

CORONAVIRUS – BUSINESS CONTINUITY PLANNING UPDATE

The health, safety and experience of our customers and employees are OpenView's top priorities.

In common with all businesses, we are closely monitoring the current coronavirus (COVID-19) outbreak, specifically in regards to the latest Government advice, guidelines and hygiene etiquette.

OpenView has taken the following steps in order to maintain business continuity and help mitigate the effects of a potential pandemic, on our employees and their families, whilst simultaneously enabling the continuation of operations that support essential functions and services to our clients.

Our Steps – Stage 1:

- We have appointed a team to monitor the developing situation, while planning for contingencies to maintain business operations as safely as possible.
- We have reviewed our technology levels to determine how this could be better utilised should the current situation escalate.
- We have conducted a review of our key supply chain and their preparedness and capabilities.
- We have instigated the following steps in relation to front line operations.
 - * Alternative operations process for making appointments with residents.
 - * Revised reporting and escalation process for reports of contact risk/ incidents.
 - * Revised customer reporting process.
 - * Revised stores goods in and goods out protocol.
 - * Reducing non-essential office access by field engineering team members.
 - * Reducing all non-essential meetings and travel by public transport.

The above guidelines are in line with the current guidance from Public Health England – we continue to monitor and update our plans accordingly.

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Our Steps – Stage 2:

OpenView has started to implement stage 2 of our plan. Our customers play a key in helping OpenView form a comprehensive picture.

We will be contacting our customers to establish their:

- Plans and preparation for business continuity.
- Operational requirements for service delivery.
 - * Level of service continuity they require.
 - * Diversity of residents and vulnerabilities.
 - * Revisions to the planned compliancy visit programmes.

We will also need to establish a complete picture of the full commercial and bidirectional obligations.