

## **Coronavirus: Customer Update 02.04.2020**

As COVID-19 continues to pose a breadth of challenges for the UK and beyond, we are continuing to play our part in limiting the impact on our colleagues, customers and our supplier partners, whilst delivering the mobility needs and service requirements of our business solutions.

### **Colleagues**

We are proud to have 95% of colleagues working from home, fully operational with all the relevant systems, software and telephony required to deliver continuation of service for our customers.

Our colleagues that remain operational at Broad Lea House, are doing so to meet contractual obligations covered under the 'key worker scheme'; operating from our secure control centre on behalf of Police Force partners and Highways England to keep the UK road network moving. These colleagues benefit from a safe and secure environment.

### **Customers**

We are proud to be supporting a host of essential fleets through a number of client relationships across our book of business. We are supportive of any garages within our network who choose to prioritise repairs to such vehicles at this time.

We continue to provide a variety of repair options to all customers, each of them fair and reasonable within the current climate. Some customers will experience full 'business as usual' operations, whilst some may need to consider the best option to suit their circumstances. We politely ask that where a preferred option cannot be provided, we look to agree an alternate option, whilst considering the obligation to mitigate costs.

### **Supply Chain**

Over 65% of our Repair Network remain open, and are working responsibly within their communities to comply with all Government advice to deliver operational capability at this time. We would reaffirm that at this point, we have coverage across all UK regions and in light of travel restrictions, we have good capacity within the network, and continue to be in a strong position to manage the work volumes we're seeing.

Currently we are not experiencing any challenges with parts delays and remain in open dialogue with several partners to ensure supply options are utilised to minimise any potential disruption.

We will continue to keep abreast of the changing environment through our relationship managers.

### **The Ongoing Situation**

Whilst we are continuing to provide continuation of service at this time, it's likely that any increased countermeasures that we may see in the future could have an impact on our operations, or those of our supplier partners, which we will need to remain fluid to.

We will continue to provide periodic updates to our customers.