

## **BUSINESS CONTINUITY – COVID 19 UPDATE**

**31<sup>st</sup> MARCH 2020**

Dear customers and colleagues,

As the threat of the Coronavirus (COVID-19) increases, please find below information about the actions we are taking to maintain the continued delivery of our services and to support the well-being of our people.

MFD Communication Infrastructure Limited (MFD CI) has a pandemic business continuity plan which includes resourcing plans for our key operational areas. Our Business Continuity team discusses daily and plans are being adapted as the official UK Government guidance changes.

As a result of this planning work, and recent developments in the spread of the coronavirus in the UK, we have put in place a number of actions to protect the health and wellbeing of our people, our customers, our suppliers and the general public. With immediate effect, we have added to our preparations for dealing with this situation across four key areas:

### **Health and Wellbeing**

- To minimise the spread of COVID-19 Coronavirus we are arranging for all Colleagues who can easily work from home to do so, arranged via the Directors and recorded on by HR to ensure we keep track.
- All Colleagues are asked to organise virtual business meetings internally and externally going forward.
- All Colleagues showing symptoms directly or within their family, should report this to their Director, self-isolate for 14 days, keeping their Director informed if their symptoms escalate.
- All Colleagues who have an underlying condition, or if over sixty with a respiratory condition, must be in touch with their line managers to immediately self-isolate if they haven't already done so. Colleagues must ensure they update their Director should health issues escalate.
- Both Directors are reporting daily their team members changing situations to HR so that we can ensure accurate recording of data and appropriate support is given to our people and the Directors.

### **Operational**

- Operational plans have been reviewed in line with the latest guidance and are prepared for implementation.
- Access to all operational sites has been restricted to essential operational works only.
- Site Supervisors shall be dispatched from home locations and will be managed appropriately in line with government guidance via instruction from their line managers.
- A continued review of planned work is underway based on site specific risk profiles and landlord current rules.

### **Visitor and Customer Meetings**

- No access will be granted to customers, suppliers or visitors to our facilities and operational sites without prior approval from a Director of MFD CI.
- Customer meetings to be held over the phone or via online conferencing.

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Travel

- All non-essential business travel around the UK is cancelled.
- Travel between our sites is restricted to essential operations only.
- Overnight stays are not allowed unless agreed by a Director and a specific risk plan is produced to mitigate all risks.
- Attendance at external meetings, training and conferences has been cancelled.

We will provide further updates when there is a significant modification in our approach to report. In the meantime, if you have any specific questions about your services and the plans that are in place, please contact your appointed Director.

Signed:		
Position:	Technical Director	Operations Director
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