



In LUR we have taken action to protect all of our customers and our people in every way that we can from COVID-19. That has meant significant changes to the way in which we operate and our day-to-day behaviours.

We have increased communication, activities and information about the virus in all our sites to promote safe behaviours including the following:

- Frequent handwashing
- The introduction wherever possible of social distancing to keep people two metres apart to reduce the risk of transmission
- Increased the daily cleaning in our sites with particular attention being paid to common surfaces
- Employees are working from home wherever possible and maintaining regular communication with colleagues.
- Frequent status reviews by the senior leadership team. Across the company, our people are working hard to formulate plans, share information and good practice and make decisions very quickly.
- Using video conferencing to enable people to meet without being in close proximity.
- Suspended all non-essential travel and limiting visitors to site; those essential visitors are asked to complete a screening form to reduce the potential of visitors transmitting the virus and practice social distancing whilst on site.
- Staggering of shift start times to create separation between different shifts
- Created a working group which includes operational and support staff across all our facilities to review and consult on the precautions being taken as advice from the government develops and changes

There are additional activities taking place across our facilities and we are continually assessing the risks and reviewing the occupational health guidance provided by the government and health organisations, and implementing the necessary precautions to reduce the risk of spreading the virus.

At LUR, we all have our part to play in looking after each other and the company and we are determined to play our part in slowing the spread of this virus while continuing to deliver outstanding customer service in these very demanding and difficult circumstances. We are immensely proud of the work our employees have done to safeguard our health and safety, support our customers and ensure business continuity. Our workforce is united in looking after themselves and each other at the same time as working hard to help keep the rail network running.