

Coronavirus (COVID-19) Customer Update – 9th March 2020

Dear Customers,

In light of the outbreak of Coronavirus (COVID-19), I'm writing to provide you with an update on our planning for any significant business disruption caused by this virus.

We have robust Business Continuity Plans, which are tested regularly and which make a provision for Pandemic type events. However, we're taking additional precautionary steps in light of the ongoing concern relating to the spread of COVID-19.

Our Business Continuity Team is meeting on a regular basis as we continue to ensure that Xoserve follows professional advice from Public Health England and the World Health Organisation. Within the last week, we've refreshed our Business Impact Analysis of all processes we operate. We've also taken steps to ensure that we've planned to operate these processes in the event of a number of potential scenarios, such as:

- A short-term closure of the office for approximately three to four days, but with no assumed significant disruption to the health of our work force
- The potential for school disruption/closure or restricted movement of our workforce over a period of several days or weeks
- A situation whereby 20 to 40% of Xoserve's workforce might be incapacitated for an indefinite period of time (likely several weeks).

Please be assured that in extreme scenarios we are committed to prioritising the operation of core industry support processes and the ongoing availability of UK Link and Gemini.

If you have any further specific questions or need more information, please let [me](#) know.

Kind regards,

Andrew Szabo | **Chief Customer Officer**

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