

AN UPDATE ON OUR BUSINESS CONTINUITY PLANNING – COVID-19

In response to the recent relaxation in the UK Governments guidance on the pandemic, we have reviewed, assessed and taken the necessary steps to insulate our employees and customers as far as possible from the risks posed by Covid-19; whilst maintaining business continuity.

We have reviewed the relaxation in guidance and updated legalisation, in order to maintain services during these changing times, we are continuing with our current mitigation plans that include;

- Remote working to meet the business continuation needs and reduce the risk of isolation due to workplace activities.
- Continuation of enhanced safety protocols including the continuation of social distancing, wearing masks when moving around the office and when inside a customers property (including communal areas).
- Revisions to our treatment of call prioritisation.

Whilst our service levels relatively high but we recognise that you may not be receiving the level of service that we normally pride ourselves on. As it has been widely reported within the media, we like a lot of other businesses as well as the wider populous, are seeing a high number of our staff having to isolate due to being advised through the NHS Test and Trace “App” or though testing positive for COVID themselves.

Naturally, the health and safety of our employees is our top priority, and we must adhere to Government guidelines with regards to testing and isolation periods. In addition to the NHS Test and Trace process, we review any potential ‘close contacts’ in the workplace and undertake additional contact tracing where required, thus reducing the transmission through workplace activities, which we note is minimal at this time.

What are we doing?

We are working hard to prioritise calls and are discussing additional working hours for those employees who are able to. We are also working with our partner agencies to recruit local, skilled, temporary labour where we fall short.

We are reviewing our employee absent and isolation figures daily and responding to the trends.

We are ensuring our office-based workers are able to work from home wherever possible so they can respond to your enquiries and schedule the engineers and electricians work accordingly.

What can you do to help?

To enable us to prioritise the calls effectively please ensure you provide as much information as possible when reporting the calls and email enquiries to service@openviewgroup.com

Continued...

OpenView's management team will continue to monitor these changes and take any and all appropriate steps to adjust and/or implement our plans at the right time, to maintain support for our customers, our workforce and supply chain.

Finally, I would like to say thank you for your continued support while we work to bring you the best service we can. We recognise the pressures you will be facing from your end users and we value your patience during this time.

Date: 23rd July 2021