

Dear Client,

Please find our latest communication around Covid-19 and our plans.

Client Commitment

Though the current situation is concerning and difficult for us all, we would like to reassure all our clients that ABS remains fully committed to the delivery of our services to you. Due to the nature of our business we are not closing our offices completely so at this stage it is our firm intention to retain an open office at Rockwood House where all teams and departments will retain a significant presence during our normal working days. We will, however, seek to reduce the overall office-based headcount – reducing the risk of infection spreading in the working environment.

What Are We Doing?

Segregating our teams

- Due to the nature of our business we are not closing our offices completely as outlined above, but we are:
- Setting up team member(s) from all departments to be able to work from home
- Ensuring staff members in self isolation are able to continue their work remotely.
- Ensuring we're adhering to Government guidelines at all times

Cleaning

- Regular touchpoints are being sanitised throughout the day (door handles, doors, cupboards, tea stations etc.)
- All staff are washing their hands frequently and thoroughly throughout the day
- Hand sanitiser stations are situated throughout the building with notices encouraging regular usage
- Office cleaners are cleaning keyboards / telephones and providing a deeper clean each evening throughout the building

Limiting Contact

- No external meetings – either visitors in, or trips out unless its deemed absolutely business critical and cannot be carried out remotely.
- If as a client you feel you have a situation that warrants face to face, it will need appropriate approval and risk assessment at ABS prior to being agreed.

Communication

- We are holding regular meetings with managers ensuring they communicate daily with their teams.
- Daily stand-ups for any staff working remotely in self isolation or otherwise.



From A
to Beyond



- Sending weekly (or more often if necessary) company-wide briefings/updates to address concerns, changing plans and issues.
- Air Business have set up this page <https://airbusiness.com/bcp> to keep all of you, our clients and partners informed about our current situation, and changes and decisions as they are made (note our updates will be in the Subscription Updates section).

BCP Update

Following the BCP information already circulated, we wanted to summarise our aims in the event of the forced closure of the offices. We also wanted to clear up a question that has been raised by several clients around the statement on banking in our last update.

Firstly, in the event of a Force Majeure closure of the offices, ABS are committed to continuing the core business critical services for all our customers. To summarise these services are:-

- Label runs and file transfers
- Payment processing (bank transfer, credit card, direct debit)
- Core systems functionality and access
- Website and online order and renewal capability
- Customer services

These can all be achieved with remote working and automated processes, but it is worth noting a few exceptions, which also clears up the banking question from the last update.

- As Covid-19 bites, the number of staff available for calls maybe reduced impacting SLAs.
- Physical cash/cheques and orders by post – in the event of lockdown these will be held at the regional post offices and won't be able to be collected, this was the point referencing no banking in the last update. We can offer a redirection service to a client office if there is a scenario where this is a workable solution while our offices are closed.

Can You Help?

Clearly we are in a situation where we all need to pull together so would like to provide a couple of requests to help mitigate the points raised above and impact of changes being caused by Covid-19.

- We would advise all clients to advise their customers that online direct debit, credit card and bank transfer payments are the preferred method given the current circumstances around Covid-19, as these can be processed remotely and through automated procedures unlike physical mail sent in.
- We would advise clients to tell their customers emails and online customer service contact is the preferred method during these times. This is because we have significantly more email outsourced resourcing options available.
- Please have an awareness that, while we are doing as much as possible to maintain a BAU service, we are operating with a reduced number of staff across all functional areas of the business which might have an impact on SLA's, speed of response and some project deliverables.



Summary of ABS Priorities

- To ensure both staff safety and health, for ABS and our partners
- To continue to provide the service that we are known for to allow our clients to continue to run successful businesses.
- To continue to enhance the worse-case BCP offering to allow key services and as many others as possible to continue for our clients in the event of a Force Majeure office closure.

We want our clients and suppliers to be able to continue as much business as usual in these extraordinary times, and we'll do all we can to ensure this happens. Please do not hesitate to contact your Account Manager with any questions or additional information you may require.

Kind regards

Stuart Lacey

Managing Director

Air Business Subscriptions

