

# COVID-19 CONTINGENCY PLAN

## 1. Context and function

Galp, taking into account the social responsibility associated with guaranteeing the energy supply of the different countries in which it operates, has defined and has been updating, since March 3rd, a contingency plan aimed at preventing and mitigating the risks associated with the spread of the new COVID-19 virus, in addition to the Business Continuity Plans (BCP) already in place, in particular the Pandemic Preparedness Plan (PPP), with the primary objective of ensuring a safe work environment for our people and to serve our customers, and the resilience of our operations.

This plan determines the adoption of several measures and initiatives that are in line with the general recommendations of the World Health Organization (WHO) and the General Directorate of Health (DGS), as well as other supplementary measures considered appropriate to ensure the continuity of the various businesses and in its various facilities. Further essential measures are considered as to safeguard the obligations arising from the declaration of the state of alarm in Spain and the declaration of the state of emergency in Portugal, taking into account the development of the circumstances in both countries, as well as any additional procedures that may be enacted in other geographies. Currently, we do not anticipate any disruptions in the supply of products and/or in the provision of services by Galp.

These measures are evaluated daily and reviewed whenever justified by a Pandemic Monitoring Group (GAP) that permanently monitors the evolution of the epidemic outbreak, which is constituted in accordance with the PPP and with the rules of internal governance in matters of crisis management (NT-005-CN – Response Structure in Crisis Management) and which has obtained expert advice in matters of health. The central Crisis Management Team and Crisis Communications Team were activated in this context. The local Crisis Management Teams were likewise activated reporting to the respective country managers. This document will be updated according to the risk assessment carried out by the said monitoring group.

In this document, which is intended to keep the various stakeholders that relate with the Galp Group informed, we present a summary of the main measures and initiatives applicable at Galp's facilities in all its geographies and in the various business units.

## 2. Access to facilities

- 2.1** All visits to our offices or plants will be discouraged. In case of extreme necessity or to the extent they are essential to the functioning activity, they must complete a short health questionnaire and use a hand gel before entering our premises. The buildings' receptions will perform the screening of visitors prior to the usual accreditation.
- 2.2.** This screening will be complemented by measuring the temperature using a contactless thermometer, without any of the responses or elements obtained being recorded. This screening or refusal to be subject to such screening may result in the visitor not being allowed access to the premises.

### 3. Strengthening of hygiene and health conditions at work

- 3.1. All employees and users of the facilities in general should promote the strengthening of hand hygiene and respiratory etiquette.
- 3.2. All workers who enter our premises must use a hand gel on entering on each and every occasion.
- 3.3. Availability of supports with alcohol gel on the premises, especially in places where hand washing is not possible, for example, receptions, lobby, canteens, control rooms, among others.
- 3.4. Reinforcement of cleaning teams to ensure frequent cleaning of any surfaces that are likely to be touched frequently, namely toilets, handles, handrails, meeting room furniture, keyboards and screens, among others.
- 3.5. Employees whose functions do not allow for the implementation of the home office regime and who fall into risk groups because they are elderly or suffer from chronic illnesses (such as heart diseases, diabetes or respiratory diseases) or are pregnant should contact the health area to guarantee a case-by-case assessment of their situation.
- 3.6. Psychological support to employees, including those working in home office, is provided for those who request it to the health area.

### 4. Traveling in a professional context

- 4.1. All business travels by Galp employees between different countries are suspended and must be replaced by teleconference. Travel between Galp locations in the same country will be subject to restrictions set by that country's local management.
- 4.2. We discourage Galp employees to use mass transport for travelling into an office or any workplace.

### 5. Socialization rules

- 5.1. Until further notice, all events/meetings/training actions and alike should be avoided. When it is essential to meet, a minimum radius of 2 meters between participants and the natural ventilation of the rooms must be guaranteed by all those involved.
- 5.2. Change the form of contact between employees and between them and their customers and service providers. Absolutely no handshakes or touching of any form.
- 5.3. For employees working in an office environment, if it is not possible to guarantee the minimum distance of 2 meters between workstations (with the exception of work islands with separators) employees should look for another available workspace on the premises or assess the possibility of working under the home office regime (telework).
- 5.4. Any worker with any symptoms of COVID-19 (such as, a new cough or high temperature) are required to report their symptoms to the health area and should go to the isolation room. Then the one must contact the health line – 808242424 – and follow the instructions.

