

COVID-19 CONTINGENCY PLAN

October 2021

After the publication of Decree-Law no. 78-A/2021 of 29 September, which changes the exceptional and temporary measures relating to the COVID-19 disease pandemic, and of Dispatch no. 8158/2021 of August 18, which establishes guidelines for service at face-to-face service (stores), updated its COVID-19 contingency plan, in accordance with the provisions below.

All employees must act responsibly and take all reasonable measures to minimise the risk of contracting the virus, in line with DGS/WHO guidelines, and continue to act in accordance with the instructions as follows:

- (i) Wash hands frequently and avoid touching their face, especially mouth and eyes;
- (ii) Assume civil and social responsibility to ensure that there is no unnecessary contact with people who are ill or have symptoms;
- (iii) In case of contact with a person with COVID-19 or suspected of having contracted the virus, self-isolate immediately and notify Occupational Medicine/health line 24.

Operation on the premises of GGND Group companies

According to the 9th communication from the Executive Committee from 29th September 2021, there is a hybrid working model implemented with a minimum of three working days per week in the office (excluding Gas Technicians and Market Development Coordinators and Operation, Maintenance and Emergency Coordinators, which maintain the regime which was already in force).

With the aim of ensuring the health and safety of its employees, the following rules are defined to be followed in this return to the offices:

- Essentially, all DGS guidelines will be maintained, namely with regard to physical distancing, hygiene and respiratory etiquette.
- Use of masks (surgical or FFP2 type mask, to be made available by the Company). Its use is mandatory in closed public spaces, such as public transport or commercial establishments. It should always be used in our facilities: at the entrance of buildings, when circulating, in lifts and/or stairs, in dining spaces (whenever you are not eating or drinking), in meeting rooms and at workstations.
- When, at workstations, there are physical barriers (at the height of the employee's upper head when sitting), or if a minimum distance of 2m @360° between colleagues is guaranteed, the use of a mask may be dispensed.

Dispatch Center, Emergency and Breakdown Service Operations

The Dispatch Centre (CD) ensures, for 24 hours and 7 days a week, the management of events that result from emergency calls and the supervision and monitoring of the operation of gas distribution infrastructures.

The Dispatch Center operation continues to be carried out remotely.

Call Center

Customer service is provided by a Service Provider (SP) that operates in its own facilities and has alternative sites to carry out its operation. GGND also has the possibility of ensuring this activity as a back-up, with the use of its teams that are operating in a teleworking regime, should it be necessary.

Face-to-face Service - Stores

Face-to-face service will be provided without prior appointment and also with the possibility of prior appointment, through the telephone numbers available for commercial service.

Written Customer Service Channel

This activity continues to be partially ensured by an external service provider and, if necessary complemented with GGND's own resources.

Performance in the field by GGND and contractors' technicians

Operation to be carried out without restriction, with the exception of personal protection measures defined under the pandemic.

Additional measures

GGND continues to provide its employees with the necessary COVID-19 personal protective equipment. The use of PPE by GGND employees and its contractors and service providers is regulated in the instructions I-GGND-005AQS – Utilização EPI COVID-19; I-GGND-006AQS Pandemia COVID-19 – Utilização e medidas de prevenção para empreiteiros e prestadores de serviço and I-GGND-007AQS - Pandemia COVID19 – Utilização de EPI e Medidas de Prevenção nas Lojas de Atendimento ao Público, in its latest versions.

GGND is still watching the evolution of conditions, namely, the monitoring of GGND staff and the availability of PdS for the execution of operational activities, guaranteeing the adjustments that may prove necessary to maintain the capacity to execute core activities, in order to ensure the continuity of natural gas supply in a safe way.

Despite the significant improvements in the situation in Portugal, the GGND believes that active surveillance and proactive behaviour should be maintained in the fight against this virus.

Lisbon, 21 October 2021

The GGND Executive Committee