

3rd April 2020

Coronavirus (Covid-19) Customer Update #4

I hope you and your colleagues are safe and well.

Last week, my update focused on understanding which of our clients have Key Worker status so that we can factor that into our planning, if needed. Thank you to those that responded. We now have a much clearer view of our Key Worker status, which is important for our delivery team in helping them understand the context of the work they are doing.

Our number one priority remains the health and wellbeing of our staff. A few of our clients have raised a concern that Wolverhampton has a concentration of Covid-19 cases, but we are pleased to say that, we do not currently have any confirmed cases of Covid-19. We continue to factor the Government social distancing and home working guidelines into our working practices and have put additional measures in place to protect our staff such as providing taxis to work. We are very proud of our on-site teams who are showing great commitment and team spirit to provide a normal service under very difficult circumstances.

In the run-up to Easter, we have a number of the staff that have holidays booked for the week before and week following the Easter weekend. We are encouraging staff to take these holidays as we feel that it is particularly important at the moment for staff to have some respite. While we recognise that this will reduce our capacity over that two-week period, we have seen a fall in mailroom and scanning volumes over the past week, and so we are confident that we can match capacity to the work required in order to deliver a full service. Members of the team will also be working on both Bank Holidays to ensure that service is not impacted. If we do experience difficulties, rest assured that we will take all reasonable steps to address them.

Please contact us if you have any concerns or questions. EDM will let you know if there is any significant change to our service and in the meantime, you can find updates on our website, including updates on our service status, at <https://www.edmgroup.com/coronavirus-updates>

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

Kind Regards,



Andrew Shaw
Group Chief Customer Officer
EDM Group