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## Preparing for COVID-19

### Our Business Continuity Plan for Coronavirus

As you will be aware from media reports, COVID-19 has spread beyond China and Europe has now been declared the epicentre of the virus.

Metspin Limited is monitoring the situation daily and tracking its impact across the businesses and geographies in which we serve.

We are incorporating advice from Public Health England into our continuity planning activities, to minimise the impact & disruption caused by COVID-19. Our focus is to ensure that our services remains available to you with as little disruption as possible, and to offer any additional support that may be required from us.

As the situation is constantly evolving, our responses to the threat are changing on a daily basis.

Our business continuity plan addresses the situation as it stands currently, it includes:

- The reassignment of staff away from non-critical functions.
- Further ensuring that we have multiple levels of redundancy, should a critical system fail.
- Review and assurance that our management teams are prepared for a significant disruption in workforce.
- Assessing the risk level of our clients or others that we are dependent on – Requiring a thorough business continuity plan from our critical partners.
- An internal communications plan to ensure that any updates or changes to the continuity plan are communicated in real time so that any necessary action can be taken as deemed appropriate.

- Confirmation of the chain of command and contingency plans for leaders and essential roles.

## Caring for all employees

### How we are Looking After the Health & Well Being of our Employees

- We are passing on the latest advice from Public Health England to our employees relating to COVID-19 highlighting their advice with regards to Health & Hygiene.
- Additional advice and support is being given to employees working on the assembly lines where the spread of a respiratory illness would be most likely due to the close working environment.
- New policies have been implemented to reduce unnecessary risk of exposure including a reduction in the number of face to face meetings.
- Staff are reminded of the readily available support from their managers.
- Additional actions will be taken in line with advice from Public Health England as and when it is made available.

## Our commitment to you

We fully understand that the ongoing situation with regards to COVID-19 is causing stress and fear among your employees and their families.

We also recognize the strain and impact the situation is likely to have when dealing with an increase in absence within your own organization.

Therefore, it is our commitment to you to offer tailored support for our clients where needed during these difficult times.

More than ever we are committed to the continuity of all our services and to the health and well-being of your employees as well as our own.