

# Our response to Coronavirus (COVID-19)

February 2021

Coronavirus (COVID-19) continues to have a significant impact right across the UK, disrupting the daily lives of everyone whether at work or at home. The UK Government has announced a series of measures designed to slow the spread of the virus and protect the most vulnerable members of our society. These measures have been evolving as the situation in the UK changes.

## Health & Wellbeing

The health and wellbeing of our colleagues, clients, suppliers and all others we come into contact with is of paramount importance to us.

We have implemented appropriate measures, in line with the government's advice, to ensure that we are able to continue to deliver a high-quality service to all our clients whilst also safeguarding the health, safety and wellbeing of our people and all those in our business network. All employees also have access to the Company's online information portal which contains a daily update from our HR department on the latest advice on monitoring for symptoms of COVID-19, maintaining good personal hygiene, self-isolation protocol, and other measures we have implemented to limit social contact and non-essential travel.

## Business Continuity

We have a specific Coronavirus (COVID-19) contingency plan in place and expect to be able to operate our business safely and with little disruption throughout this public health emergency. We have mobilised an Incident Management Committee which is co-ordinating our response to the crisis and monitoring advice from the UK government and Public Health England on a daily basis. Our aim is to respond swiftly and proportionally in line with their general guidance as the situation changes. At this time, our offices remain closed to all external visitors and all our employees are being encouraged to continue to work from home wherever possible.

## Infrastructure

The Company's technology infrastructure and services are almost exclusively cloud-based (with any on-premises services replicated across 2 UK locations), and all our employees have laptop based remote access and a full suite of cloud-based collaboration tools including video and audioconferencing facilities. All our people have continued to be productive and working as usual.

## Client Services

We have engaged with each of our clients as appropriate to understand their response to the COVID-19 pandemic in relation to the services we provide to them and we intend to operate in compliance with their specific guidelines on an engagement by engagement basis, provided these align with current UK government advice. The contingency measures we are adopting for our business are evolving as the situation in the UK changes and we will update this notice periodically to ensure that all our customers and suppliers can remain appropriately informed of our plans.

## Staying COVID-19 Secure

We confirm we have complied with the government's guidance on managing the risk of COVID-19

### FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot keep 2m apart we have ensured at least a **1m distance** and taken all the mitigating actions possible to **manage transmission risk**