



**press release**

Bologna, 24 February 2020

## **Hera Group: protection measures against the coronavirus**

*Following the implementation of protective measures for employees, all services are operating normally. In any event, customers are advised to prefer the use of phone and online contact methods, including the My Hera app*

With reference to protection measures against the coronavirus (COVID - 2019), the Hera Group reports that all services managed in the country are operating normally, as are the emergency services.

All local offices are open as normal, though customers are invited to give preference to contact by phone and online, visiting the branch offices only if necessary. For any matters to be processed, note that the toll-free Customer Service numbers operate from Monday to Friday, 08:00 to 22:00, Saturdays 08:00 to 18:00 (800.999500 for domestic utilities, 800.999700 for non-domestic utilities), whilst the online services and the My Hera app operate 24/7.

As the multiutility's key assets are its personnel and their protection is a priority, additional protective measures have been implemented to limit the spread of the virus.

In addition to the instructions to contact the number 1500 for all health-related information and 112 for healthcare assistance requests in the event of obvious symptoms, the company has disseminated Ministry of Health communications containing the conduct to adopt, posted on all noticeboards and on the company Intranet, and a dedicated e-mail address has been set up to which employees can write to obtain information and clarifications. As a precautionary measure, all cleaning activities at head offices and branches are being intensified.

Employees who are pregnant or who suffer from immune depression, and anyone with breathing difficulties or flu symptoms, even if mild, or who have come into contact with persons who could have contracted the virus, are invited to contact their GP to consider absence from work. Again as a precautionary measure, all employees are invited to reduce business travel to areas close to those affected by Authority measures, where possible giving preference to meetings via video-conferencing or phone links.

Suppliers are invited to abide by these measures adopted by the company.

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