

Pandemic Planning – Coronavirus Update 2nd April 2020

As requested by the Government, Cleveland Cable (Ireland) are not opening our normal hours, however we are an essential service provider that is providing cable to HSE projects across the country. We have staff available to take your call at all branches. We are operating deliveries as required and we are carrying over 4 month supply across our fastest moving lines.

At all times, Cleveland Cable is following the most current Health Service Executive (HSE) NPHET and WHO advice. Cleveland Cable is therefore operating a policy of furlough for unessential employees, social distancing and rotated working patterns to protect our staff, whilst still providing a full service to essential services during this time. Out of hours and emergency numbers for all branches is available on our website at <https://www.clevelandcable.com/media/pdfs/ccv-coronavirus-emergency-contacts.pdf> to help our customers in all events. With a vaccine still over a year away, it is vital that latest NPHET and World Health Organisation advice is followed.

Cleveland Cable takes the welfare of our employees, site visitors and customers very seriously. For our client's peace of mind, below are the following steps Cleveland Cable has taken to ensure continuity of service throughout this period.

We have formed a steering group to deal specifically with the challenges of Coronavirus and COVID-19 infection should it arise;

- We are actively encouraging social distancing. We have offered key staff the ability to work from home where possible and are rotating staff in order to reduce numbers to our sites.
- All Cleveland Cable (Ireland) employees working from site have been issued with Key Worker Letters
- We have identified and protected the people in the company who may be "at risk" through working from home and preventative self isolation, who are being protected as far as is possible.
- Non essential staff members have been furloughed and other employees are on rotating shift patterns ensuring that on site numbers are reduced.
- We have made additions to the site induction to pre screen visitors \ deliveries
- Best practice advice posters are up in all washrooms and common areas
- Emergency numbers have been posted to our website and all social media to allow us to assist customers whenever it is needed.
- Management decision making is available 24/7/365 for all accounts in order to help our customers
- Cleveland Cable Company has increased its stockholding to a minimum 4 months availability across our fastest moving approved cable stocks at levels that allow us to satisfy your demands and to provide approved cable from stock, and therefore not subject to exposure within affected customs areas.
- We are in daily communication with our supply chain. At this time, all manufacturers can assure us that the current health emergency does not affect our procurement, stock-holding or planned delivery.
- We can supply all current live contracts and there are no foreseeable delays to existing and immediate new orders.
- We will always provide achievable lead times on future orders. Cleveland Cable will continue to monitor the situation and will update accordingly as new information is available.

Cleveland Cable has contingency measures in place to ensure continuity of service within a defined range of emergency situations. Included in our emergency provision, is contingency planning against epidemic and global pandemic. Since December last year once Coronavirus was starting to be widely reported we have carried out on site and desktop audits with our major suppliers to ensure that continuity of service is unaffected as far as is possible. This is an ongoing process of Audit, Assessment, Review and Action, and will carry on till the threat is eliminated. Cleveland Cable has undertaken management risk assessments, and will continue to do so. We have identified areas in which we may be affected and have either mitigated those effects or have contingency plans in place to minimise the effect of a COVID-19 outbreak throughout our global supply chain.

For enquiries or for response in an emergency, please contact;

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