

## Coronavirus (COVID-19) – Business Continuity Measures

**All public sector organisations have a duty to protect our communities. This includes Scape. So, we must ensure that our teams, delivery partners, our nationwide supply chain network and their families remain protected as we work with you to deliver your projects in the weeks and months that lie ahead.**

As the situation surrounding Coronavirus (COVID-19) evolves, we would like to provide you, our valued clients, with the reassurance that contingency plans are in place to minimise service disruption and to maintain a value-added experience with Scape.

That means ensuring our services are conducted in a way that supports the national effort to minimise the spread and impact of COVID 19, but also that we continue to provide every support we can to maintaining the sustainability of our industry.

### Our approach

To make that happen, a phased business continuity strategy has been enacted so that we remain focused on your projects at all times, actively working with you on a regular basis, ensuring that you continue to receive the support you need, when you need it.

### Digital activation

Whilst adapting to government advice, our policies and systems are designed to deliver a consistently high level of service.

Your local contact is fully equipped to keep a finger on the pulse of your projects, to hold and host video conferences with you and your team, to provide file sharing tools and to enable e-contracting for your projects.

All of our ICT systems are cloud-based, which means that our framework, relationship and performance management systems will remain active at all times, so any information that you need from us, will be immediately available upon request.

### Framework management

We continue to work closely with delivery partners at all levels, to make sure that appropriate safeguards and safety measures are in place within their organisations and across all live projects.

Our framework and relationship management teams will maintain active dialogue with central and regional delivery teams so that updates to business continuity plans are shared, any associated risks are rapidly assessed and actively resolved via our framework management processes.

### Our pledge

As government policy adjusts in response to scientific advice, we fully appreciate that many clients are in the process of evaluating and resourcing their own localised priorities.

*Please remember that we are here to help.*

For more than a decade, we have worked together with our community of clients to find solutions to a vast array of challenges, through trust, collaboration and commitment.

We commit to bringing that same mindset to the unique challenges that lie before us. Together with our delivery partners, our teams are prepared and fully equipped to play their part in helping you to deliver the exceptional outcomes you expect.

If you require advice, support or guidance, please do not hesitate to contact a member of the team.