

COVID-19: GOVERNANCE AND MEASURES AT NRB

In the context of the COVID19 crisis, NRB set up a proper governance structure and implemented a series of actions for mitigating the further spread of the virus in full compliance with the guidelines of the Belgian federal government and the federal ministry of health.

So far, NRB has not identified significant issues. We are fully operational; nothing is affecting the continuity or quality of our services to our customers and we are meeting all contractual requirements.

GOVERNANCE:

Since the beginning of March 2020, NRB has set up a dedicated COVID19-crisis management team coordinated by an experienced crisis manager and consisting of 7 members, representing key functions of the company.

This team meets (virtually) on a daily basis, disposes of a secured dedicated conferencing and document management system, and liaises with the CoDir (executive committee) to whom it reports on a daily basis.

This team not only closely monitors the available information and the recommendations of the FPS Public Health, it also takes the necessary preventive measures and actions to assure the well-being of NRB's collaborators while assuring uninterrupted continuity and quality of services to its clients.

RISKS AND MITIGATION ACTIONS:

1. COMMUNICATION:

NRB is equipped with all necessary communication systems enabling video and teleconferencing to all its collaborators and external participants. Moreover, it disposes of a crisis communication system (also by sms to all collaborators) that allows direct and immediate contact with all collaborators to provide them with information and ad hoc instructions if needed.

A generic email address risk@nrb.be is in place to centralise all questions and remarks related to the corona virus outbreak and the functioning of NRB. The COVID19 crisis management team is treating all requests from this address.

An internal awareness campaign was already launched as of the 28th of February '20, with practical hygiene measures and instructions for our employees to prevent the spread of the virus.

2. TRAVELLING

In a first phase (February – March), all collaborators were advised to avoid travelling to risk areas, as recommended by the FPS Public Health. And as of the 16th of March, all collaborators, coming back from abroad were being asked to opt for teleworking for at least 2 weeks.

As of 18th of March, in accordance with the federal guidelines, no travelling abroad is allowed to NRB collaborators unless express permission for urgent reasons by the Committee of Directors.

3. REMOTE MANAGEMENT AND TELEWORKING

Remote management as well as the possibility of teleworking were already in place at NRB.

In addition, a back-up is provided for each critical role in the company in order to guarantee continuity of services at all times.

In a first phase (13th of March – 17/3/20), NRB decided to set up teleworking in alternating mode, in teams where it was possible without any negative impact on the level of service. This measure was intended to prevent the spread of the virus within the same team and to increase the capacity of ensuring continuity of service. In teams where this organisation caused too much disruption, we adapted the logistics to allow enough physical distance between the collaborators.

As of March 18th following the new decisions of the Federal Government, NRB decided to:

- Invite all managers to implement teleworking for their teams, where physical presence is not required at NRB's premises, without jeopardizing the continuity or quality of our services.
- If however, physical presence is required, we insist physical distance and hygienic requirements to be strictly respected.

- Whenever possible physical meetings have to be replaced by video or conference calls. Logistical and technological facilities and tools are foreseen to allow this.
- All internal events, such as training, large meetings, presentations, and participation to external events are no longer allowed for our collaborators.
- Visitors are no longer given access to the NRB premises unless on explicit agreement or demand of the C-Level executive of the department

All managers are at all times fully equipped to assure the well-functioning of their teams in remote or teleworking mode.

A special team is set up to support the managers to closely monitor the organization and performance of their teams teleworking, ensuring our clients receive the same quality of service as well as the delivery of their projects.

4. PHYSICAL ACCESS TO THE HERSTAL BUILDING

As only a very small number of collaborators access the Herstal building since March 18th, the physical access to the building (speed gates used with personal badge) has been closed outside of business hours to further increase the level of security.

The accesses to the data centers itself have been drastically reduced in order to limit them to the urgent interventions only and to a very strict list of people.