

An update on the procedures we have taken to protect health and safety in our workplace and to ensure continued service as a result of the COVID-19 outbreak.

At Welltel, we take the health and safety of our employees, customers, suppliers and other business contacts very seriously. Since the recent outbreak of the Coronavirus disease (COVID-19) in Ireland we have put in place a series of preventative measures and recommendations specifically designed to protect our customers and employees and to ensure the continued provision of our services.

We have no reports of COVID-19 in Welltel's offices in Dublin, Cork or Limerick and all employees are required to report if they are experiencing any of the COVID-19 symptoms. We are closely monitoring the latest HSE, Government and World Health Organisation guidance.

We have a rigorous plan in place to deal with a worsening situation, or in the event of a reported case in our own workplace. This includes a commitment to service continuity for all our customers.

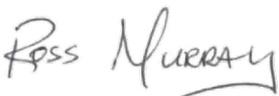
Some of the measures we have taken include:

- **Business continuity** - All employees have the ability to work remotely and securely from home (and all the required infrastructure and connectivity to our systems have been established and tested).
- **Business travel** - We have suspended non-essential business travel for our employees and prohibited business travel to any affected areas. We have requested that our people exercise extra vigilance when attending events, conferences and meetings and have encouraged use of our digital formats such as conference or video calls for meetings generally.
- **On-premises meetings** - We would kindly ask that all non-essential visits to our offices are limited and instead that meetings are conducted by conference or video calls rather than face-to-face.
- **Best practice health measures** - We have provided specific recommendations and guidance to our employees on how to avoid the spread of the virus.

Currently, our three offices remain fully operational.

If you have any questions or queries about the measures taken by Welltel, please contact your Account Manager.

Yours sincerely



Ross Murray

CEO