

An aerial photograph of a city, featuring a prominent skyscraper in the center. The image is overlaid with a dark blue gradient. The text is white and green.

CISILION

Cisilion Response to COV-19 – Internal and External

Cisilion Limited

Last Amended: 24 March 2020

CISILION RESPONSE TO COVID-19 – INTERNAL AND EXTERNAL

Name and address of establishment:

Cisilion Limited

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CISILION RESPONSE TO COVID-19

Cisilion is closely monitoring the situation with regards to the outbreak of the Coronavirus (COVID-19). This includes close attention to the latest guidance from the WHO (World Health Organization), as well as from UK authorities.

1. Cisilion Employees

In line with the COVID-19 outbreak the UK has reached the 'delay' phase. Cisilion's main priority is the health and wellbeing of its employees. Cisilion employees must adhere to the following:

- Employees must at all times, follow government guidance – as of 24/03, all Cisilion employees must work from home if they are able to;
- Employees should not visit customer site and must conduct all meetings via Microsoft Teams where possible;
- Employees who fall under the 'at risk' category must work remotely until further notice;
- Employees who cohabit with an individual under the 'at risk' category must work remotely until further notice;
- Should an employee have a persistent cough or high fever, they should inform Human Resources via rwardmiller@cisilion.com;
- Should an employee feel unwell and have any symptoms outside of the above, they shall contact Human Resources and line management as soon as possible so that further instruction can be provided;
- Should an employee have any concerns or would like to report anything relating to the COVID-19 outbreak, they shall contact Human Resources via rwardmiller@cisilion.com;
- Cisilion shall endeavour to provide any employee in isolation with the relevant equipment to enable remote working;
- Statutory sick pay shall apply from day 1 rather than after 4 consecutive days of sickness relating to COVID-19, this shall apply in isolation situations as well as sickness;
- Throughout any isolation periods, Human Resources will maintain regular contact to monitor the health of the employee;
- Employees are entitled to unlimited emergency time off for dependents;
- Should any third-party request Cisilion's statement in relation to the COVID-19 outbreak, the below statement shall be used, or details of Human Resources shall be provided.

2. Cisilion External Statement

Cisilion are closely monitoring the developments both at home, and around the globe with respect to the COVID-19 outbreak. In addition to our commitments to supporting our customers, Cisilion views as one of its highest priorities the health and wellbeing of its employees. Because of this, we have a clear business continuity plan and sickness procedure which the Company will continue to adopt in the pandemic situation, following the World Health Organisation (WHO) pandemic level definitions for triggering our response.

In accordance with government guidelines issued on the 23 of March, and previously as the situation developed, we have initiated a program where our employees are able to continue to work from home in isolation. The measures that we have taken are designed to ensure that there is the minimum of disruption to services to our customers as well as minimising the risk to our staff at this difficult time.

We ask our customers to understand that despite this, there is an increase in demand on parts of our services. We are prioritising the support of our customers with services which are vital to the efforts to contain the pandemic. This may mean that there could be some minor delays in responding to issues and project work, although we are working to keep this to a minimum. Due to the current situation with enforced social distancing, project and engineering work requiring site visits, is having to be risk assessed on a case by case basis.

Our own infrastructure which is used to support our clients continues to operate as normal. As a flexible organisation, all internal systems are accessible to our employees from remote locations. We have

facilities in place already to ensure all employees have the equipment needed, to work from alternative locations seamlessly.

Cisilion will continue to work closely with our partners, clients and suppliers to ensure they have acceptable practices in place to ensure that disruption to our services is kept to a minimum and to ensure visibility on any COVID-19 related issues.

3. Official Guidance Links

- [Government Response](#)
- [World Health Organisation](#)
- [NHS England](#)

Useful Contact Telephone Numbers

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