



Covid-19 External statement

Last updated: 13 March 2020

Like everyone, we've been busily gathering as much information as possible about the impact of the Coronavirus (Covid-19). We have taken advice from trusted sources, working out how we best protect our customers, our learners, our communities and our colleagues.

Business continuity

We have an established business continuity process which is drawn from senior leadership across the group. Therefore, our plan has been created with a strong understanding of our key processes and systems, and the needs of our employees, customers and stakeholders.

Business continuity arrangements are being reviewed and managed in line with the latest advice regarding Covid-19 and as the situation evolves.

Travel

Face to face meetings, training and assessments are a big part of what we do and, in accordance with UK Government advice we are not currently restricting business travel for staff.

Precautions

In response to advice from Government as part of the "Delay Phase" the following precautions will be implemented

- Any member of staff or learner that has presented with a high temperature or persistent cough will not be allowed to attend any training course and encouraged to follow government advice
- If a member of staff/candidate/learner has visited any of the known infected countries it is important that you notify your Departmental manager/trainer immediately.
- Class sizes will be limited to no more than 12 learners
- Where possible, we will avoid classes being hosted in public areas preferring to deliver courses in classrooms or at our own facilities
- All staff, learners and clients will be reminded of the governments advice on ensuring good sanitation and hygiene gel and hand washing facilities will be available at all sites/offices

These measures will be reviewed daily alongside advice from the government.

We recognise that this is a period of uncertainty for all and we would like to thank you for your flexibility as we update our approach in line with country-specific official guidance. While we are looking to maintain a "business as usual" position, we are aware that this is a rapidly evolving situation. We are reviewing this on an ongoing basis, and we will continue to assess how best to manage any changes required, and to minimise the impact on the delivery of our services and on our staff.

We'll be updating our website as this situation develops so for up to date information and the latest updates, please visit our dedicated page.

For official information about Coronavirus, please see the NHS website (NHS.uk) or the UK Government website (gov.uk).

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