remotely

We do however ask you to talk to your line manager if you have any concerns or issues regarding this direction.

3. **Are we going to continue working remotely in the future?**

The answer to this is yes! We will communicate more on this as part of the Futurescope project but in the meantime, it is important to understand that we believe in the benefit of giving office-based people the ability to work flexibly which includes remote working.

We do however know that for the continuation of success in flexible working, we need to: -

- Ensure understanding of what *working flexibly* means
- Ensure everyone who chooses to work flexibly completes: -
 - The Display Screen Equipment online training
 - A workspace risk assessment checklist
- We support line managers to manage remotely

More information on the above points will follow shortly.

4. **On what basis can we travel for business?**

Whilst we aim to maintain the current stated direction of no business-related travel, we understand that moving forward there are occasions when it cannot be avoided for business reasons.

In such a case providing the business reason for the proposed travel is **essential** and a **risk assessment** indicates that the individual is not being put at an unacceptable risk, business travel may be authorised by a GLT member. For clarity, essential for business purposes means the travel is linked to **front line** activities effectively servicing demands initiated by **customer, consumer or supplier**. We will continue to review this guidance as appropriate and update you on any change in direction.

An update to the current Travel Policy with COVID related guidance together with a Risk Assessment Check list will be distributed to the leadership across the group early next week.

Finally, we mentioned about the Futurescope project earlier in this update. We will be holding a webinar with the Extended Leadership Team on 7 August to discuss the results of the focus groups and our planned actions. This will be followed up with broader group communications and updates. Whilst the research has been specific to the Head Office, we are confident that our findings and actions will completely resonate and be applicable across the group

In the meantime, **STAY SAFE** - please take care of yourself (in **all** ways), get creative (remember the Wall and the Think Tank if you have some good ideas to share) and keep talking to us using all routes available to you.

1. Your line manager
2. Your local HRBP
3. The Q&A platform on the intranet

In this way we can maintain confidence that the Colart Family will be able to successfully navigate the new normal and sustain success in what will continue to be uncertain and challenging times.

Regards,



Jane Beeston