

25th March 2020

Dear Valued Client,

These are extraordinary times and we are seeking to keep our Colleagues & Stakeholders engaged, considerate and ensuring we all pay close attention to the health and safety to those within our communities – at work and at home.

The ESUK Leadership Team meets every day via Video Conferencing to review the latest government guidance along with understanding our customers live needs towards shaping our reactive plans as the situation evolves. We then update our Area Management & frontline teams (2,200 Colleagues) via mass texts/website.

We are currently delivering the following Cleaning service scenarios:

- Business as usual/increased work - for Critical sites that need to keep their environments fully operational.
- Reduced Cleans - where the service location is open with a reduced client personnel level on site where our cleaning team can still attend and carry out cleaning service tasks.
- Furloughed Staff Sites – We are reviewing & monitoring this recent development where a building is closed, and no cleaning service is required. Under the new Government Scheme, the Furloughed Staff can receive 80% of their regular pay. We are establishing exactly how this can apply for affected ESUK Colleagues & Customers and will confirm our approach within the next 24 hours.

Cleaning Resource Management:

- Our mobile cleaning teams and specialist cleaning partners further compliment the on-going service delivery across our 570 locations.
- We're also committed to re-deploying as many of our Colleagues as possible if clients do decide to shut their premises down.

Continuity of Consumable Supplies:

- Our Supply Chain partners are working hard to provide the necessary products required during this time with some prioritisation to Critical sites occurring as every effort is being made to source the high demand products.

Finally, I would like to reiterate that you can rely on us to continue to provide our services and please do reach out for any additional support that you need from us to help you through this crisis.

Yours sincerely,

Keith French, UK CEO