

CORONAVIRUS (COVID 19)

INFORMATION FOR CUSTOMERS

As the novel coronavirus (COVID 19) situation develops, our first priority is ensuring the health and wellbeing of our own employees and the employees of our customers and our supply chain. Accordingly, we have established a working group internally and are closely monitoring the updates from the government and following the latest advice from the Chief Medical Officers.

People

Following the latest Government guidance, we made the decision to close all of our UK offices on Tuesday 24 March. All employees are fully operational, working from home, in line with our business continuity policy. These business continuity measures allow all of our employees to work from home for as long as necessary.

In response to the recommendations issued by the Irish government, we closed our Dublin office with effect from 13 March 2020. Our Dublin-based staff are all working from home and as above, staff can continue to do so for as long as necessary.

We currently have a number of employees who are self-isolating as a precautionary measure and we continue to support those employees. We also have a number of employees who need to work flexibly in order to care for dependants and in these cases we have cover in place to maintain service levels.

Business continuity

As detailed above, we have implemented our business continuity measures and all employees are able to work from home and will be doing so for the foreseeable. We can continue to work from home for as long as is necessary and throughout this period we can continue to meet the demands of our customers

We will keep this under review but we do not anticipate these measures having any significant impact on our ability to support our customers. Our partners are also fully operational, allowing us to source, transact and fulfil orders as normal.

Professional services

Please note that, in order to protect our employees and our customers' employees, we are moving towards remote fulfilment of professional services wherever possible. The UK government published updated guidance on 23 March 2020 requiring people to stay at home, except for very limited purposes. Accordingly, where remote fulfilment of professional services is not possible, and/or where professional services work needs to be postponed as a result of steps being taken to manage the spread of coronavirus, we are working with our customers to reschedule visits at a later date.

In these specific circumstances, where Softcat is the fulfilment agent, our usual charges for rescheduling work will be waived; where we are using third parties to deliver services, we will work with them to

reduce/waive fees wherever possible – where this is applicable, we will confirm this in writing with affected customers.

In terms of support services (including break-fix), a small number of our suppliers have advised us that, in line with the latest government guidance, they will not be able to send engineers to customer sites for so long as the current restrictions are in place. There are very limited exceptions to this restriction, primarily relating to those customers directly involved in the provision of services which are critical to managing the outbreak of Covid-19 (i.e. health and social care services and other emergency services, together with other sectors identified as “key workers” by the government).

Where this may affect your service, we will contact you to let you know and, wherever possible, suggest workarounds but if you have any specific concerns, please do not hesitate to contact your account manager for more information.

We are requesting all of our customers and suppliers to support these efforts to ensure business continuity by advising their own employees to follow the latest government guidance, available here:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

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

Supply Chain

In relation to our supply chain, we are continuing our ongoing discussions with our manufacturers and suppliers to understand the impact on their operations in China and worldwide. Business continuity plans have been put into effect, including enabling staff to work from home, and we have assurances from our key suppliers and manufacturers that they are taking the necessary actions to mitigate any negative impacts on customers, including using their global manufacturing and distribution networks to source and transport stock.

Following Government guidance, a number of our suppliers’ employees are now working from home, however all logistics and warehouse staff are working as normal. We continue to be able to fulfil demand as normal, however, some delays may be experienced due to additional measures being put in place by couriers. We appreciate your understanding at this unprecedented time.

We have seen some short-term impacts on the availability of products but a number of factories have now reopened and suppliers are utilising their worldwide operations to mitigate the impact of any shortages. Stock is continuing to flow through to suppliers and the logistics and warehousing facilities within our supply chain remain open, although we are beginning to see some delays and longer delivery times as demand increases. Additionally, and for obvious reasons, please note that requests for stock from NHS and other customers working in critical services are being prioritised by suppliers at the moment.

If you have concerns about any critical suppliers or products being affected, please let us know as soon as possible so that we can work with you to understand your requirements and the best available options. This could include leveraging our distribution network to help mitigate any potential delays, bringing forward routine stock orders, or reviewing alternative in-stock options. We may also be able to secure flexible finance arrangements to help bridge any budget gaps as a result of bringing forward stock orders. As always, we’re here to help you through this period. We will update this document in line with feedback but if you have any specific questions or concerns, please speak to your Softcat account manager.