

Business Continuity

Certas Energy Lubricants is the largest distributor of lubricants and AdBlue in the UK.

We are proactively reviewing our Business Continuity Plans and revising appropriately as the situation and/or government guidance changes. This identifies potential risks in the lubricant and AdBlue supply chain as well as key activities, staffing levels and technology requirements for sustained remote working.

Inevitably, the COVID-19 pandemic will have an effect on our normal business operations and we will make decisions based on government advice and priority need.

Certas Energy continually invests in technology and infrastructure to ensure that the business is both robust and adaptable to be able to respond and cope with significant and potentially disruptive events such as the coronavirus.

We have an extensive network of facilities, drivers and support teams across the UK that are working well to manage demand and serve customers.

Underpinning our corporate business continuity plan, are regional and local arrangements that are managed by key personnel with contingency plans in place that have been stress-tested and are under continuous review as the situation evolves.

We are also working closely with the Government, our suppliers and industry trade associations to ensure contingency of supplies.

A copy of the Certas Energy Business Continuity Plan is available separately upon request.

Overview of our plans and actions already taken :

Our priority is the health and wellbeing of all our people and customers and to ensure our operations continue as effectively as possible.

We have already taken several actions to prevent the risk of infection spreading at our locations and can confirm that none of our employees has yet contracted Coronavirus.

Full alignment with daily government briefings and advice, including but not restricted to:

- Identification of people who are at an increased risk of developing severe illness if they contract Covid-19, eg if they have serious underlying health conditions as per Monday 16th March advice, to work from home if at all possible or to self-isolate.
- Extension of remote working to all staff able to or not supporting office/depot/field based colleagues. Introduction of rotation working in offices where feasible.
- Total travel ban unless authorised by leadership team
- No external visitors to any site unless an emergency or approved by a leadership team member

Prioritising Customers in the event of any disruption in the supply chain

With the largest stock holding of Lubricants in the UK, Certas Energy provides peace of mind that your business will run smoothly during uncertain times. Our robust infrastructure assures nationwide, reliable supply and we are proactively contacting customers to ensure stock levels are adequate level to see them through the coming weeks and months. We are working closely with all Lubricants and AdBlue suppliers on their business continuity plans and ability to supply.

We continue to be guided by government instruction. The protection of life is critical at all times.

Certas Energy's response to the evolving situation resulting from the Coronavirus pandemic is continually under review and our response strategies and plans are being refreshed and communicated to all stakeholders as appropriate.

Please direct any additional or specific queries to our Managing Director, Lee Burgess – Lee.Burgess@certasenergy.co.uk