

Coronavirus (COVID-19) Business Preparation

The following statement has been prepared for clients of Magrathea to provide reassurance that we have considered the potential risk factors associated with a potential wider outbreak of COVID-19 and have processes in place to deal with any resulting impact.

A healthy working environment

The first stage of our approach is to try and keep our team fit and well. As a business we very rarely require our team to travel outside of the UK anyway but will not be authorising any non-critical overseas business travel for the foreseeable future. In addition, we will be advising staff against personal travel to any region listed in the Foreign and Commonwealth Office list of destinations with specific concerns due to Coronavirus.

Our team have been reminded to take particular care over health and hygiene in the office and when travelling on public transport and all sensible and proportionate controls are in place to monitor the health of the team and their exposure outside of the work environment.

In the event of quarantine/low attendance to the office

In the event that any staff are required to self-isolate all essential staff are equipped to continue their role from home and therefore the business can continue to function as normal.

The only obvious impact to clients during such a period would be the cancellation of any face to face meetings or events and any non-essential datacentre work would also be postponed.

If a datacentre visit became essential, a large number of our team are capable of attending or we can use 'remote hands' on site. However, our network has been engineered to reduce to the greatest extent possible the necessity for physical presence on site.

In the event of widespread illness

The Magrathea team is geographically spread with some permanent home-workers and therefore the risk of the entire team being impacted by the virus is minimal. In the event of a high number of people being unable to work we will take the following steps:

- We will notify all clients that our usual timescales for dealing with any non-critical requests will be extended to accommodate the reduced resource. Priority will be given to the maintenance and smooth running of existing services and products.
- We will request that all clients communicate their sales and support requirements by email rather than telephone as far as possible to enable us to better manage workload and priorities.
- We will implement a network freeze period to minimise the potential of disruption to our network during a period of reduced resource.

Summary

We will continue to monitor all of the official guidance and reviewing our situation on an ongoing basis.