

Department: NetNordic Group Country: All		Date of origin:	[12.03.2020]
		Last updated:	[12.03.2020]
Approved by:	CEO	Owner:	Human Resource and Performance Director

Guideline – Measures to prevent and limit spread of Corona Virus Disease (COVID-19)

Background

The aim of this document is to provide common guidelines to limit and prevent the spread of COVID-19. The guidelines are based on the advice of the Health Authorities in the Nordic countries (NIPH, the Public Health Agency of Sweden and DHA). As an overall target, we aim to limit the congregation of people to prevent the transmission of the virus.

As a company, we have obligations towards our customers, our employees and the general society. The health and security of our customers and employees has the highest priority. At the same time, we are striving to minimize the impact, both on current customer obligations and upcoming customers/projects to ensure business continuity. This is of mutual interest for customers, colleagues and the general society.

Regardless of where you are travelling and in which capacity (business or privately) you can be exposed to the virus and be a source of transmission. These guidelines are aiming to prevent transmission of the virus both internally and in the general population and at the same time maintain business continuity.

Customer expectations

Our customers rely on us for a number of services; hence our measures seek to minimize the impact on them and at the same time taking our responsibility to limit spread of the virus.

- We adhere to customers guidelines when it comes to meetings or work in the customers premises. It is important to observe that delays due to COVID-19 might impact our ability to deliver according to plan. If this happens, our measures to rectify this will be taken in close dialogue with the affected customer.
- We have close dialogue with our partners to ensure predictability in deliveries for our projects

About COVID-19 in general:

As with colds and influenza, the virus is transmitted from the respiratory tract of a sick person in three ways;

- Airborne through sneezing or coughing, so the virus is inhaled or comes into contact with the mucosa of the eyes, nose or mouth of people nearby.
- By direct contact when the person who is sick has the virus on their hands and transmits it by contact with others, who then touch the mucosa of the eyes, nose or mouth.
- By indirect contact when the virus is transmitted onto objects by sneezing or coughing, or by the sick person having the virus on their hands, and others then touch the object.

<https://www.fhi.no/en/op/novel-coronavirus-facts-advice/facts-and-general-advice/advice-and-information-to-public/>

If you show symptoms of disease; cough, cold, fever etc- you should stay at home and not come to the office. Please follow guidelines of local health authorities.

As updates can happen frequently, please also use the official pages for updates and answers to questions: www.fhi.no, www.sst.dk, www.folkhalsomyndigheten.se

Our guidelines:

Quarantine

We respect the general quarantine regulations given by the local authorities:

For Norway:

- All employees working in Norway that have been travelling outside the Nordics should stay at home for 14 days, regardless of whether they show any symptoms of disease or not
- These regulations should be applied retroactively for anyone returning from outside the Nordics from the 27th of February

Hygiene & Physical Contact

We encourage general hygiene measures in our offices:

- Washing of hands and/or disinfection of hands when water and soap is not available
- Paper tissue, soap and sanitizer are made more readily available in our offices

We encourage everyone to limit physical contact:

- Handshakes and hugging is refrained from until further notice, to avoid transmission by direct contact

Travelling in the service of NetNordic

- In order to reduce the load on public transportation and thereby the potential exposure to the virus, we will encourage colleagues to be flexible and travel outside rush-hour
- All travels outside Nordic is abandoned. General travelling between countries and cities in the Nordics - we will cancel all travelling that is not strictly necessary. If you have queries as to whether the travel is necessary or not, please discuss this with your country manager, as to how the work in question could/should be solved.
- Participation at customer meetings will be continued if the customer doesn't reinforce any restrictions on our participation and/or your participation in any way should pose a risk. Please observe the general advice and the advice on travelling outside rush-hours.
- Agreed appointments with clients will be continued if the customer doesn't reinforce any restrictions on our work in their locations and/or your participation in any way should pose a risk. Please observe the general advice and the advice on travelling outside rush-hours

Travelling as an individual, on your leisure time

- We advise our employees to reduce travelling abroad, in accordance with the guidelines given from public authorities
- Please also observe that from a business continuity perspective, the public guidelines for travelling abroad, transmission pattern and quarantine restrictions change.

- If you decide to travel, we would like to encourage you to evaluate the following:
 - The risk of being infected on the journey (place, timing, duration, contact with other people)
 - The risk of being able to return home and take up work (travel-restrictions, quarantine)
 - The risk of capacity challenges in the healthcare-system in the country you are travelling to if you get sick
 - The risk of not being able to return home or being sent home in case you get sick.
 - The risk of home-quarantine in Norway if you get sick after the journey

Participation at conferences, external-meetings and external installation work:

- We have chosen to cancel and/or delay conferences scheduled in the near future
- Our participation at larger meetings/conferences/partner-events will be cancelled

Working in our offices:

Our offices are open-space and normally we are seated quite closely together.

- In order to reduce the number of people gathered in our offices at the same time, those that can work from home/remotely, should do that.
- Please observe that some colleagues might be required to come to the office to maintain daily operations. These colleagues will be approached by management and measures will be taken so that work on-site can be done safely.
- If working from home leads to material negative impact, please discuss the situation with your manager/Country Manager first.
- Please refrain from bringing customers/external contacts into our office spaces. If you need to hold meetings in our offices, make sure these are kept in the meeting-room facilities (NO and SE)
- For those coming to the office we advise that colleagues bring their own lunch and refrain from using the canteen
- For colleagues affected by the quarantine regulations, without being sick from the disease there will be an obligation to not come to the office nor having physical contact with any external business parties. Our systems for remotely work should be used.
- We are monitoring the situation closely and, in the event, that many of our colleagues should become sick from the disease we will continue through remote operations to be able to serve our customers