



**Statement on Coronavirus**  
(COVID-19)

# EV – Statement on Coronavirus (COVID-19)

## Update to Statement: 11th January 2021

With the introduction of a new national lockdown in January, all EV staff continue to work from home with no loss to continuity or quality of service for our Clients.

With business continuity protocols and mitigation already in place and regularly monitored, we'd like to reassure our Clients that we do not expect to encounter any significant issues in respect of the reported heightened transmission levels of the new COVID-19 variant.

## Update to Statement: 1st October 2020

EV continues to operate a work from home policy for all staff.

Although preparations are underway to make the office environment "Covid-secure", there are no plans to change current working policies. This is in line with the Government's continue recommendation that people work from home where it is possible to do so.

## Update to Statement: 26th May 2020

With recent Government advice that those who can work from home should continue to do so, EV staff will not be returning to the office at this time. Over the past few months our teams have been working very effectively in this manner, therefore we do not envisage any issues with a continuation of the current set-up. The EV BCP team continues to monitor the situation and meets regularly to discuss new advice and make appropriate preparations in respect of an eventual return to the office surroundings.

## Update to Statement: 17th April 2020

Further to the Government announcement of the continuation of lockdown, we wanted to let you know that we are continuing with our current BCP arrangements, which have been highly effective in allowing us to continue on a 'business as usual' footing, whilst supporting our team and clients' well-being. Our Business Continuity Team continues to meet frequently and we remain engaged with our key suppliers. We do not currently anticipate any difficulties in our ability to maintain our current high level of service.

As always, if you have any questions or require any further information in relation to COVID-19 and business continuity, our Service Desk at [support@ev.uk](mailto:support@ev.uk) will be happy to help you.

## **Update to Statement: 17th March 2020**

We are closely monitoring the developing Covid-19 situation and it is our priority to ensure the health, safety and well-being of our staff, clients and other business contacts, as well as ensuring that our services continue without disruption.

Further to our previous statement, we have now instructed all our staff from our London and Newbury offices to work from home from the 17th March 2020, in line with Government guidelines issued on the 16th March 2020.

All of our staff are equipped with laptops and equipment to enable them to work remotely and effectively. All staff laptops are encrypted to ensure that information is secure and are configured so that security patches are applied when connected to our network. Our business infrastructure will also ensure that all client services will continue uninterrupted and all managers are working closely with their teams.

We are confident that our approach to working remotely means the tried and tested measures we have in place already will ensure business continuity at all times.

We continue to engage with our key suppliers in order to mitigate disruption risk and will continue to closely monitor the situation as it develops.

If you have any questions or require any further information in relation to COVID-19 and business continuity, please contact our Service Desk at [support@ev.uk](mailto:support@ev.uk)

## **13th March 2020**

### **What is EV's approach to the potential impact on services provided?**

In response to the fast-changing landscape of COVID-19, EV is monitoring Government guidance and recommendations and have taken the necessary precautionary measures to ensure that we can continue to provide the highest level of service and operational resilience for our clients.

Our Business Continuity Team have reviewed our established business continuity plan (BCP) and processes specifically concerning COVID-19 to ensure:

- We have appropriate measures in place now to help mitigate the risk to our team and the delivery of service for our clients.
- We can respond quickly to any change in the situation.

We have the infrastructure, technology and processes in place to enable any or all our team to work from home and they are all able fully execute their role while doing so. As a precaution, we have asked team members in specific key roles to work at home whenever possible.

We have been in touch with our key suppliers and are aware of their BCPs in response to COVID-19. At present, we do not believe there are any issues that will affect our ability to maintain our current high level of service for our clients, but we will be monitoring the situation.

## **What actions has EV taken to plan for the potential outbreak of Coronavirus within the organisation/ affecting the workforce?**

If members of our team were to fall ill and could not work, we have plans in place for alternative support for those roles that are key to maintaining continuity of service for our clients. Our team have been advised to travel for work only where necessary and to adhere to any Government advice on travel restrictions. We are in regular communication with all members of our team in response to what has become a fast-changing situation to help safeguard them and those around them.

## **How long do we expect this advice to be in place?**

We have started these measures with immediate effect. As it is a dynamic situation, we will continue to monitor and keep you informed, but we are expecting this virus to be prevalent for the next 8 – 12 weeks based on Government advice.

## **How can I ask further questions, and when can I expect further communications?**

Should you have a question or concern that is specific to your particular EV solution or service, you can contact our Service Desk at [support@ev.uk](mailto:support@ev.uk). Our Service Desk team are entirely up to speed on our position and response to the challenges surrounding COVID-19 and will be happy to help you. We will continue to communicate with you whenever there are any significant changes to our business continuity approach.