

Update on UPP's Approach to COVID-19 Outbreak

20 March 2020

UPP would like to reassure all of our investors that the overarching priority for UPP is to work as closely and as effectively together with our partners to ensure our accommodation remains available to students and operating safely and effectively.

Our plans and activities in support of students, staff and our partners are aligned to the latest (and moving) advice from Public Health England. In the case of our staff in particular, we are following advice from ACAS. It is our intention to continue in this vein, albeit adapting plans as new information and advice becomes available.

Currently all our accommodation is open and operating and UPP Residential Services Limited (URSL) has established detailed procedures for dealing with pandemic infections.

These were reviewed and updated at an early stage in light of the threat from COVID-19 and are being implemented across our sites. UPP also quickly established an Infectious Diseases Working Group (IDWG), bringing together key personnel to co-ordinate UPP's response across all aspects of our business and provide advice and resources for our teams.

Consistent activities across our portfolio include:

- An increased focus on cleaning, with service delivery re-profiled to provide maximum assistance in preventing the spread of the disease
- Reinforcement and re-communication of Government guidance on preventing the spread of disease
- A move to remote working where possible, along with other measures designed to protect staff
- A process of risk assessments for vulnerable members of staff
- Supporting and facilitating self-isolation of students where required
- The introduction of our pandemic Standard Operating Procedures
- Close liaison with university teams on amended/enhanced cleaning and maintenance activities
- On-going monitoring and testing of business continuity plans for our construction activities and our wider supply chain
- Providing additional support for our employees including additional sick pay and annual leave entitlements

Should you have any queries please do not hesitate to contact us by e-mail at investor.relations@upp-ltd.com and we will endeavour to answer any queries you may have.