

# Outsource International's Response to COVID-19

Outsource International Ltd is operating across the globe and is able to assist with global technology services as the worlds local technology resource.

## Our business

Outsource International continues to monitor the Coronavirus disease (COVID-19) developments, taking directives from the Government and adhering to the advice provided by the World Health Organisation and Public Health England. Our main focus is ensuring the health and safety of our colleagues while ensuring minimal impact to our customers. Our business continuity plan is being implemented by our Senior Management Team and further reviewed on a regular basis, with updates provided internally across the whole business network.

## Our policy

Outsource International has a detailed business continuity plan and program in place focused on ensuring the health and safety of our colleagues and everyone present in our facilities while continuing to deliver the level of service our customers expect. Our business continuity plan includes measures to ensure quick recovery of normal business operations and measures to mitigate impacts during any future incidents.

We have various options for ensuring continuity including remote working or relocating work to other locations where remote work may not be possible. This is among the many considerations made by our Senior Management Team with a primary focus on ensuring the health and safety of our colleagues while trying to mitigate any business impact.

## Responsibility for the policy

The Senior Management Team has overall responsibility for ensuring this policy complies with our legal and ethical obligations and that all those under our control comply with it. They have primary day-to-day responsibility for implementing this policy, monitoring its use and effectiveness, dealing with any related queries, and auditing internal control systems and procedures to ensure they are effective under the directive of the Chairman and Company Directors.

## Our supply chain

We are closely working consistently with our partners and suppliers to understand where supply chain issues may arise and how best to mitigate these risks. We encourage customers to work closely with their Account Manager and our Directors to provide information about anticipated service needs. As this is a fluid situation, we have made huge efforts to mitigate service disruptions to our customers as much as possible. These measures have included additional resourcing for reopening of service locations which may have pent up demand.

## Employees

For our colleagues, we have taken increased health precautions. After recent Government advice, all Outsource employees who can work from home are allowed to do so until further notice. This includes members of staff who provide support services including the customer service team. Any member of staff who has Covid-19 symptoms or has had any direct contact with others who may have symptoms are expected to self-isolate for 14 days. As many members of staff have the capacity to work from home, we will continue to deliver many of our services as business as usual.

Internally we have increased communications with our staff providing information about the virus and how to prevent the spread of illness. We have provided increased measures both internally and externally to ensure safety of all of our staff.

## Our current process

All field engineers and logistics teams will wear the correct PPE when visiting customer sites and will adhere to the government recommended distancing measures.

We have the following practices in place to try to ensure we minimise employee, public & customer contact and continue to play our part in controlling the virus:

- We take all possible steps to diagnose a fault before a visit to either provide a telephone fix or customer fix or to ensure the time onsite is minimised
- Field technical staff are **not** to use public transport – providing alternative methods of transport
- Field technical staff should **not** accept tea or coffee or other beverages or snacks whilst on the customer site or use the kitchen facilities
- While on a customer site, our technical staff will use PPE (gloves, masks, goggles)
- Social distancing should be maintained while onsite
- All field technical staff are issued with sterilisation equipment and will sanitise the machines and screens both before and after use

## What if someone is diagnosed with COVID-19?

We will act according to the instructions of the relevant government authority and in a manner that safeguards our colleagues. Specific actions will depend on the specific circumstances and the requirements of the experts that are engaged. Our focus is on the health and safety of our colleagues and clients while mitigating business impacts for our customers. When actions are taken, they will be communicated to all relevant parties.

## Visitors to the Outsource offices

Please be advised that for the health and safety of our colleagues we will no longer be accepting visitors to any of our offices (other than those simply making deliveries/collections). For any essential meetings these will need to be conducted electronically until further notice.

## Useful Information links

Public Health England: <https://www.gov.uk/government/organisations/public-health-england>

World Health Organisation: <https://www.who.int/countries/gbr/en/>