

SES measures to respond to this crisis:

-Set-up of task force which covers various departments to take educated decisions quickly (Human Capital, Communication, Legal, Operations, Travel Management, Insurance, Logistics). This task force meets daily in the afternoon and a smaller group dedicated to Luxembourg only meets a second time in the morning.

-working from home introduced for all non-operational staff

-business travel suspended

-Pandemic Business Continuity Plan implemented with pandemic emergency plans by business unit with detailed measures

-Setting-up of daily communication through a dedicated intranet page with general precaution measures, FAQs, daily updates and regional updates and sending out regular emails with news. We are now focusing a lot on supporting our staff working from home with podcasts, live sessions etc. Communication is really the key here.

-Dedicated external communication for vendors/customers created to ensure uniform message

-empowered office managers outside of Luxembourg to communicate directly with local staff and take specific decisions for this location

-ramped up IT systems to ensure connection for all staff

-special focus on operational staff like e.g. providing food in dedicated area, allowing access to site without PIN to avoid touching PIN pad, having shifts with same people, no overlap of shifts, providing proactively worldwide employer certificates that allow travelling to work, implementation of procedure in case of COVID-10 case or quarantine etc.