

Letter regarding Nowcomm's response to the COVID-19 outbreak

17th March 2020

As global concern about the current COVID-19 outbreak grows, Nowcomm are doing everything possible to keep all our employees, suppliers, visitors and stakeholders healthy and safe in our workplaces while also minimising the disruptions to our day-to-day operations.

We are closely monitoring the global and national situation as we understand and appreciate misinformation and fear can often spread more virulently than the virus itself. We aim to discourage false information from circulating during these challenging times.

If anyone is looking for trusted, up-to-date information, we recommend visiting the UK Government website <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response> .

We have provided below a list of questions and answers that may be of interest and value to our customers, visitors, employees and stakeholders based on the current Covid-19 pandemic situation.

At what point do you estimate Nowcomm will not be able to provide your normal service to your customers due to Covid-19?

Nowcomm currently do not expect our normal customer support services to be impacted. Whilst current media and WHO worst case projections state up to 80% of global populations will be impacted, Nowcomm's workforce is dispersed across the UK.

Many of our employees had already commenced self-isolation and remote working from home as of 9 March 2020. This was introduced to reduce risk of contamination to themselves and to other work colleagues and customers.

Nowcomm employees that are working remotely from outside our offices do so with the same level of efficiency and effectiveness as would be achieved if they had remained at their office location.

Have any Nowcomm employees contracted Covid-19?

Nowcomm are currently recording zero incidents of our employees having contracted the Covid-19 virus. Further, Nowcomm do not employ office subcontractors and so this possible risk is also removed.

Whilst we expect some employees to contract Covid-19 at some stage over the next few months, our current remote employee working policy and dispersed UK geographic location spread of our staff significantly reduces risk to any aspect of ongoing operational performance or service level reduction.

Our current impact modelling expectation indicates that if staff do become affected by Covid-19 this may be at different times and spread across weeks and months, similar to a normal winter flu scenario that may occur over any six-month range.

Therefore, whilst Nowcomm are scaling back current “at customer site projects” and current “at customer site consulting work and order completion activities”, our ongoing Nowcomm service and support desk and our standard network operation centre services are expected to incur minimal impact, including reduced staffing and resource levels. This is also true for all remote hands project deployments and remote hands consulting projects and activity work being scheduled or currently performed.

How will Nowcomm inform their customers of a loss of service or a significant reduction in service (for example service level affecting issues)?

Should our network operations centre be impacted and operate a reduced service level, or if services are suspended due to Covid-19, we will notify our customers via email. Given the level of planning we have performed to date to mitigate the potential business disruption of Covid-19 in line with our remote working policies introduced as outline above, Nowcomm would expect to be able to provide advance notice of any reduced service level model rather than an immediate service suspension.

This expectation and planning is based on continuous feedback and connectivity with our remote and self-isolated working employee base. Clearly, due on the limited knowledge of Covid-19 within the public domain as presented by government health officials, our expectations and planning is based on current Covid-19 knowledge at the time of writing this letter.

What will your intention and expectation be to restore service to your customers should services be suspended or degraded?

We will restore any loss of Nowcomm service that may have been created or impacted by Covid-19 as soon as is possible. We repeat that we do not anticipate any service outages due to staff being immobilised during the Covid-19 pandemic.

Summary

In summary, Nowcomm would like to assure all our customers that as of the date of this notice Nowcomm have in advance implemented a comprehensive risk mitigation strategy to maintain full business continuity and business service operation during the current Covid-19 global pandemic crisis. We do not expect or envisage any reduction, suspension or loss of service at this moment in time. Should the UK enter various forms of lockdown or local, regional or national travel embargos be implemented, we expect to still perform our contracted activities being supplied to all our customers.

Should Nowcomm service and delivery operations become affected by Covid-19, we will provide a further update of this notice and advise accordingly.

We wish all our customers and suppliers good health during these challenging times and we look forward to the future months when business and communities return to normal practice. Our team of Nowcomm account managers are available to provide guidance and advisory on secure and effective remote working solutions and practices should members of your organisation wish to adopt the same strategies as we have deployed across areas of your business and employee base you may believe could similarly benefit.

Kind Regards,

Richard McLoughlin
Co-Founder & CEO
Nowcomm

www.nowcomm.co.uk