

Business Continuity during the COVID-19 outbreak

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1. Introduction

The Coronavirus (COVID-19) pandemic is causing uncertainty and disruption worldwide. Members of the public and businesses alike all face the challenge of adapting our way of life, standard practice and routine as we follow World Health Organization (WHO) guidance on how to protect ourselves and our colleagues from the virus.

In our last update on 2nd July we advised you that:

- 🌿 The Board of Directors and wider Leadership Team continue to monitor the effectiveness of our current operating model across the business whilst developing our plan for potential 'next steps' although did not yet feel the time was right to implement changes to our current model.
- 🌿 We continue to closely monitor any information from the government ensuring our model is closely aligned to it.
- 🌿 The health and well-being of our colleagues and the continued provision of services to you remain our primary goal.

2. Blue Chip Business Continuity

Since our last update on 2nd July the approach being taken by Blue Chip is one of 'subtle change'.

On Monday 20th July 5 colleagues returned to the office. In addition representatives from our Leadership team returned on a rota basis.

On Monday 3rd August we will have an additional small number of colleagues to return to the office with the following phase expected to be on 17th August.

Further steps beyond this continue to be discussed by the Leadership team.

Significant focus continues to be given to ensure appropriate controls are put in place at our Head Office and Data Centres to ensure the safety of our colleagues. We continue to closely monitor any information from the government ensuring our model is closely aligned to it.

The health and well-being of our colleagues and the continued provision of services to you remain our primary goal.

We would like to remind you that Blue Chip remain here for you and encourage you to not hesitate in reaching out to your Blue Chip contacts with any questions or further support you may need.

Thank you for your continued support and understanding.

3. Revision History

Document Version	Date	Summary of Changes	Approval
1.0	18 th March 2020	Initial Version	Board of Directors
1.1	18 th March 2020	Minor wording change to provide clarity around emergency access	Derek Waterman
1.2	27 th March 2020	Updated to reflect latest situation	Board of Directors
1.3	22 nd April 2020	Updated to reflect latest situation	Board of Directors
1.4	13 th May 2020	Updated to reflect latest situation following government announcement on 10 th May	Board of Directors
1.5	3 rd June 2020	Updated to reflect latest situation	Board of Directors
1.6	11 th June 2020	Interim update on request only	Board of Directors
1.7	17 th June 2020	Interim update on request only	Board of Directors
1.8	24 th June 2020	Interim update on request only	Board of Directors
1.9	24 th July 2020	Interim update on request only	Board of Directors
2.0	27 th July 2020	Updated to reflect latest situation	Board of Directors