



COVID-19: Statement from Interim Executive Chairman

As lockdown continues, albeit with some easing of restrictions, please find below an update on the measures the business has put in place to manage the challenges presented by COVID—19 and to protect the health and wellbeing of our stakeholders.

Thanks to the excellent work of our colleagues and suppliers, the Group’s supply chain and production facilities continue to remain fully operational in order to meet the increased demand within the off-trade. To protect our colleagues, business partners, community and customers, this is being achieved in line with government guidelines, in an environment that sees stringent ongoing audits to ensure that all areas of our business adhere to safe social distancing and compliance with all other health and safety requirements.

With regards to our people, social distancing measures remain in place across our operations while those colleagues who can work from home continue to do so. We are making sure our colleagues feel supported during this uncertain time by reiterating key resources that can aid personal wellbeing and checking in regularly with those who have been placed on furlough. An employee survey has been completed in the last week to understand colleague opinion and feelings about the Company’s response to the COVID-19 situation. Participation rates were good across all business areas. Feedback and suggestions provided will be used to identify what is working well and what actions can be taken to facilitate improvement. Understanding the effectiveness of adapting to COVID-19 working practices will also help us with our return to workplace plans. All colleagues in the UK and Ireland, other than those colleagues in Bibendum and Operations at Wellpark and Clonmel, were invited to participate. Colleagues in Bibendum recently completed a separate confidential survey and those in Operations at Wellpark and Clonmel have alternative structured feedback mechanisms currently in place.

As we move towards the next stage of easing lockdown restrictions in the UK and Ireland, we are supporting the hospitality sector on measures to facilitate re-opening in all the territories in which we operate. These include recovery of kegs from cellars across the UK and Ireland, brewing fresh draught beer at Wellpark in Glasgow and Magners and Bulmers cider at Clonmel and support and advice on safe serve, social distancing and keeping compliant with government guidelines. Colleagues have also been trained in delivering safely at social distance, using PPE, and there has been an increased flexibility in our customer service offer. As well as the continuing the roll out of LOCAL, an app to facilitate home delivery, click and collect and table service, we are implementing a number of enhancements to our e-commerce, customer online ordering and relationship management capabilities across the Group. All of these measures are aimed at ensuring we meet our customers and consumers needs and are able to face the “new normal” together.

The pressure remains on those we are depending on the most and those in greatest need during the crisis. We continue to seek opportunities to ease the burden, wherever we can. Badaboom, a wholly owned subsidiary of C&C Group plc, together with Tennent’s staff currently on furlough, continue to support the ViseUp campaign, delivering PPE to the NHS, care home workers and other key workers across Scotland. This has seen 33,371 visors delivered to organisations in desperate need of this

equipment. Further food, drink and sanitiser donations have been made to food banks, charities and community groups across the UK and Ireland. We will continue to look for ways to support those who need it most.

I would like to express my thanks again to all of our stakeholders for their ongoing support and patience as we navigate through these unprecedented times.

Please take care, look after each other and stay safe.

Stewart Gilliland
Interim Executive Chairman
C&C Group plc