

Business Continuity Planning

COVID-19

17th March 2020

The current novel coronavirus (COVID-19) outbreak, which began in December 2019, presents a significant challenge for the entire world. Pell Frischmann has robust plans already in place for events such as this. Our Business Continuity Work Instruction (BW102), which forms a part of our ISO 9001, 14001, 45001 and Cyber Essentials certified Business Management System considers the potential issues that could affect our staff, offices, IT infrastructure and operations to such an extent that this might jeopardise our business continuity, and the planned process for recovery should the controls fail. Therefore, we are well prepared to respond in a way that offers substantial protection to our business, our clients and our employees.

Being a cloud-based services company, you can rest assured that the performance of our delivery should not be unduly affected. We have robustly tested a number of scenarios and are equipped to maintain our essential services. Government guidance is also changing, almost daily, and processes and procedures need to be in place to review and apply this guidance into organisational policy specific to our business and the needs of our clients, staff and suppliers.

It goes without saying that, in the current environment, the health and safety of our employees, customers and partners are paramount.

We have updated our response plan based on the latest government guidance. As such, we:

- have established a COVID-19 Business Continuity Group;
- are following Government Guidance without enhancement or deviation;
- are communicating and updating staff regularly on how to protect themselves;
- are supporting our staff currently under self-isolation due to sharing a residence with others showing relevant symptoms;

- have provided guidance to Office Managers and Office Principals on how to react in the event of an office outbreak;
- have introduced a temporary office 'Visitors Policy';
- are encouraging the use of technology, Teleconferencing / Skype, in favour of face-to-face meetings;
- are supporting the government's social distancing policies and reflecting this in our own business operations;
- are monitoring and controlling all business travel, including reducing all business travel to that which is essential only;
- are assessing individual employees vulnerability and prioritising these individuals in terms of support and remote working implementation;
- are building resilience into our remote working facilities and transitioning our people to increased levels of remote working;
- will advise clients immediately in the event of any disruption to our service.

This is an unprecedented time for everyone and the situation is changing daily. We are committed to maintaining our business operations and ensuring you continue to receive the highest quality service with minimal disruption.

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