### 6. Home office

- 6.1. The home office regime is applicable for as much people of each team as possible where its application does not affect operations or business continuity.
- 6.2. The home office is organized, except when adopted a different option than using a biweekly rotating scale system, that is, two full weeks, with rotation taking place after the weekend.

- 6.3.** All employees whose functions allow for the implementation of the home office regime, who fall into risk groups because they are elderly or suffer from chronic illnesses (such as heart diseases, diabetes or respiratory diseases) or are pregnant, and who have been signaled by the health area, shall remain in home office until further notice.
- 6.4.** The schedule document indicating your availability, busyness, among others, must be permanently updated.
- 6.5.** Each employee must access to the employee's portal and register their home office status.
- 6.6.** Home office employees must act responsibly and take all reasonable steps to minimize their risk of contracting the virus, in line with DGS/WHO guidelines, and observe the following instructions:
- (i) Avoid events, social gatherings and the like that are not indispensable, as well as public spaces with a concentration of people;
  - (ii) Adopt responsible social behaviors by eliminating physical contact and applying social distancing including minimizing time spent outside the home. When outside the home, the 2m distance rule should be applied wherever possible;
  - (iii) Wash your hands frequently and try to avoid touching your face with your hands, namely mouth and eyes;
  - (iv) Assume civil and social responsibility to ensure that you are not in unnecessary contact with people who are sick, have symptoms or have made recent trips;
  - (v) If you come into contact with a carrier or suspect
- 6.7.** Employees who stay at home must find ways to do their job efficiently. This may mean an occasional necessary visit to the office.

## 7. Service Providers

These requirements in force at Galp on COVID-19 shall be timely transmitted to service providers who provide services at Galp facilities and confirmation will be required that such recommendations are complied with, with the exception of the Occupational Medicine contact point, which should be adjusted to the rule in force in the respective company/entity.

## 8. Dining areas

The dining spaces are closed in the Lisbon offices, and under a minimum service regime in the industrial facilities.

## 9. Isolation rooms

In each facility/company, an isolation room is available to be able to react to situations where there are symptoms of COVID-19.

## 10. Commercial Operation

The employees in service stations and stores must observe the following instructions:

- (i) Increase hand washing or use of hand-sanitiser during their shift so that they are doing so once every 30 minutes;
- (ii) Increase frequency of cleaning equipment (including pumps, payment machines, coffee bars, counters, toilets) and spaces used by customers;
- (iii) Reinforce the stock of road, cafeteria and toilet facilities consumables;

- (iv) Reinforce the availability and easiness of access of disinfectant gel for use by customers;
- (v) Reinforce the communication of good practice to customers;
- (vi) Suggest to customers the use of the contactless/MB Way payment method;
- (vii) Evaluate on a case-by-case basis and, depending on the case, apply measures to reduce contact with customers during the sale;
- (viii) Display notices prominently at retail stations/stores reminding customers that in order to protect staff and clients they should only visit/use the services if they have no temperature/new cough/have not visited a high-risk country;
- (ix) At the limit, move to the store service, through the value pass and encourage the use of automatic payment terminals for pumps (if available).

## 11. Business continuity plans

**11.1.** The persons responsible for the business units should test the activation of the priority team unavailability scenarios foreseen in their business continuity plans.

**11.2.** For the industrial plants, the individual business continuity plans in place ensure the continuity of operations with reduced teams, mitigating the impact of any infection case. All non-essential work in our industrial plants is being postponed. We will be minimizing external people on these premises.

## 12. Communication

Whenever information is requested by clients/partners on Galp's preparation to prevent the spread of COVID-19, we will provide the best information available so far as well as the measures provided for in our contingency plan and in our business continuity plans. We recognize that the position is changing very rapidly. To manage this uncertainty as well as possible, Galp has a Pandemic Monitoring Group (GAP) and adopts preventive measures at Galp's facilities in all its geographies and in the various business units.