

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 8th September we advised you that:

- The Board of Directors and wider Leadership Team were continuing to monitor the effectiveness of our current operating model across the business whilst developing plans for potential 'next steps'.
- We were maintaining minimal numbers of colleagues in the office working to a target capacity set by the Board of Directors, ensuring numbers to not compromise the safety and confidence of everyone.
- Any visitor to Blue Chip was being briefed on COVID-19 controls on arrival and asked to sign a disclaimer to confirm they had not arrived in the UK from a country with current travel restrictions within the previous 14 days.
- We were continuing 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 8th September as we know the Government have announced a second period of lock down which commenced on Thursday 5th November and due to be reviewed on 2nd December.

In order to comply with the Government directive, Blue Chip have reverted back to a 95% remote working model with only those who cannot perform their role from home, coming in to the office.

Blue Chip receptions are closed and customer visits suspended until further notice.

Emergency Data Centre access will be permitted for critical maintenance only and escorted by a Blue Chip Engineering or Facilities team member.

On site Disaster Recovery (DR) testing is suspended until further notice with remote testing being able to continue

Live DR invocations shall be handled by Blue Chip as normal

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
2.3	9 th November 2020	Updated to reflect 2 nd lock down	Board of Directors