

## **CORONAVIRUS (COVID 19)**

### **INFORMATION FOR CUSTOMERS**

As the novel coronavirus (COVID 19) situation continues, our first priority remains ensuring the health and wellbeing of our own employees and the employees of our customers and our supply chain. Accordingly, we established a working group internally in February 2020 and that group continues to closely monitor updates from the government and the latest advice from the Chief Medical Officers.

#### **People**

Our UK offices remain closed to visitors (and partners) until further notice and, in line with UK government advice, the vast majority of our employees are continuing to work full-time from home. Having successfully implemented our business continuity measures, all of our employees can continue to work from home for as long as necessary, and we will only re-open our offices when we deem it safe to do so.

In response to the recommendations issued by the Irish government, we closed our Dublin office with effect from 13 March 2020. As with our UK offices, our Dublin-based staff are working from home and are able to 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 will continue to support those employees who need to work from home or work flexibly in order to self-isolate and/or to care for dependants and vulnerable friends and family.

#### **Business continuity**

As detailed above, we have implemented our business continuity measures and have continued to operate, without issue, throughout the lockdown period.

We will keep this under review but we do not anticipate these measures having any significant or detrimental impact on our ability to support our customers.

#### **Professional services**

Please note that, in order to protect our employees and our customers' employees, we are continuing to utilise remote fulfilment of professional services wherever possible. 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 work cannot be done remotely, we will need to work with our customers and our partners to ensure that risk assessments have been completed and appropriate safety measures are in place. Please note that if customers do not comply with the current government standards (as a minimum) and/or are not compliant with the relevant risk assessment, we reserve the right to suspend or cancel the delivery of services and cancellation charges may apply.

Where this may affect your service, we will contact you to let you know and support you in completing the risk assessment process and/or, 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 asking all of our customers and suppliers to support these efforts to ensure business continuity and the safety of all of our employees by advising their own employees to continue to follow the latest government guidance, available here:

<https://www.gov.uk/coronavirus>

<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 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.

We have seen some short-term impacts on the availability of products but the majority of factories have reopened and suppliers are utilising their worldwide operations to mitigate the impact of any shortages. Please note that, for obvious reasons, requests for stock from NHS and other customers working in critical services are still being prioritised. We are still seeing some delays and longer delivery times than usual but stock is continuing to flow through the supply chain and when needed, we have also been successful in sourcing alternative products to help mitigate the impact of any delays or stock shortages.

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.