

Covid -19 ESUK Management Update 170320 V

17/03/20

On behalf of the Excellerate UK team and following the government guidance that was issued last night, we have reviewed our current business continuity plan (BCP) and after careful consideration, the following now applies;

1. The Excellerate UK HQ team will continue to work from our Brentwood & Reading Offices. Should we enact our BCP we will work remotely which we expect will have minimal impact and has been communicated to HQ teams today.
2. To help protect our clients and our teams, please endeavour to have all meetings held via Zoom or over the phone – there will no longer be any face-to-face appointments, if this can be avoided.
3. If a client chooses to close down a site or reduce service hours, we must be flexible in our thinking to try and help. However, we each have a duty of care to our Colleagues, supported by contractual obligations which should be followed and mean the customer must also accept the continued charge for services if we are unable to redeploy our Colleagues.
4. There is also a growing shortage of available Excellerate & Agency Colleagues. Which means in certain situations we may need to *accept it is not possible to deliver the service standards expected.*
5. Please ensure written agreement on any contract service changes are approved by your BUD.
6. If a Colleague refuses to stay at home after presenting symptoms below they will be in breach of government guidelines plus our own Health & Safety policy which will be treated as a very serious matter by the Excellerate UK Board.

Message for all Colleagues:

In order to give everyone, the opportunity to keep up to date with current information please see a link below to the NHS website who are issuing daily updates on advice and guidance.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

In summary:

- stay at home if you have either:
 - a high temperature – you feel hot to touch on your chest or back
 - a new, continuous cough – this means you've started coughing repeatedly
- If you have symptoms, stay at home for 7 days
- Everyone should do what they can to stop coronavirus spreading. It is particularly important for people who:
 - are 70 or over
 - have a long-term condition
 - are pregnant
 - have a weakened immune system
- Please do let your Line Manager know if you are ill.

These are extraordinary times and we ask that people remain calm, considerate and pay close attention to the health and safety to those within our communities – at work and at home. We will keep you updated as the situation evolves. Thank you for your support in the meantime.....Please stay safe.