

## **The Coronavirus and KFP, common questions answered.**

### **1. GENERAL RESPONSE FROM KFP & BUSINESS CONTINUITY PLAN**

To date, KFP Total IT Solutions (KFP) are experiencing minimal impact to any of our clients service levels due to the current coronavirus (COVID-19) threat. KFP has a highly detailed business continuity plan that details how we aim to keep everyone safe and continue to serve our customers and therefore maintain service levels throughout the European region.

### **2. CONTINUAL DELIVERY OF CLIENT SERVICES**

We have over 60 members of staff currently working throughout the UK and Europe, including areas with confirmed cases of COVID-19. In addition, certain work is occasionally performed by our partner network throughout Europe. To date, there has been minimal impact on our ability to deliver any of our services. There is of course, a heightened sense of concern among our personnel, but we are continuing to monitor this and are prepared for any eventuality. We are fully committed to continuing to deliver our high levels of service regardless of the COVID-19.

### **3. REMOTE WORK CAPABILITIES**

We recognize that developments of COVID-19 may require some, or many, of our members of staff to work remotely. We are highly confident of our IT infrastructure and its ability to support our remote staff. Any members of staff that are working remotely will be available as usual, therefore this will not impact your services. All of our staff have a company issued laptop and remote working capability. In the event of our team members working remotely, all departments will continue to work as usual with no interruption of service.

It is possible that some functions, such as those that are to be performed only by our staff working in a dedicated area of the business, such as the warehouse facility, may be impacted if the current situation develops. In such instances, we will discuss procedure changes to limit the impact on the client and the business.

#### **4. THIRD PARTY PRODUCT VENDORS, SERVICE PROVIDERS AND SUBCONTRACTORS**

From an organisational standpoint, KFP have assessed the risk, and at the moment we have seen minimal impact to the supply chain. Any effects experienced so far have been, and will continue to be managed appropriately with the vendor, client and business. Our teams will continue to assess the risks and implement plans to address any short, medium or long-term impacts that can be foreseen.

#### **5. TRAVEL RESTRICTIONS**

KFP continue to take advice directly from the [World Health Organization](#), [Public Health England](#) and local government regarding the COVID-19 and what we need to do to keep everyone safe. To date, in terms of travel restrictions, we have prohibited all business travel to Italy since the latest information released as at 21:30 on the 9<sup>th</sup> March 2020 by the Italian Government

#### **6. MEETING AND EVENT LIMITATIONS**

KFP internal meetings will continue to go ahead as scheduled and so far, have not had to cancel any to date. Any meeting's scheduled with external parties are being reviewed on an individual basis, with the aim to limit exposure to our staff and the potential impact this could have on the business.

Our team members are still attending planned events and externally hosted meetings unless these are cancelled by the host or we are advised by the [World Health Organization](#), [Public Health England](#) and local government if it is unsafe to attend.

#### **7. EMPLOYEE COMMUNICATIONS**

We are communicating with each and every one of our employees through all standard communication channels (email, phone etc) and will be continuing to take advice provided by the [World Health Organization](#), [Public Health England](#) and local government.

We encourage each and every member of staff, customer or visitor to inform a health professional if they are showing any signs of a fever, cough and/or have any difficulty breathing. We encourage all to seek medical care immediately and to stay at home.

## **8. SELF QUARANTINE MEASURES**

In the unlikely event of any KFP personnel informing us that they have tested positive for COVID-19 (confirmed by a health professional) or have reported possible exposure to COVID-19 and/or live with someone who has possibly been exposed, we will inform them to seek medical care immediately and self-quarantine for the advised 14 day period or until they have received the all clear from a medical professional.