



# COVID-19 Coronavirus Outbreak

## Business Continuity Statement

With recent developments with regard to the COVID 19 situation, we have now activated further procedures within our Business Continuity plan. The aim of which is minimising disruption and ensuring a continuity of service for our customers, whilst remaining measured and operating in a managed and protective manner for our customers and team.

Our operational plan includes our office and administration / finance team remote working, the service and installation engineering team being updated and provided with the relevant recommended PPE , including wipes and gloves etc, as well as being instructed to follow our procedures for attending a customers premises. We will always aim to follow the Government guidelines regarding self-isolation and as many are aware, our business provides remote support to more than 90% of its customers.

We can assure you that all staff within the company are committed to minimise any disruption to our customers and provide the remote support needed to ensure clients remain secure.

### **How is Smart Integrated Solutions Ltd protecting its workforce and customers from exposure to COVID-19?**

We are following all Government issued advice in respect of employee welfare and have adopted the published self-quarantine and return to work guidelines.

As time moves on and the situation develops, our staff are being asked to strictly follow closely the Government recommended approach in respect of health monitoring and self-diagnosis. Staff identifying the specified symptoms are required to report this to their manager and undertake the recommended period of self-isolation.

We will be monitoring all members of staff who have identified they may have COVID-19 symptoms and record their period of isolation. Furthermore, they will certainly not be allowed to return to work for the recommended period of isolation.

If clients or suppliers and deliveries attend our offices, then we require confirmation upon arrival that they have not been in close contact with someone who has COVID-19 related symptoms.

### **Minimising service disruption to our Customers**

For the majority of businesses, Government forecasts are that it will be inevitable that staffing levels and that of our customers will be impacted by COVID-19.

We expect that this will result in reduced demand for non-essential routine works and if necessary, we will look to re-schedule these activities. During this period we will prioritise reactive Service call-out requests and ensure that servicing of systems where possible, will be actioned through our remote access.

Administration and support for the business, can operate remotely from their homes and our infrastructure allows for this at any time.

## **Minimising service disruption to our Customers Cont:-**

The installation and service engineers are located from their individual homes, thereby providing cross county coverage with lessened risk to exposure. The team across our business have secure technology that allows the real-time access of key customer information, allowing them to respond to planned and reactive Service call requests.

We will endeavour to provide a business as usual service level. We will be working with our Customers to ensure any on-site visits for Sales or Service-related matters are pre-approved. Any site visits will be approved by the managing director to confirm this is an essential or needed visit of importance.

Our Service Administration (Ops Admin and Finance) will continue to manage and prioritise call-out requests and Customers should continue to contact us in the usual way. This will be provided in remote locations. We retain our out of hours remote messaging service.

## **Managing our supply chain**

At our Offices in Calne, we hold a considerable range of the most used parts and spares. Our engineering team also carry basic level stock items with them. We have increased our stock levels with the aim to cover many eventualities

Our manufacturers and suppliers remain operating and provide replacement parts to be delivered to our Offices or directly to sites for collection by our engineers.

We are not reliant on a single supplier and can order equipment from several distributors and from manufacturers directly.

We continually monitor our supply chain for potential issues that may impact our operations and work closely with our suppliers to assess and minimise any potential effect.

## **Products and services affected**

At the present time we are not aware of any specific suppliers or products being affected by the situation. We remain updated by our supply chain on a regular basis.

At this stage is not possible to fully predict the scope and extent of the outbreak and it is therefore possible we experience increased lead times for the supply of some products. We will be closely monitoring this situation and if necessary, we will look to source alternative products of the same quality and performance to address any potential supply concerns.

The above policy statement is intentional to continue to provide support and services to our customers during these challenging times. We will review the above procedures on a regular basis with the aim of providing continuation of service.



Michael Webb  
**Managing Director**

**27<sup>th</sup> March 2020**