



## How are we responding...?

We are treating Covid-19 extremely seriously. We have since the start of the outbreak been monitoring its development closely and regularly updating our response to it.

Our aim is to safeguard the health and well-being of our staff, to be responsible individuals in containing and preventing the spread of the virus and to maintain, as far as practically and responsibly possible, business as usual support for our clients.

We have business continuity plans in place, which are stress tested. We have in the preceding days and weeks enhanced these plans and involved our staff in their development and implementation:

- We are striving to follow National UK Government, Welsh Government and Public Health Wales guidance;
- We are communicating these measures to staff and as appropriate to clients and visitors;
- We are supporting our staff by providing guidance about risk factors around Covid-19 and stressing the importance of self-isolating under certain circumstances, such as exhibiting common symptoms, or cohabiting with individuals who are exhibiting symptoms, or returning from high risk areas;
- Guidance for sanitisation is communicated with staff and visitors;
- Supplies of hand wash, anti-bacterial gel and anti-bacterial wipes are in place;
- We are boosting office cleaning regimes and providing hand sanitizers at reception areas / desks;
- We have access to facilities to deep clean the office should this be needed;
- We have enhanced our ability for staff to work from home;
- We have invested in virtual working tools such as Skype for Business, Microsoft Teams, laptops for staff and remote access to Networks and systems;
- We have clearly communicated lines of responsibility and reporting among the staff and independently accredited Quality Management Systems supporting our ability to maintain a high-quality product;
- We are following recommended guidelines in terms of travel, minimising all but essential travel;
- We are not attending any external events, such as conferences; and
- We are minimising face-to-face meetings and recommending the use of video/audio conferencing for staff and client meetings.

We are maintaining a balance between over-reaction and responsible action. Our aim is to support the health and well-being of our staff and to maintain business services for our Clients.

Government guidance will continue to change on a daily basis and we will seek to respond to these changes as they occur.

We are endeavouring to operate our services on a “business as normal basis”. Whilst it is acknowledged that we do not operate a front-line service such as the NHS, we do offer vital support for our clients, which we intend to maintain to our usual high quality.

We have successfully implemented measures so that all our staff can undertake day-job activities remotely and as of 24 March 2020 and until further notice we are moving to a working from home arrangement for all our staff.

Some staff may need to work flexible hours. Please bear with us as our response times may be slower than usual.

*Updated 24/03/20*