

Covid-19 Support and Preparedness

This message is to inform you of the actions taken by Unilink to provide customer support and services during the period of the Covid-19 emergency.

First, the safety and well-being of everyone involved in our business, whether directly employed or otherwise, is my and the Unilink management team's number one priority. Hence, we have effected the following plans:

Following tests of our business continuity plans w/c 2nd March, Unilink Group companies are working from home with over 90% of staff homeworking linked by Zoom, Teams, Slack, diverted phones and support software as appropriate.

During the business continuity tests Unilink provided support without customers being aware that we were operating from home offices. Unilink is providing a normal support service and you, our customers, should not be aware of the changed circumstances.

- Where onsite visits are required Unilink will arrange those visits subject to there being low risk of staff infection and minimal contact. Staff will adhere to customers' Covid-19 policies for visitors.
- Normal business meetings will continue but will be arranged by Zoom rather than face to face.
- Unilink continues to recruit staff, take on new business and plan projects subject to the constraints of the necessary restrictions introduced by the pandemic.

I would like to reassure our customers and suppliers that the Unilink Group of companies are financially stable with long term contracts from central government departments providing reliable revenue streams. Unilink Group will continue operating, as far as possible normally, throughout the period of the virus emergency.

If you have any questions about this policy or anything else regarding Unilink's services during this period please email our special monitored email address UnilinkCovid-19Hotline@unilink.com

If there is any other way in which Unilink can help, please get in touch.

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