

## Coronavirus (COVID-19) Customer Update – 16<sup>th</sup> March 2020

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Dear Customers,

As the novel coronavirus (COVID-19) outbreak continues to progress, we are doing everything we can to help reduce the spread of the virus, whilst supporting the needs of our customers and our people. I'm writing to provide you with an update on our latest planning.

We have restricted all our national and international non-critical business travel, including customer meetings and training courses. In tandem, we are asking all customers not to attend meetings or training courses at Lansdowne Gate. Wherever possible we will prioritise customer engagement via skype, telephone or email, to avoid postponing meetings. We will also reschedule our planned customer training to take place later in the year.

Our priority over the next week will be to ensure that we are well placed and ready to operate our business during a prolonged period of school disruption/closure, or restricted movement of our workforce over a period of several days or weeks. This was one of the scenarios I outlined in my update last week and this is the one that we now envisage being most likely in the imminent future.

Our plan ahead of this scenario happening is to separate our business into two halves; with each half alternating working from home and at Lansdowne Gate on a weekly basis until any further guidance is issued by the Government in relation to the 'Delay' phase of its response to COVID-19. This approach will ensure we're ready, when needed, to operate remotely as an entire business and minimises the number of people we'll have on-site in contact with each other.

As a result of our planning and preparation over the last two weeks we plan to put this approach into place from tomorrow, Tuesday 17th March. My absolute priority is to ensure that this change to the operation of our business does not affect the services that we provide to you all. Where appropriate we will contact you to provide additional information.

I am mindful of the challenges you all face as you take steps to operate your businesses whilst protecting your people and customers, which is why Xoserve remains committed to meeting the evolving needs of your businesses in any way we can. As I said in my last update, 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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