

## Coronavirus (Covid-19) Customer Update #2

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Following our initial communication on 13<sup>th</sup> March 2020, we are writing to update you on the action EDM is taking to respond to the Coronavirus situation. We recognise that this is a very difficult time for many people as they worry about their health and futures, and we hope that you and your families are coping as best as possible in what are very difficult circumstances for us all.

Since last week's update, the National situation has escalated significantly, and so we have taken a number of further actions to ensure we look after our staff and continue to provide our clients with the services required. This communication provides an update on the measures we have taken to maintain service.

We are also aware that the virus has required a number of organisations to work differently, which has led to enquiries from some clients about how we might help provide their staff with access to documents while working at home. We have therefore provided additional information in this communication on how we can help in these circumstances.

### How has the virus impacted our staffing levels?

- We are monitoring the situation for any staff that have been directly affected by the virus or are required to self-isolate, and currently have a few cases of staff that have been required to self-isolate (e.g. due to having returned from a holiday abroad)
- All cases of self-isolation at this stage are as a precautionary measure in line with Government guidance and, thankfully, we have no confirmed Covid-19 cases to report

### What action have we taken?

- *Adherence to Government guidelines.* Government guidance is being reviewed regularly throughout the day and EDM is adhering to all Government guidelines on how to best respond to the virus
- *Planning and Response.* We have Business Continuity Plans in place, but remain in the Pre-Emergency Planning phase and we have not invoked the Business Continuity Plan at this stage. We have initiated our Critical Situation Procedure (CSP) that includes daily Group Exec steering team calls and planning for a range of scenarios. Our Board is also meeting twice weekly to assess the situation.
- *Home working.* All staff that can work at home are now doing so following a stress test earlier this week. This has proved successful and our colleagues are operating effectively in this way.
- *Self-isolation & Social distancing.* We are operating consistently with Government guidelines regarding the isolation of any member of staff who has shown symptoms of a cold or Covid-19 and have adjusted our working environment for those staff in our facilities to support the social distancing measures.
- *Travel.* All non-essential travel has been stopped (this excludes our deliveries and collections, which proceed as normal). We have restricted face to face customer meetings to business critical only and

these require senior level approval. Our focus is on using online meeting tools to ensure we can continue a degree of business as usual.

- *Supplier liaison.* We continue to work with suppliers such as the Royal Mail to monitor the situation and they will advise us if they are seeing any risk in service levels or in the potential for contamination through that route.
- *Response to school closures.* We have assessed the impact of school closures in detail and have put in place plans to provide cover for any operational staff that will not be able to work due to family commitments from next week onwards.

#### What is the impact on our service?

- Currently, the status of each service area is as follows:

Service Area	Status
Records Management (Storage and Retrieval)	We are providing a normal service.
Scanning & Digitisation	We are providing a normal service.
Collections and Deliveries	Our service is operating normally to the extent that clients are comfortable for us to visit their sites. We are complying with client visitor policies.
EDM Online	Access to EDM Online is not impacted and running as normal.
Mailroom	We are providing a normal service.
Digital Solutions (Mortgage, Financial Services and Automotive)	We are providing a normal service.
Print & Outbound	We are providing a normal service.
Workspace Optimisation	We are providing a normal service.

- We are also asking clients to evaluate their various lines of business with us from a critical process and rank those processes accordingly.

#### What does this mean for you?

Please contact us if you have any concerns or questions. EDM will communicate with you, our clients, in the event there is an impact to our service and in the meantime, you can find updates on our website, including updates on our service status, at [www.edmgroup.com/coronavirus](http://www.edmgroup.com/coronavirus)

Thank you for your continued support in these difficult times. If you have any questions, please contact Customer Services or your Account Manager.

Kind Regards



Andrew Shaw  
Group Chief Customer Officer  
EDM Group

### How EDM can support you further during this time

While our main focus is the health and wellbeing of our team to enable a continual service, we are seeing a heightened number of clients asking us to support their own home and remote working patterns. This is driving an increased need for digitisation of paper documents and secure, remote access to information.

We are keen to provide as much help as we can during this time. Here are some ways in which we might be able to support you:

**“Scan-It”** – This is a service we provide for scanning projects of 40 boxes and under, with a standard file level indexing requirement and ability to remotely access this information through a secure web-portal, we can offer a 10 day turnaround service. A priority service is also available for lower volumes with a 5 day turnaround.

**Disaster Recovery mailrooms** – To ensure your employees are enabled to work from home, we can set-up a simple mailroom facility where EDM will receive your organisation’s post, digitise it, upload it and host it on our secure platform EDM Online™. This will provide your employees with ready and secure access to your post to help support your business continuity.

**Records Management (Scan-on-Demand service)** – For clients currently storing documents in one of EDM’s archive facilities, you may be able to take advantage of our Scan-on-Demand service with a same day turnaround, whereby we provide retrievals to you digitally rather than in paper-form.

For more information, please contact us at [www.edmgroup.com/contact-us](http://www.edmgroup.com/contact-us) or speak to your Account Manager.