

The health and safety of our staff, clients, partners, contractors and the communities we work with are our number one priority. We are actively monitoring the development of COVID-19 and considering any impacts across every part of our business.

We have put active measures and contingency plans in place to provide business continuity to the extent this is practical and we are regularly reviewing advice from the World Health Organization alongside specific government country guidance across our business on a daily basis.

We have cancelled all non-essential domestic and international travel. In many of our locations our staff have now moved to home working based on Government requirements or through our own proactive measures to promote social distancing.

Given the nature of this situation, we are unable to predict the future impact but by taking practical measures now we hope to reduce any issues we may face.

Keeping connected through flexible working and IT resilience

We've invested heavily in our IT infrastructure in recent years - moving to cloud based servers and software, to provide the capability for our staff to work from home. Please continue to contact us in the usual way through email, phone and skype. We'll be replacing any face-to-face meetings with skype so we can stay in touch through video conferences and screen shares.

Through the systems we have in place for home working we can continue to process financial transactions on behalf of the assets we manage. It's impossible to mitigate against all scenarios and it's conceivable that due to illness some non-business critical transactions may be delayed by a few days however we don't expect this to extend much beyond that due to processes already in place.

Working together to support energy infrastructure

We know we play a significant role in the provision of energy across the world. We've been working with our site teams to keep them mobile and fulfil any asset obligations. Our site-focussed personnel are based near the assets we manage working from sites or home offices. These arrangements help to avoid portfolio-wide simultaneous loss of personnel, reducing the risk to day-to-day site activities.

We have appropriate hygiene measures in place for any site work that needs to take place and we are constantly reviewing our measures to make sure everyone goes home safe every day.

Some major component replacements requiring large teams of specialised personnel or equipment may be delayed, either due to the delays in obtaining parts or due to the increased challenges associated with coordinating the multiple personnel. Our existing condition monitoring practices will help reduce major component failures.

We are encouraging all Governments to support the energy sector at this time to give key worker status and enable critical movements for site teams, so we in turn can keep the lights on. We are working with our global supply chain and sub-contractors, to check their preparedness, understand any implications and mitigate them where possible.

Our Control Centre

We provide support services to over 5.5GW of renewable assets for our clients, many of which utilise our state of the art 24/7/365 control centre. As part of our normal operating procedures we already have plans in place to provide continuity of service in case of short notice location evacuation, extreme weather or restricted access.

We have been enhancing our procedures in light of the current situation to include:

- the ability to operate key functions remotely for extended periods;
- moving our control centre to a temporary isolated satellite location, and;
- the provision of qualified staff from other parts of our business should there be any impact on our control centre team.

Access to the control centre is currently restricted to key personnel only with operational controllers working in separate locations and handovers are being done remotely to create separation from shift to shift, to minimise any impact to service.

Keeping in touch

We remain committed to supporting our clients and your projects during this time. Please feel free to get in touch if you have any specific questions or require more information.