

March 18, 2020

Dear Business Partner,

National Grid US continues to be acutely aware of the ongoing Coronavirus situation. We have received many inquiries from -our suppliers regarding -our response to Coronavirus (COVID-19).

As the World Health Organization has declared COVID-19 a pandemic, National Grid has begun to implement its business continuity plans, and as conditions evolve, we are taking actions to mitigate exposure and reduce the impact of the coronavirus to our customers, communities, and employees.

We have a comprehensive US pandemic strategy plan in place to ensure business continuity. Our Pandemic Plan contains specific actions and activities for different stages of the event. Examples can include such measures as facility cleaning, PPE requirements, distancing policies, work from home directives, visitor policies, exposure tracking, and return to work protocols.

As we have a commitment to our customers for safe and reliable delivery of gas and electricity, we also have a commitment of providing a safe working environment to our employees. As your organization has been identified as one which provides key services as part of our operations, we would ask that you do the same and work with us in helping to limit the spread of the virus. Most importantly, please be sure that your employees stay home if sick.

In the event that one of your employees has a potential of, or an actual case of COVID-19 and has had close contact with our employees, it is imperative that your Field Supervisor reports the incident to National Grid **immediately**, so we are able to assess associated risks and provide direction to all parties affected. **All cases should be called into our Employee Services department at (888) 483-2123 which is staffed Monday – Friday 7:00 AM – 5:00 PM.**

As a reference, we've also provided guidance to our employees to avoid being exposed to the virus as guided by the CDC which we'd encourage your organization to leverage as appropriate:

- Stay home when you are sick
  - Employees who have symptoms of respiratory illness should stay home until they are free of fever (<100.4° F using an oral thermometer) or other symptoms for at least 24 hours, without use of fever/symptom reducing medicines (e.g. cough suppressants).
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Practice social distancing (keeping 6 feet from others) and avoid large groups and gatherings.
- Avoid close contact with people who are sick.
- When greeting people, do not engage in handshaking or any other physical contact.
- Avoid touching your eyes, nose, and mouth.

Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Follow CDC's recommendations for using a face mask.
  - To prevent spread of the disease, face masks should be used by people with symptoms of COVID-19, healthcare workers, and those caring for someone in close setting.
  - CDC does NOT recommend that healthy people wear a face mask to protect themselves.

We are also asking contractor employees who **interact with customers** in their homes to consider the following:

- Ask before you enter - Employees should ask if anyone in the house is feeling sick, is on quarantine, or if there is any chance that a customer may have been exposed to an individual with the coronavirus.
- Keep your distance - The best way to prevent illness is to avoid being exposed to this virus. The CDC advises the public to avoid close contact with people who are sick.
- Ill or quarantined customers should be asked to isolate themselves in a different room with the door closed while our employee is there.
- If they must open the front door, they must step back and maintain a minimum distance of 6 feet from our employee before moving to a separate room.
- If the customer has a respirator mask, they should be asked to use it.
- If you feel it would be unsafe to enter the home, we ask that you contact your supervisor to report the incident and to await further guidance.

We all have an obligation to protect each other and to not put any individual in a position where they become exposed or a conduit for the virus. Thank you for reviewing this communication and taking this requirement seriously.

**Please provide a confirmation of receipt of this request, and that you have communicated this to your teams by COB, March 20<sup>th</sup>, 2020 to [SupplyChainFAQ@nationalgrid.com](mailto:SupplyChainFAQ@nationalgrid.com) .**

Sincerely,

Simon Harnett  
Vice President, U.S. Procurement  
National Grid