

March 16 2020

We would like to provide some updates on our operations, and the plans we have in place to mitigate any potential impact.

We are continuing to closely monitor the situation and are following the advice given by Public Health England and the UK government. We are communicating this advice to all of our staff and amongst other policies, are, encouraging them to follow thorough hygiene practices that will reduce the chances of infection.

In the event that the outbreak starts to impact operations at our head office, we have a business continuity plan in place that we will enact. We have plans in place to run our operations, including our service desk from alternative locations should the need arise.

This includes the movement of employees and re-routing of customer service contact numbers to ensure any impact on customer service is minimised.

We have also implemented a policy that makes it clear to our staff what to do if they show signs of coronavirus-related illness, which includes detailed guidance on self-isolation. Thanks to our dispersed field service engineers, we are able to substitute any technician who needs to self-isolate, by using internal staff or partner services.

We are conscious that, as seen in other countries, this is a very fluid situation. We continue to monitor all government advice very closely and will adapt our plans accordingly.

We continue to work with our supply chain and our supply chain partners to assess any impact on our ability to supply our customers. We are assured that UK based stock of parts and consumables will carry on as normal for the foreseeable future.

Our overall aim is to protect our customers and employees, and minimise disruption to the services we provide for our customers, and we have in the plans we have in place to ensure this.



We Care

TO ALL OF OUR KRL
CLIENTS & FRIENDS

AS THE SITUATION AROUND
COVID-19 DEVELOPS, OUR NUMBER
ONE PRIORITY IS THE HEALTH AND
SAFETY OF OUR CLIENTS, OUR STAFF
AND OUR PARTNERS.

We are committed to following all Public Health England guidance, and ensuring that strict codes of hygiene and other appropriate measures are in place at KRL's offices, in our vehicles and amongst our engineers.

We have increased the frequency of our cleaning regimes across the board, both within our building and our vehicles. We are also ensuring that our team members are following the appropriate protocols to protect the health and wellbeing of our clients & our staff.

We will follow updated guidance on a daily basis, and will continue to develop best practice as the situation evolves.