

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 27th 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'.
- A very small number of colleagues had returned to the office on a rota basis
- As from Monday 3rd August we were having an additional small number of colleagues returning to the office.
- We were planning a next phase to commence on 17th August
- 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 27th July the approach being taken by Blue Chip is one of 'continued gradual change' we all attempt to return to elements of normality whilst adhering to the advice of the government and medical experts.

Throughout August we gradually increased the number of colleagues in the office working to a target capacity that was set by the Board of Directors, ensuring numbers do not compromise the safety and confidence of everyone.

Whilst still taking the option of remote zoom meetings to avoid unnecessary contact where possible, these subtle changes combined with appropriate controls and a message throughout the business of avoiding complacency, have enabled us to facilitate in person meetings where necessary with the safety of guests and colleagues remaining paramount.

Any visitor to Blue Chip is briefed on COVID-19 controls on arrival and asked to sign a disclaimer to confirm the visitor has not arrived in the UK from a country with current travel restrictions within the last 14 days.

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
2.1	13 th August 2020	Interim update on request only	Board of Directors
2.2	8 th September 2020	Updated to reflect latest situation	Board of Directors