



P L A N T E R I A

G R O U P

Business Continuity Plan (BCP): COVID-19

Updated 4 January 2021

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.

Enhanced public health measures we are observing:

A rolling communication program to all our employees through email, video meetings and office signage to observe the enhanced public health measures at all times.

Office staff are working from home, plant service technicians and production staff are following strict health and safety practices.

- **General measures**
 - Regularly wash hands with soap and warm water for at least 20 seconds.
 - Carry a tissue at all times and dispose of in refuse bag.
 - Avoid touching your face.
 - Avoid interaction with others, unless necessary for business.
 - Maintain 2m social distancing.
- **Office staff specific**
 - Most office staff work from home.
 - Staff not to attend if they have a temperature or symptoms of Covid-19 or have recently been in contact with anyone who has contracted or tested positive for the virus.
 - Both of our offices have anti-bacterial gel and anti-bacterial wipes available.
 - All of our people to be communicated with in an open and clear manner to encourage those with specific health concerns to raise them.
 - Workstations arranged so social distancing can be maintained.
 - Maintain social distancing at all times, clear signage to be displayed.
 - Tele and video conferencing will be utilised in favour of meeting in person – only essential meetings to take place face to face and a 2m distance maintained.
 - All non-essential contractor visits are being deferred.
- **Technician, Production and Florist staff specific**
 - Technicians travel individually in own van and use sanitiser before entering client buildings.
 - Staff not to attend if they have a temperature or symptoms of Covid-19 or have recently been in contact with anyone who has contracted or tested positive for the virus.
 - Clients still closed are issued with instructions on basic plant care and our service help team is available to provide remote advice.
 - Technicians wear disposable gloves and face masks 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).
- Production staff making plant and flower deliveries maintain 2m social distancing.
- If staff member develops Covid-19 Planteria will inform client if they have been in close contact with anyone.

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 with in the period immediately prior to diagnosis / self-isolation.
- If we have a confirmed at our premises they will need to be deep cleaned and sanitised before any production can resume.

If we have staff shortages:

In the event of staff being absent through illness or self-isolation furloughed staff will temporarily be brought in to provide cover.

Resumption of full services:

Our account managers will maintain contact with clients during the period that offices are closed.

All staff are available for immediate return to work. .

Financial resilience:

Strict controls to be kept on expenditure and forecasts to be updated regularly

- Expenditure to be reduced in proportion with any revenue drop
- Non-working staff to be furloughed
- Every expense line has been examined as to stopping, deferring, reducing where possible
- Cash reserves to be maintained taking advantage of all government assistance
- Review actual revenue and expenses regularly and take appropriate action

Review and escalation procedure:

The BC Team meets each week to review the current situation. Any escalation required is discussed and actioned accordingly.