



PRESS RELEASE

HEDNO takes new measures for further safeguarding Public Health

Following the implementation of measures for the protection Public health, HEDNO is from today intensifying and extending remote work for more employees with a new internal instruction.

Considering the present situation, HEDNO remains alert and prepared by assessing the SARS-CoV-2 virus development in our country and by adopting and updating its action plan based on the protection of its employees, the uninterrupted power supply of the country and the safe provision of services for all customers.

Since the start of the virus outbreak, HEDNO prioritized the protection of Public health by taking all necessary preventive measures for the employees and the customers.

In this framework, we have restricted the movement of employees, unless necessary, by encouraging alternative communication methods. We have promoted remote work with immediate implementation of the measure to high-risk groups and gradual extension of the measure to more employees and we have adopted strict cleaning, disinfection and guarding measures for all the facilities and the vehicles across the country. Also, all of our staff has been supplied with prevention and protection material.

Regarding the protection of its customers, and for the purpose of preventing crowding at all of its branches, HEDNO has already upgraded its phone customer support by covering almost the entire range of services provided along with all of its existing online services such as the reporting of failures through the website (www.deddie.g).

Together with the incorporation in its daily operation of all public health prevention and protection measures, HEDNO prepared and activated a Business Continuity Plan which ensures the continuation of works in cases of emergency and force majeure, aiming towards the uninterrupted and effective operation of all critical facilities managed by the company.

The crisis management teams that have been developed in the framework of the Business Continuity Plan are fully prepared to deal with all business-related and operational problems that may arise from the spread of the virus by ensuring smooth power supply for the whole country and the effective provision of services to the public.

Athens, 15 March 15 2020

Press Office