BUSINESS CONTINUITY PLAN (BCP): COVID-19

Updated 20th March 2020.

(This document is continually reviewed and likely to change in response to the changing nature of the risk and the latest government advice).

This BCP has been specifically developed in response to the Coronavirus pandemic and sets out the company's policy for business operations and the measures we are taking to manage this risk.

GENERAL MEASURES

- Regularly wash hands with soap and warm water for at least 20 seconds.
- Carry a tissue at all times. Catch coughs and sneezes in a tissue and throw the tissue in the bin.
- Avoid touching your face.
- Avoid close contact with others, for example shaking hands.

OFFICE STAFF SPECIFIC

- Most office staff will work from home until further notice.
- Both our offices have anti-bacterial gel and anti-bacterial wipes available.
- A 'twice daily' hard surfaces wipe down procedure is in place.
- All of our people to be communicated within an open and clear manner to encourage those with specific health concerns to raise them.
- Tele and video conferencing will be utilised in favour of meeting in person – only essential meetings to take place face to face.
- All non-essential contractor visits are being deferred.

TECHNICIAN STAFF SPECIFIC

- All company vans are equipped with anti-bacterial gel.
- Technicians to wear disposable gloves before entering client buildings and dispose of them at the end of the visit in their rubbish bags.
- Technicians to be spatially aware and avoid non-essential interaction with clients and staff members maintaining a 2m distance.
- Technicians not to request for client signatures on PDA's (our IT system will still send the visit report).
- We have implemented a 'no-integration' zoning between Technicians and Planteria office staff to further limit the risk of spreading between teams.

IF WE HAVE A SUSPECTED CASE OF COVID-19 WITHIN OUR STAFF:

- If an employee becomes a suspected case of Covid-19 the BC Team should immediately be notified and kept in continual communication.

- The employee should immediately self-isolate and liaise with the local NHS health protection team keeping the BC Team informed of their medical diagnosis.

IF WE HAVE A CONFIRMED CASE OF COVID-19 WITHIN OUR STAFF:

- The individual should follow medical advice.
- The BC Team should be notified and kept in continual communication.
- Analysis of who the person has worked closely within the period immediately prior to diagnosis / self-isolation.
- Current guidance from the government is that the office will need to be deep cleaned and sanitised. This may require us to close the office temporarily.
- Once the cleaning work is complete the office will re-open and operate as normal.

IF A SHORT PERIOD OF OFFICE CLOSURE BECOMES NECESSARY:

We are very well prepared for a 'work from home' phase should this be required.

- Most office staff will work from home until further notice.
- Every office staff member has access to a laptop and smartphone.
- 'Microsoft Teams' and VPN technologies mean that our teams are able to access all Planteria business systems remotely.
- Our teams will remain productive and still be able effectively to support our clients.
- We have very recently upgraded our phone systems to softphones ensuring incoming calls can be supported remotely.
- Our main flower and plant delivery companies already have keys due to current out of hours deliveries.
- Service technicians will continue to work remotely coming to the nursery only to collect replacement plants once it has been declared clean.
- Florists will continue to work from their floristry workshop after it has been declared clean. It is possible there could be some days we are unable to deliver flowers but this will be kept to the absolute minimum.

IF WE HAVE STAFF SHORTAGES:

In the event of several staff being absent through illness or self-isolation other staff will be encouraged to work overtime and at weekends and further specific measures have been identified below:

- **Florists** – we have a strong pool of freelance florists we can call on.
- **Technicians** – we are looking at ways to temporarily minimise the length of our client visits and limiting our maintenance to essential watering allowing us to cover unavailable technician's work.
- **Office** – Our cross-training program will allow us to move staff from our new business development teams to essential administration duties to ensure the business management continues.