

We are closely monitoring the COVID-19 outbreak situation and following guidelines set out by our Government.

Our business depends on our ability to provide reliable, uninterrupted service to you, our customers.

Our Tried and Tested Business Continuity Plan below calls out the steps we are taking to ensure service continuity for all our customers whilst looking after the ongoing welfare of our staff.

Capito Limited – COVID-19 Business Continuity Plan

We have made investments to ensure that all office-based staff have the ability to work remotely. This has been tested to ensure it is effective across all areas.

We have instructed the use of Microsoft Teams for meetings, video conferencing and internal and external communications.

In the event we were required to close our office, we would operate as follows:

1. All customer enquiries will be dealt with as normal by our sales team via email or telephone call.
2. All office lines will be diverted to mobile phones so enquires continue to be answered in a timely manner.
3. Our ERP system will be operated remotely to ensure quotes can be raised, orders can be placed, and stock and service delivery can be tracked as normal.
4. Our monitoring and support services will be carried out remotely. Our service desk system and monitoring system will be operated remotely, and our helpdesk phone number will be diverted to our experienced support teams' mobiles.
5. Consultancy services will be carried out remotely and agreed with customer. Where there is a requirement to attend customer site, we will check to ensure the site is safe and following Government Guidelines regarding Covid-19.

Build and Logistic Areas

Our customisation services requires access to Capito build areas therefore we will implement the following plan.

1. Our build room engineers will continue to work from our dedicated build areas however the teams will be separated across our 3 rooms to mitigate risk of contamination.
2. Our logistics team will continue to make deliveries to meet customer expectations. We have separated our logistics workforce into teams. Our teams have been asked to not make contact with customers when making deliveries and will be required to wear gloves at all times.

Positive case of Covid-19

Should a Capito employee be at risk of exposure or test positive for the Covid-19 virus, they will be required to self isolate for 14 days (10 working day). If applicable, that employee will continue to work remotely.

As best practice, we are reminding all staff they must adhere to the following:

- Do not come to work if you are feeling unwell.
- Wash your hands regularly with soap and hot water.
- Use the hand sanitiser gel available regularly
- If they cough or sneeze, please do so into a tissue and put it in a bin straight away. If you do not have tissues, cough and sneeze into the crook of your elbow.
- If they have recently returned or been in contact with anyone who has recently returned from a high risk area as defined by guideline from Health Protection Scotland <https://www.hps.scot.nhs.uk/a-to-z-of-topics/wuhan-novel-coronavirus/>

We remain committed to supporting our customers through this period of uncertainty. We will keep in regular contact and will provide further communication should there be any required changes to the Tried and Tested Business Continuity Plan we have in place.

If you have any questions regarding the content of this plan, please contact your account manager accordingly



Mark Gibson
Managing Director