

FORDWAY PANDEMIC CONTINGENCIES

Fordway provides consultancy and support for customers. There are two aspects to this requirement in the event of a pandemic hitting:

1. Fordway continuing support of existing customers if staff become affected
2. Fordway provision of resources to customers affected

Guidelines below take into account the formal NHS guidance for businesses, produced July 2009.

These are impacted by the following statements:

- Any persons suspected of having an infection are expected to be placed in isolation. This is likely to be for 2 weeks minimum.
- The incubation period is between one and four days.
- The infectious period is up to five days for adults and seven for children
- Latest figures expect one third of the population to become infected, with varying degrees of severity.
- The impact on working personnel is likely to be as a result of looking after members of the family (so indirect infection) as well as direct
- Currently there is an attitude of even if there is the slightest risk of a person being affected they are placed in isolation.
- Any capability provided for this type of incident will require remote working systems and practices to be in force.
- There are likely to be capacity/resilience issues with the remote access solutions, should the cases become widespread and the timescales be extended.
- This does not fit the traditional Business Continuity models as the majority assume a loss of services rather than unavailability of personnel.
- The personnel infected are not likely to be in one sector of a business (e.g. IT) all areas will be affected, so any plan must cover the whole and not just specific portions, though some areas will be more important than others.
- Fordway recognise that though the spread of any infection and thus the impact on the company are inevitable, all possible measures should be taken to minimise the risk.

CONTINUING SUPPORT

Fordway operate a complete remote desktop environment offering full capability available to all staff. As the engineers are already widely dispersed around the country all the systems capabilities are already available remotely. Should any of the engineers become infected (suspected or actual) they will be requested to work from home and be able to deliver the same level of service to the customers.



For customer support, Fordway will utilise remote access technologies to cover every customer where practicable. If a site visit is necessary Fordway will request that customers disclose if any members of staff have been infected and will take appropriate measures. Fordway reserve the right to refuse to attend site should the risk of exposure for an engineer be high.

For sales, technical and consultancy visits, Fordway will continue to attend site, these visits will be kept to a minimum to reduce risk. If any Fordway customer has proven outbreaks, this information needs to be passed immediately to Fordway HR so appropriate decisions and assessments can be carried out. Fordway may request that work be performed remotely where practicable.

If members of staff at Fordway offices become infected (proven), then the entire company will revert to remote working to minimise the likelihood of spreading to other company personnel. Customers will be informed by Fordway HR should any member of Fordway staff to have visited site in the past few weeks be infected. Fordway will also maintain a register on the current known status of all their personnel .

Every effort will be made to adhere to current SLA's for differing level of support, however due to the potential impact Fordway reserve the right to suspend them.

Fordway will adopt an anti-bacterial policy on visits by customers to their office. Hand wipes will be available on all floors for the user of visiting customers and staff. This is to ensure the highest possible state of cleanliness thus minimising the risk of infection spreading.

All Fordway staff will be issued with the guidelines and will confirm to HR they have read and understood them. Fordway will comply with a formal risk assessment matrix as laid out and ensure appropriate signs have been placed in key areas.

PROVISION OF RESOURCES TO CUSTOMERS

Fordway will provide resources as requested to customers. If agreements are required with specific organisations to deliver key services, these can be put in place, please contact your account manager. Fordway will then pre-allocate resources to assist in these areas prior to any other requests.

Fordway have a limited number of technical resources, any assistance to customers to bolster their own support will be on a capabilities basis. If this support can be provided to clients remotely this will significantly improve the ability to supply services. Fordway will attend site to provide basic functions (e.g. tape changing), but there must be confidence that the risk of infection by such a visit is minimal. Fordway will allocate their resources to provide the best services possible for the customers, however cannot guarantee which technical resource will be assigned to each duty.

All security (access, physical and systems), contractual and data protection processes/procedures need to be agreed prior to any commitment to provide resources/cover to an organisation.



FORDWAY SERVICES

As Business Continuity Association (BCI members) with 6 accredited consultants Fordway provides an independent assessment of an organisation's capabilities to support remote working from a number of perspectives:

- Total Capacity (numbers of staff capable of being supported)
- Speed and usability of connections
- Application availability
- Resilience and key components
- Security issues
- Procedures/processes:
 - IT
 - User

This service will allow for proper forethought and planning of contingency measures. This check can also encompass the Business Continuity provision, thus making it not just a one off exercise but deliver real value to the organisation.