



17 March 2020

Dear valued customers and householders,

During the current Coronavirus situation which is seriously affecting the UK, it is important that we are all able to continue functioning as a society whilst protecting ourselves and particularly the most vulnerable.

I'm reminded every day how crucial are the services we provide that we need to continue through these difficult times. These include collecting waste, processing materials from people's homes and businesses, providing energy and water to essential services, such as the NHS and to large parts of the population.

Veolia employees are playing a key role in making sure you and your community have the essential services you all need and I wanted to personally reassure you that we are working very hard to keep our operations running in order to serve your organisation and the community.

We are taking our responsibilities to respond to Coronavirus very seriously. We have implemented our business continuity plans, introduced remote working for our back office logistics operations, enhanced our IT network services and focused on supply chain resilience to maintain our commitment to best practice and deliver the best customer service possible.

Our priorities at the moment are to look after our customers, the public and our people, whilst keeping the wheels of society turning. This is why we're staying very close to the advice from Government to make sure we're doing the right thing - a national strategy only works if everyone adopts it.

### **Our operations**

Like everyone we are making every effort to limit the spread of the virus and have deployed additional contingency measures across our operations to ensure business continuity.

We are also asking our customers and the public to take extra care. If members of the public are suspected to have contracted the virus, they should double bag and retain their refuse at home for 72 hours as per government guidance - this just makes sense to protect everyone.

For our clinical waste services, we have taken every measure we can to ensure this essential service is maintained so that the National Health Service can continue their critical role without being impeded.

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Across our other key services in providing energy, water treatment and waste processing, we have put in place contingency plans to ensure we can continue operating these vital public services.

I want to reassure you we are doing everything we can to maintain a working safe society.

Finally, I would like to take a moment to thank all our dedicated staff for their incredible efforts during these unprecedented times. I apologise if our services are not perfect, but I would ask that you be patient as we are doing our very best in exceptional circumstances.

If you have any immediate queries, please get in touch with your normal point of contact, and if using our call centres please bear in mind the additional traffic at this time may mean you wait a little longer than normal.

Thank you for your support in these unprecedented times.

Best regards,

A handwritten signature in black ink, appearing to be "Gavin Graveson", with a long horizontal line extending to the right.

**Gavin Graveson**  
*Executive Vice-President*  
*Veolia UK and Ireland*