

CORONAVIRUS (COVID 19)

INFORMATION FOR CUSTOMERS

As the coronavirus (COVID 19) situation continues, our first priority remains ensuring the health and wellbeing of our own employees and the employees of our customers and our supply chain. Our internal working group was set up back in February 2020 and this group continues to closely monitor developments, including national and regional government updates and the latest advice from the Chief Medical Officers.

People

During the first UK lockdown in March 2020, we successfully implemented our business continuity measures to ensure that all of our employees are able to work from home. Although we had reopened our offices as restrictions were lifted, the current position is that all of our employees in all locations across the UK and Ireland and in each of our international locations, are again working from home and will continue to do so for as long as is necessary.

Our offices are closed to visitors (and partners) and will remain so until further notice. The only current exceptions to this policy are where it is essential that employees are able to access the office premises (e.g. in order to deal with incoming post). Additionally, a discrete part of our Marlow office is currently being used as a Covid-19 vaccine centre.

We are continuing to provide support to those employees who are unwell or who are self-isolating as a precautionary measure, as well as those who need to work more flexibly to enable them to care for dependants and vulnerable friends and family.

Business continuity

As detailed above, we have implemented our business continuity measures and have continued to operate, without issue, throughout 2020 and into the new year.

We will keep this under review but we do not anticipate these measures having any significant or detrimental impact on our ability to support our customers.

Professional services

Please note that, in order to protect our employees and our customers' employees, we are reverting to remote fulfilment of professional services wherever possible. In terms of support services (including break-fix), a small number of our suppliers have advised us that, in line with the latest government guidance, they will not be able to send engineers to customer sites for so long as the current restrictions are in place. There are very limited exceptions to this restriction, primarily relating to those customers directly involved in the provision of services which are critical to managing the outbreak of Covid-19 (i.e. health and social care services and other emergency services, together with other sectors identified as "key workers" by the relevant government).

Where work cannot be done remotely, we will need to work with our customers and our partners to ensure that risk assessments have been completed and appropriate safety measures are in place.

Please note that if customers do not comply with the current government standards (as a minimum) and/or are not compliant with the relevant risk assessment, we reserve the right to suspend or cancel the delivery of services and cancellation charges may apply.

Where this may affect your service, we will contact you to let you know and support you in completing the risk assessment process and/or, wherever possible, suggest workarounds, but if you do have any specific concerns, please do not hesitate to contact your Softcat account manager for more information.

We are asking all of our customers and suppliers to support these efforts to ensure business continuity and the safety of all of our employees by advising their own employees to continue to follow the latest government guidance, available here:

<https://www.gov.uk/coronavirus>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Supply Chain

In relation to our supply chain, we are continuing our ongoing discussions with our manufacturers and suppliers to understand the impact of both coronavirus and, where applicable, Brexit on their operations worldwide. As was the case in the early part of 2020, business continuity plans have been put into effect, including enabling staff to work from home, and we have assurances from our key suppliers and manufacturers that they are taking the necessary actions to mitigate any negative impacts on customers, including using their global manufacturing and distribution networks to source and transport stock.

The contingency planning put in place in response to the early stages of the pandemic last year and additional stockpiling in anticipation of Brexit has helped to mitigate the impact of any shortages. We will continue to monitor developments around the world but currently stock is continuing to flow through the supply chain and, at this stage, we do not anticipate any additional delays or shortages.

Should the situation change, please note that, for obvious reasons, requests for stock from NHS and other customers working in critical services will again be prioritised.

If you have any concerns about any critical suppliers or products being affected, please let us know as soon as possible so that we can work with you to understand your requirements and the best available options. This could include leveraging our distribution network to help mitigate any potential delays, bringing forward routine stock orders, or reviewing alternative in-stock options. We may also be able to secure flexible finance arrangements to help bridge any budget gaps as a result of bringing forward stock orders. As always, we're here to help you through this period.

We will update this document as the situation develops but if you have any specific questions or concerns, please speak to your Softcat account manager.