

Avoira Limited
Official Statement: COVID-19
March 2020_V2

Review and Planning

Avoira Ltd recognises that our customers may be worried about the impact of Coronavirus (Covid-19) and the ability of Avoira to operate 'business as usual'.

Currently, we are operating as normal and a considerable amount of work has been undertaken in recent weeks to review our business continuity plan to ensure that it will cope with the possibility of a Coronavirus (Covid-19) outbreak.

Avoira have a Business Continuity Plan and additional measures to specifically deal with Coronavirus (Covid-19). The purpose of this plan is to maintain services, minimise any disruption to our business and minimise the spread of the disease.

The plan, if / when it is fully invoked, will be actively implemented and monitored by a Crisis Management Team made up of key senior directors and managers. The function of the team is to control the possible spread of the infection and to provide for business continuity.

As regards the potential threat to the continuity of our business from a Coronavirus (Covid-19) outbreak, we have verified that the existing plan will, so far as is reasonably practicable, minimise the likelihood and impact of such an eventuality.

In light of the current situation, we have reviewed all relevant policies and the content of our business continuity plan which details how we will communicate with our staff and our customer. Each department within Avoira are reviewing any additional steps that would be necessary to maintain service to customers.

Staff Information

In terms of controlling possible infection, we have prepared and communicated guidance for all our colleagues and managers, these include guidance on personal health protection and actions that will be taken within the Company to minimise the possible spread of the disease.

Continuous Monitoring

The Business Continuity Plan is now actively managed and monitored by a Crisis Management Team made up of key senior directors and managers. The function of the team is to daily monitor the emerging position, manage staff and updates customers where appropriate. In addition, monitor and maintain a safe working environment as far as is reasonably practicable.

There is no impact on our current operations, and we believe that we have taken necessary steps at this stage to mitigate the impact on our business and therefore the impact on our customers at this time.

We will, however, continue to monitor developments closely, and check, modify and update our plans in accordance with Government and Public Health England advice, keep customers informed as and when necessary.

Contact Us

Should you have any further, specific questions now or at any time, please do not hesitate to contact the Avoira Service Delivery Team who will escalate to the relevant member the Avoira Management team.

Tel: 0161 763 3333 Email: service.delivery@avoira.com

Avoira Limited
Official Statement: COVID-19
March 2020_V2