

Business Continuity during the COVID-19 pandemic

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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 9th November we advised you that:

- We had resorted to a model of 95% remote working due to the lockdown that commenced on 5th November.
- That Blue Chip receptions were closed and customer visits suspended.
- That emergency data centre access would be permitted for critical maintenance only and escorted by a Blue Chip Engineer or Facilities team member
- That on site disaster recovery (DR) testing was suspended with remote testing being able to continue.
- That live DR invocations would be handled by Blue Chip as normal
- That 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 that update on 9th November, as we know a Tier system was in place following the lockdown that ended on 2nd December.

The government has now implemented a 3rd lockdown that commenced on 5th January 2021.

For Blue Chip this means that we have now reverted back to our 'lockdown model' as detailed above, with 95% of colleague's remote working and with only those who cannot perform their role from home, coming in to the office; all in accordance with the government directive.

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 |
| 2.4 | 7 th January 2021 | Updated to reflect 3 rd lock down | Board of Directors |