

Business Continuity Briefing (COVID-19)

Introduction

Given the challenging times that we have all been faced with, we have taken time to prepare the below Business Continuity Briefing. This document is intended to provide high-level guidance relating to the steps, processes and measures that CSA Service Group and its subsidiaries have and are taking in-light of the COVID-19 outbreak across the UK and the wider global community.

This document is intended to cover those measure taken at the date of issue and is changing rapidly in-line with the guidance issued by the UK government, NHS and Public Health Wales.

Central Administration

We have taken a number of precautionary measures across the business to safeguard our workers, clients and supply chain. In August 2018 we made the decision to carry out significant IT and Telephony upgrades across the business, ensuring that workstations and phone systems could be accessed remotely, away from head office.

With this in mind, and given the current and changing guidance from the UK government, our central administration operation have from today (23 Mar 2020) taken the decision to adapt a remote or home-working model. We will continue to operate a skeleton staff of key personnel from our head office location; however the core sales and operational teams will adopt a remote working principal.

Adopting this practice will not affect the way that you interact with us or how we service you as our customer. The way that you interact with us as a business, via email and telephone will not change and you can contact our teams as you normally would. From Mon, 16th Mar 2020 we introduced a 'by appointment only' policy across our buildings and premises to minimise and control the flow of external contact into the business; this remains in-place.

Site Based Workers

Central to our business operation is the support of our clients' and the operations that take place across your sites. To this end, we will be looking to work collaboratively with each to safeguard the health and wellbeing of our workers as well as your own. As we know, guidance is changing daily and we are being proactive in our approach to monitoring, recording and communicating this across our workforce.

From Mon, 16th Mar 2020 we implemented a 'Daily Update Service' to our workers via email or text message to keep the workforce up-to-date with changing guidance, public notices and matters that affect the wider UK and overseas workforce.

We will of course look to work collaboratively with our clients to work to your site specific requirements and guidance, ensuring that site health and safety guidance, policies and procedures are communicated and adhered to as we progress through the coming weeks and months.

Mobile Specialist Teams

We operate a number of specialist services across the business which are considered to be essential services to many. As such we will continue to operate these mobile services for as long as is safe and reasonable to do so, taking extra precautions to safeguard the health and wellbeing of our workers as well as those with who they may come into direct contact.

Prior to the commencement of site-based works, we will be requesting that the relevant site contact completes and returns to us our 'Pre-Visit Questionnaire' to determine whether it is safe for our teams to commence their works across your premises. In addition to this, we are working with you to ensure that we may return any additional health and safety documentation that may be requested by the site in an organised and timely manner.

Given the current climate, we understand that not all businesses wish to proceed with these specialist services at this time and we are offering to support in this decision making process. If you have any concerns of any scheduled or upcoming service we are asking you to contact us via telephone on 01554 746746 or by sending an email to info@csa.uk.com.

Progression

These are unprecedented times that we find ourselves in, however we are as a business and as a team committed to ensuring the continued support to our clients, business partners and colleagues with whom we have worked with through many challenging circumstances. We will continue to monitor guidance as it is updated daily and reflect these changes across the business to support you.

If you have any questions or concern surrounding the coronavirus please do not hesitate to contact us.



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