

## CLYDEBUILT BUSINESS SOLUTIONS LIMITED

### COMPANY CONTINGENCY PLANNING - ACTION IN THE EVENT OF DISRUPTION AS A RESULT OF THE CORONAVIRUS CRISIS/PANDEMIC

#### Introduction:-

Due to the current spreading of the above disease throughout the world and specifically in the UK, we, at Clydebuilt Business Solutions Limited, are issuing the following guidelines to our staff, as it affects our customers and suppliers.

#### Staff:-

As already advised by the government, all members of staff should follow the guidelines set out below:

- i) Wash hands thoroughly and frequently especially after using the toilets and maintain general cleanliness throughout the office and the kitchen.
- ii) Use disposable hand towels only. These are to be placed in the rubbish collection bin in the rear car park at the close of business each day.
- iii) At the first signs of feeling unwell, advise the office manager and/or a director and leave the office immediately and self-isolate. Call 111 and follow advice given.
- iv) Do not return to the office until any symptoms subside.
- v) If the coronavirus requires the office to be closed, all able staff should work from home where possible until such time that it is considered safe to return to the office. Staff will be notified when the office is to reopen. As far as it is possible, full support service will continue to be provided to our customers.
- vi) Any member of staff who does not comply with the basic health requirements outlined above is subject to disciplinary action.
- vii) Any member of staff who receives goods or mail from suppliers or customers should maintain a safe distance – at least 2 metres – and refrain from physical contact such as shaking of hands.
- viii) The office manager will distribute face masks as available if deemed necessary.
- ix) During this period visits to client premises should be kept to an absolute minimum. The same applies to customer visits to the office.

If any member of staff is on customer premises, it is their responsibility to be fully aware of any contingency plan they may have and to adhere accordingly. Where possible, visiting customers should be carefully considered beforehand – is the visit really necessary?

#### Customers:-

We have a responsibility to all of our customers to ensure that we are able to supply support to them as far as humanly possible.

- i) As touched on above, should it be necessary to provide customer services from home, this will be actioned. For the benefit of our customer base, we can provide full support from home and have been doing so for some considerable time. Incoming calls will be routed to the relevant staff member by the office manager, thus enabling as efficient a service as possible to be provided during this period.
- ii) Should any goods be required from suppliers, such requests will be actioned by the office manager as is the current practice and such will be delivered either direct to the

- customer where possible/practical or if goods are to be delivered to the office, this will be by prior arrangement with the necessary care being taken as outlined above.
- iii) The office manager will advise customers if there is likely to be any undue disruption or delays to any critical supplies.

**Conclusion:-**

In the event of disruption to our business, as outlined above, we are well placed in being able to support services to our customer base. Clearly the overall situation will be monitored and any disruption anticipated in providing our support services will be relayed to our customers immediately.

Issued by the Company Directors

12 March 2020