



Rachel Reeves MP
Chair, Business, Energy and Industrial Strategy Committee
House of Commons
London
SW1A 0AA

26 March 2020

Dear Ms Reeves,

At this difficult time, it is critical Sky is able to keep people connected, online and informed with the latest news and information – so the Government has recognised (in both the published policy and in discussions with us) our engineers and contact centre colleagues as key workers.

We have been working closely with the UK Government and the Devolved Administrations to ensure we fully understand all the advice and how it impacts both our employees and customers. The safety of our employees and keeping our customers connected and informed remains paramount in our decision making, and we are clear we will comply with the guidance from all UK authorities.

Given the scale of our operations, it is vital that a number of our engineers and a core team from our contact centres continue to work to support our customers, particularly vulnerable ones. Our leadership team are focusing efforts by ensuring we only cover the critical business functions needed for our customers, to minimise the number of people we need on site, whilst also making the environment as safe as it can be.

We have introduced major changes to the way our Sky engineers operate to ensure their continued safety:

- We are significantly reducing the number of home visits we do every day. This means we will focus on service and repairs to keep existing customers connected and informed.
- We will not be undertaking any installations for new customers while the lockdown measures are in place.
- We will not send engineers into the homes of the 1.5m extremely vulnerable that have been contacted by their GPs and advised to 'shield' at home for 12 weeks. In the event vulnerable customers are without connectivity, we will work urgently on a solution that will keep them connected without needing to enter their home.
- We will continue to provide engineers with hand sanitiser, protective equipment and thermometers, as well as clear guidance on how to maintain social distancing – staying 2m apart with no direct contact – and how to keep PPE equipment clean.
- Before any home visit takes place, we check with the customer whether anyone in the household is self-isolating or suffering due to symptoms of COVID-19 and engineers will be able to check with customers (before they arrive) that the customer still wants the visit to go ahead.
- If an engineer doesn't feel safe visiting a customers' home, then they do not need to go ahead with the visit.

We also need to keep our contact centres open in order to prioritise vulnerable customers, and to help those that want to manage their bills and to ensure they are not disconnected.



We have kept Government informed of our approach here, and none of our contact centres will be dealing with new sales or marketing.

For the reduced number of staff at our contact centres, we have rolled out rigorous social distancing plans and temperature checks within the offices, as well as increasing workplace cleaning and providing additional supplies on a daily basis. This is audited daily, and we will keep this under continuous review for the safety of our staff over the coming weeks.

We are working hard to adapt as quickly as possible to the changing situation. As the country faces a significant period of time in lockdown, our priority remains to provide the crucial services on which our customers rely, and to keep our most critical workers safe – in our contact centres, in our broadcast operations providing vital information and news, and for our engineers on the road

As this situation develops over the coming days and weeks, we stand ready to play our role in helping the UK face this challenge. Should you have any questions on the above or have any concerns or queries regarding constituent specific cases, please do not hesitate to ask and we will do our very best to support you.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Lucy".

Lucy Aitkens

Director of Public Affairs and Stakeholder Relations, UK
Sky