

## AN UPDATE ON OUR BUSINESS CONTINUITY PLANNING – COVID-19

**In response to the recent step change in the UK Governments action 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, while maintaining business continuity.**

We have previously released a position statement outlining our staged approach and preparations, which have been extensive and based on a thorough review of our business as a whole.

With the recent initiation of extra measures by our government, OpenView have taken the following steps in addition to those reported in previous updates:

- Our in house 24/7 contact centre have been briefed on increased control measures to ensure the safety of our field teams and customers.
- Our engineers, supervisors and managers have also been briefed on enhanced risk review actions.
- Field engineers have been empowered to restock PPE locally to them, replenish fuel as necessary and to make real time assessments of their and customer safety.
- We continue to monitor HSE and other peer guidance on best practice for any possible safe working within the homes of self, or medically isolating residents.
- We continue to monitor our supply chain to understand the current and future challenges.
- We are continuously reviewing our customer base to work with those who share our steadfast commitment to following a “business as usual” approach through using reason and common sense, by working together in support of the vulnerable, the safety of communities and in turn allowing us to continue our obligations to workforce.

Additionally we have listened to customer concerns and needs and where we have been able, we have taken the steps to meet their specific needs.

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We have assessed the current customer requirements where advised, in conjunction with reviewing the need to maintain compliancy, while helping those who are vulnerable within communities and meeting our obligations to our customers who's commitments extend to public safety.

Based on the most recent information, from all available and substantiated sources, OpenView have accessed our priorities as the continuation of services to:

- Life safety systems such as fire alarm and warden call.
- Occupancy safety systems such as emergency lighting.
- Public safety systems like authority CCTV or alike.
- Emergency response organisations including public health, policing, fire, transport, their respective infrastructure assets and their team members.

In order to maintain services during these unprecedented times, we are fully prepared to initiate our long established mitigation plans that include;

- Remote working to meet the business continuation needs while factoring in any clear government guidance.
- The introduction of further enhanced safety protocols.
- Revisions to our treatment of call prioritisation.
- Revisions to non essential test and inspection programmes.
- Daily conference calls with Senior Leadership Team to consider any developments

There have been a number of recent and timely major changes in Government guidance, this is likely to remain the case for the foreseeable future.

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.

We will continue to monitor the changes in current guidance and will update on developments as appropriate.