

The spread of the COVID-19 coronavirus continues to dominate the news, with major implications for public health and the NHS. As you would expect, as an NHS supplier we are monitoring developments closely, but we have also put in place sensible measures to ensure that Xiel is well prepared.

I wanted to reassure you that in respect of the spread of COVID-19 outbreak we are focused on two things: the health and welfare of both our employees and customers and our ability to continue to support customers in all scenarios. I am therefore writing to share with you some of the specific actions that we have taken.

## **Prior preparation**

A robust approach to risk management and operational effectiveness is integral to our business and so we have been prepared for abnormal events through a comprehensive Business Continuity Plan. Our BCP plan identifies the requirements that would be needed for each area of 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 and infrastructure to ensure that the business is both robust and adaptable to be able to cope with significant and potentially disruptive events:
- Our staff have the ability to work from home if required and can remotely access our systems within a secure IT environment. We are also able to redirect work phone lines to employee mobile phones
- We have completed an inventory audit to identify those staff who might have limited access to a computer at home in the circumstances that other members of their household are also required to work from home at the same time, with laptops provided where required

## **Employee and client safety**

The health, safety and well-being of our staff and customers is of paramount importance to us. We are therefore closely monitoring and implementing official guidelines from the Government and health organisations in respect of COVID-19. Specific actions taken include:-

- We have required any employee who have travelled recently to a list of higher risk countries within the previous 14 days to identify themselves. Where employees or a family member has visited these destinations we have asked them to work from home for 14 days as a precautionary measure
- We have communicated to all staff that if they have flu-like symptoms they should remain at home on full company sick pay
- We have encouraged everyone to be able to work from home and have the technology in place to facilitate this. We successfully tested the full closure of our office for a limited period at short notice last week, so in the event of Government advice that recommends all workplace closures, or we feel that this is necessary, then we are ready to respond immediately

- Bacterial hand wash and tissues are widely available throughout our office for employees and we have reinforced our existing clear desk-top policies to facilitate additional cleaning
- We have asked employees to reduce business and personal travel to a minimum. We recognise that many customers will also want to minimise their face-to-face contact during this period and therefore we can facilitate meetings by telephone, videoconferencing and Teams.

The coronavirus outbreak is clearly a constantly evolving situation both in terms of infection rates and the impact on everyday life and business. While we cannot predict when the outbreak will have peaked and start to subside, we hope that the disruption will ultimately be short-lived.

In the meantime, we want to reassure you that wherever possible, we are taking sensible precautions to minimise the potential impact of coronavirus on our customers, employees and operations while ensuring it is business as usual during this busy year end period.

***We have audited and subsequently increased our stock levels. Therefore, in the case of any national delivery issues we are in a better position to meet any increased requirements. Customers may want to hold additional stock on site as a contingency measure during this time.***

***We have taken action our end, please let us know if you require any more stock at this stage.***

If you have further questions please contact us.

Yours sincerely

Jack Knight  
Managing Director