

Coronavirus Statement

Updated – 17.03.2020

Introduction

As an organisation, we are considering all aspects of the business on a continual basis to ensure that we have safeguarded the wellbeing of our staff, contractors and customers and can maintain business continuity. We will continue to review the ever-changing situation and take guidance from Public Health England before making changes to our operating practice to adjust to the current guidance.

In light of the Government's announcement last night we have implemented our business continuity plans which we stress test on a regular basis, this means that our employees will only be making essential trips and where possible working from home.

Our Customer Commitment

We will continue to provide the service you know and would expect throughout this period. Our network will remain continually monitored mitigating the risk to those who are now working from home.

If you as a customer or anyone else in your household is having issues regarding your service please contact our customer service department that still continue to operate.

Management

Grain's senior management are considering the situation daily. We have a daily work group focused on ensuring our business activities can continue with minimal disruption and, should an intervention be necessary, reviewing what steps should be taken to protect our employees, clients, customers and the network.

Employees

Our colleagues across the UK form a vital part of the organisation and are very important to the running of our network. We will continue to communicate with them in line with Public Health England's guidance. We are reinforcing our virtual-working and conference-calling capabilities, reviewing the necessity of travel away from the office and we have run a simulation home-working day to ensure that all our processes work in a closed office environment.

Supply Chain

We have reviewed our supply chain to ensure that all members have reasonable measures in place should coronavirus affect any part of their businesses.

In addition, we have increased the stock levels we carry by a further six months to ensure we reduce the risk of running vital equipment. We are also in continual liaison with technical specialists to ensure that any travel outside of the UK is kept to a minimum and we adopt virtual working practices to keep in touch.



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Grain Connect Limited

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Clients

We will continue to monitor our clients' position, which may vary from our policy and may be more comprehensive than the current government guidelines. In doing so, we will always ensure that our team comply with any coronavirus policy that may be in place, in the same way we always follow specific health and safety policies.

Network

The good news is that even if every residential customer was homeworking on our network, our calculations show no impact to network service or speed. At present we have seen a minor uplift in the daytime usage of our network, but the statistics remain immaterial to the total capacity on our network. This is exactly why we are delivering a next generation network.

HYPERFAST

BROADBAND



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