

Bupa's response to Covid-19 – key points

The spread of COVID-19 is hugely concerning for people, governments and organisations everywhere. It is a time of significant worry and sadness for those directly affected, and a time of high anxiety for us all. Across Bupa we have a simple, single-minded mantra: focus on the welfare of people. It is a public health emergency which we are tackling together in partnership. Bupa has taken action to play our part.

In hospitals, clinics and health services

Where we have them, our **hospitals** are part of the public health efforts to care for patients with COVID-19 and to treat medical emergencies. For example, in Spain we doubled the number of our ICU beds available by creating two '[field hospitals](#)' in Madrid to support the public system. In the UK, our only hospital, the Cromwell Hospital, is providing NHS services as a hub for cancer. We are part of the public health efforts to track and contain COVID-19 in some countries, carrying out **testing** for the local authorities in some facilities.

In aged care

In the UK, Spain, Australia, and New Zealand, we have **aged care homes and villages** where we continue to care for and look after the welfare of residents. Our priority is keeping them, and our staff safe, while maintaining a positive and caring environment in each home. We are following guidance on use of personal protective equipment ([PPE](#)). In line with public health requirements, we introduced restrictions to non-urgent visitors (although in [Australia](#) we have just announced that we will relax such restrictions). We have introduced 'Virtual Visits' to enable residents and families to stay in touch via videolink and other means. We are ensuring a range of activities are carried out to ensure life in the homes continues to be rewarding and fun for the residents.

In health insurance

For people with health insurance, we are providing information and support, and responding to their needs ensuring they have appropriate access to professionals to meet their healthcare needs by using telehealth and digital services. We are responding to the increased demand for services in mental health and wellbeing, and in managing the need to work from home. We are ensuring that we are supporting our health insurance customers through targeted actions, such as delaying planned premium increases in [Australia](#), introducing a rebate scheme in [the UK](#) and supporting customers experiencing financial hardship.

In dental

The majority of dental clinics across our business have been closed in the short term, except for those remaining open for emergency treatments, in line with local public health advice. Wherever possible we've deployed our people's skills to support the public health systems or to help in other parts of Bupa.

Across all of Bupa

Where our people can put their skills to work to support the national response, we are helping them do so, with a focus on redeployment of clinical and customer service capabilities and on volunteering.

We are engaging with **local and national community partners** to support their work, including through our existing charitable Foundations and through volunteering by our people. We have established a Healthy Communities Fund which is being directed towards mitigating the impact of COVID-19 with a particular focus on mental health. As well as money we are looking at ways to use the skills and energy of our people, for example providing wellbeing tools and resources for teachers and young people.

To find out more about how Bupa's businesses are responding:

In [Australia](#)
In [Spain](#)
In the [UK](#)
In [Chile](#)

In [Poland](#)
In [Hong Kong SAR](#)
In [Saudi Arabia](#)
In [Bupa Global](#) (IPMI)

In [New Zealand](#)
In [Brazil](#)
In [Turkey](#)
In [Latin America](#)

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