



COMPANY POSITION STATEMENT: CORONAVIRUS COVID-19

18th March 2020

As the situation with the COVID-19 coronavirus continues to evolve, with major implications for public health, we want to reassure you that we have put in place measures to minimise the risks and reduce the impacts to all the people and businesses with whom we work.

We are focused on two key aspects:

- The health and welfare of our staff, visitors, customers and connected business partners; and,
- Our ability to continue to operate and fulfil customer requirements throughout this period.

Our existing Business Continuity Plan identifies the requirements that would be needed for the business to function under a wide range of scenarios and it is kept under constant review. These scenarios include natural disasters, acts of terrorism, data breaches, power and transport failures and major sickness outbreaks such as pandemics.

Operational resilience

We have invested in technology to ensure that the business is both robust and adaptable and able to cope with significant and potentially disruptive events:

- We are able to redirect work phone lines to employee mobile phones, so they remain contactable.
- Our phone system will continue to operate as normal from any remote location and our existing contact numbers will remain active in the event of staff relocation.
- Our IT systems are capable of being used remotely for home working.
- We have postponed all but critical meetings and limited our external teams activity to reduce their exposure.
- We have enhanced visitor safety procedures and cleaning regimes within our offices.
- We have issued a new protocol for the signature of delivery tickets.
- We are preparing our IT systems to deliver a higher volume of electronic invoices and will update you when this has been completed.



Employee and visitor safety

The health, safety and well-being of our staff and visitors is of paramount importance to us. We are therefore closely monitoring and implementing official guidelines from the Government and health organisations in respect of coronavirus. Specific actions taken include:

- All non-critical meetings at our offices have been postponed and will be conducted over the telephone where possible. In the current circumstances, we believe that facilitating meetings by telephone or video conference is best practice.
- Any staff feeling unwell have been asked not to come to work. We have communicated to all staff that if they or anyone in their household have any one of the recognised symptoms, they should remain at home for 14 days in accordance with current government guidelines.
- Information has been given regarding regular, thorough hand washing. Hand sanitisers, disinfectant wipes and tissues are widely available throughout our offices for both staff and visitors and we have reinforced our existing clear desk policies to facilitate additional cleaning and hygiene procedures with our staff throughout the day and each evening with our cleaning team.
- We have put measures in place to restrict contamination from deliveries into our offices.

In the event of any relocation or home working our existing contact details will remain the same and we confirm these for ease of use:

All telephone enquiries and orders: 01663 765000

General enquiries and orders – sales@marchington.net

Accounts and payment enquiries – accounts@marchington.net

Any Health & Safety or COVID-19 specific enquiries – data@marchington.net

The coronavirus outbreak is clearly a constantly evolving situation and we want to reassure you that we are taking all practical precautions to minimise the potential impact of coronavirus whilst ensuring it is business as usual.

We will continue to monitor the situation and follow directions given by the government and will take whatever action is necessary to protect the health of our customers and our teams.

Any updated statements will be posted on our website but if you have further questions please do not hesitate to contact us by phone on 01663 765000 or by email to data@marchington.net