Coronavirus
open eir Response

V1   **20/03/2020**

Introduction

This document provides our customers an overview of open eir's current pandemic contingency plans and activities. We continue to monitor the Coronavirus (COVID-19) situation closely during these challenging times. Our priority is the safety and wellbeing of our workforce and the continued provision and maintenance of our services. We're currently confident of being ready to deal with any issues created by the outbreak, and of being able to continue delivering our services. We will continue to review our response and issue further communications as appropriate.

The information contained in this document is:
- to provide an overview of open eir's current pandemic contingency plans and activities and for no other purpose.
- to reflect the information available to us and our knowledge at the time it was provided
- subject to change.
- for the sole use of the recipient and is confidential as between open eir and the recipient.

Our response

At this time we do not expect any disruption to eir's network or service provisions. However we are closely monitoring the situation and if at any point the risk levels change we will proactively communicate that to our customers and other business stakeholders. Our priority remains the safety of our employees, our customers and our suppliers. We have completed risk assessments across the entire business and have developed contingency plans to allow us to protect them while mitigating potential service risks.

Our network is operating far below the available capacity and we do not anticipate any disruption. At the moment, weekday data traffic is not dissimilar to a weekend day when school-age children are usually at home. Working from home requires relatively little bandwidth relative to video services so data levels are still far below what we saw during Storm Emma in 2018, where data demands spiked suddenly by 75% without causing any network disruption.

The eir network provides services to two thirds of the broadband customers in Ireland and more than 1 million mobile customers. Our focus in these challenging times is to ensure that these essential services can be safely maintained and faults can be repaired whilst protecting our customer-facing staff and team of approximately 1,000 engineers who operate across the country.

Q&A

How is open eir managing its response to the outbreak?
eir established a cross-functional COVID-19 pandemic response team in February 2020.
This team has been responsible for ensuring that all business continuity planning has been updated to account for the specific challenges of COVID-19 and also for coordinating the strategy, communications and the company response to the outbreak. The COVID-19 team reports to the Senior Management Team which holds a daily conference call on the topic.

How is open eir managing its own suppliers?
We are in continued dialogue with our suppliers to ensure that their own continuity planning is appropriate. We also hold stock of key equipment in storage and practice sourcing from multiple vendors where practical. We have no material concerns about the availability of components, equipment or stock from our suppliers at this time.

Does open eir have a clearly defined plan in the event that the COVID-19 outbreak worsens?
We have more than 50 business continuity plans in place across the organisation which caters to a wide range of potential outcomes including significant numbers of staff being absent due to sickness, self-isolation or childcare. We have alternatives systems and service priority plans in place that will allow our network to remain resilient throughout this pandemic, even with a significantly reduced workforce.

Has open eir tested its business continuity plans?
We have been testing COVID-19 related preparations for a number of weeks and are making adjustments where appropriate.

How do you ensure that all employees understand the risks around COVID-19 and what they should expect?
Our Health & Safety team provides regular updates to all staff via emails and texts

How involved is your senior management?
Our senior management team has a daily call on COVID-19 with updates from the response team.

Are there critical systems or services that open eir staff cannot perform remotely?
We have activated or are testing remote work in every area of the organisation with the exception of field staff (which by its nature is has increased social distancing). For any operations that cannot be performed remotely, we are operating multiple sites with multiple isolated teams to minimise the risk that a single team or location may become compromised.

Will open eir's field force continue to make business premises visits?
We are committed to maintaining services to our customers. Our engineers now carry out risk assessment in advance of site visits. This involves a phone call to the relevant premises to identify whether the premise is at risk of Covid-19. If this assessment prevents them from completing a site visit, any delay will be communicated to the customer as soon as possible

What additional measures have you taken to safeguard the availability of your most critical people?
A significant number of our people can work from home or alternate locations and are now doing so. This means they have mobile phones and laptops with remote access capabilities to applications and data. In addition, we use effective collaboration tools for video and voice conferencing.

Can open eir provide customers with a named list of key personnel or their deputies for critical services?
Our account directors will be the central point of contact for any customer queries including provision of individual customers' critical services. If they are unavailable, a named deputy and alternative representative will be assigned, and the customer advised.

Will work be prioritised differently during a disease outbreak risk?
We are committed to maintaining services to our customers. Should we reach a time when the disease outbreak creates a need to prioritise our services differently, and then we have continuity plans in place to address this, some of which prioritise repair of existing services over the provision of any new service.

How does your organisation communicate with customers when you have a service impacting incident?
All communications regarding service impacting outages will be as per our standard processes outlined in our product material via the Unified Gateway.