

Head Office

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Dear Client

We are writing to you as a valued partner and client of the SCCI Group companies to let you know the actions we are taking in response to the COVID-19 situation. This communication is issued on behalf of all SCCI Group Companies.

First of all – if you have any queries specifically relating to COVID-19 and its potential business impact please email: BCP@sccigroup.com or your primary business contact. We will respond as soon as we can. Please bear with us as the volume of enquiries is high. Our Business Continuity Plan is also available to view on our individual Company websites or you may request a copy by emailing BCP.

SCCI Group's response to COVID-19 is in accordance with government advice and Public Health England. We are providing regular communications to our business and will update you regarding our approach if it varies from this notice. We are taking active steps to limit the spread of the virus, safeguard our employees and also anyone we come into contact with during the course of delivering our business.

We have implemented the following actions with our staff:

- Supporting the government strategy of self-isolation for anyone displaying any symptoms associated with COVID-19. This means we are able to limit exposure within our own offices and at your sites to any of our staff who may be displaying symptoms of the virus;
- Issued advice about quality hygiene and provided additional cleaning products at our office sites;
- Engaged additional cleaning staff to ensure improved hygiene at our office premises;
- Issued additional PPE to our field staff, implemented RAMs for this situation, updated our systems to capture additional information as we work our way through this situation;
- Limiting face to face meetings and also implementing working from home for as many roles as possible;
- External visitors to our offices will be required to follow a defined hygiene regime;
- No overseas travel for the foreseeable future.

We are actively engaging with our Clients to support their approach to managing this situation. This includes managing our field resource attendance where we are made aware of a resident self-isolating or an affected individual at a property. Further, whenever possible we are similarly triaging calls to proactively identify any infection prior to determining attendance at a property. In all cases we are maintaining accurate audit trails of all communications and job statuses. If you have any concerns about this approach you must contact your normal primary business contact to discuss further. If you are unable to make contact, please email BCP@sccigroup.com.

Registered Office

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VAT Registration No: 918 3240 32

Company Registration No: 6089974

Registered in England

Accompanying our Business Continuity Plan, we have a contingency committee delivering a wide range of actions with a view to maintaining a business as usual approach to service delivery as long as we are able to do so in line with government control measures. Our continuity plan looks at all aspects of the services we provide and as the situation evolves different parts of our planning will be implemented.

Our Procurement team are looking into any supply chain challenges, proactively increasing our stock holding as necessary, particularly, where we foresee challenges in future supply. We are also reviewing the way in which we supply parts to the field e.g. via broadened van stock holdings.

We would really appreciate your support with our efforts to manage this situation and maintain as much as possible a business as usual approach.

It is important in these times where people maybe at home to keep them connected to the important services we provide & secured by the security systems that we install or maintain.

To help with our aim for business as usual and to mitigate the risk, please consider the following.

- Communicate to us any instances of COVID-19 or self-isolation within your sites, particularly where we are required to provide “over the threshold” services;
- Communicate these when you engage with our service desks or engineers. We will consider situations on a case by case basis - our overall approach to dealing with such notifications of virus- related issues is to non-attendance **in to** that premise
- On most occasions, however due to the communal nature of our works, the problem will lie outside of the property, and as such a repair can be carried out externally, followed by a phone call to the affected (quarantined) resident.

Our overall approach to attending problems during this period, is as follows:

- Attend the site / block to check system function.
- Trace external faults and repair as normal.
- Communicate with resident or other contact to see if remote fix can be carried out.
- Our service desk will keep in contact with the resident or supplied contact during the isolation period.
- If we have not managed to affect a repair without entering the property, then the call will be re booked / re scheduled for attendance, once self-isolation period has safely passed.
- Our Service Centre database is able to report on the status of all calls so should you wish your primary contact within our business can supply you on the spot information regarding calls that have not been completed due to a self-isolation occurrence.

Our service desk and engineering teams are being regularly updated by way of tool box talks specifically relating to attending call during this period. We are doing everything we can to continue to provide BAU services without risking the health and safety of our staff or your residents

A latest copy of the engineering / field Tool Box Talk (119) can be provided.

We do believe that it is incumbent upon us all to be working in partnership so that we continue to supply a high level of service with the added safety measures to the end users.

Should you require any further information please do not hesitate to contact us on BCP@sccigroup.com.

David Fogelman
CEO SCCI Group