

Businesses worldwide are currently dealing with the impact of the Coronavirus (Covid-19). The management of this issue is complex and requires a robust approach to be taken to reduce the impact on both people and the delivery of business products and services. As part of our business continuity planning processes, EDM has initiated a Covid-19 plan to address the risks associated with this issue. In order to manage this situation, we have:

- Established an Executive Steering Group to assume control of EDM's approach to managing the Covid-19 event
- Provided initial briefings to all colleagues based on medical and government advice outlining:
  - what Covid-19 is
  - what plans we have in place
  - what actions they must take
  - what our controls are regarding our people and visitors to our locations and
  - how line managers will handle any cases or potential cases
- Updated all policies relevant to the spread of Covid-19 including visitor, mobile working, travel etc.
- Issued specific instructions to implement the guidance from authoritative bodies such as the WHO, CDC and PHE. The advice from these bodies is monitored on a regular basis and internal documentation, policies and procedures updated accordingly
- Completed a Covid-19 risk assessment to identify areas of focus in the event of escalation to reduce the impact on our colleagues and clients.
- Invoked our Pre-Emergency Planning process which includes Covid-19 specific actions and contingencies to prevent, reduce or control the risks identified and prevent service disruption. These include:
  - Working with critical suppliers of services, products and people to reduce upstream impacts of their activities
  - Communicating with our clients proactively to inform them of a possible reduction or disruption to normal service and agreeing which services will be provided as a priority until normal service is resumed.
  - Identifying contingency plans and cross-skilling people to fill gaps in resourcing arising due to increased infection rates
  - Allowing for remote work for those roles that are conducive to this option.
  - Developing plans to maintain business facilities in the event of reduced personnel
  - Developing trigger points for the invocation of further actions and controls as the issue develops
- Established a list of priority suppliers to ensure an uncompromised service or product deliveries to minimize any impact on our ability to provide continuity of service for our clients
- Adopted an approach that ensures the provision of good personal hygiene within our facilities including increased and focused cleaning, provision of sanitizer, instructions on social distancing, meeting protocols and hand contact to reduce the likelihood of infection spreading



EDM continue to monitor the relevant authoritative bodies such as the WHO, CDC, PHE, NHS etc. daily and adapting our risk policies and plans as necessary. Risk assessments and scenario planning are reviewed based on the developments ongoing that include prevention, reduction and control efforts, and scenario planning should a disruption occur.

We will communicate directly with you in the event of any developments directly impacting you. EDM will also provide Covid-19 updates either directly with you or via the EDM website [www.edmgroup.com](http://www.edmgroup.com)

We thank you for your continued support.