



SERVICE USER UPDATE - BUILDING CONTROL SURVEYORS LTD CORPORATE APPROVED INSPECTORS (BCS) DUE DILIGENCE STATEMENT RELATING TO SERVICE DELIVERY CHANGES

Dear Client,

The Prime Minister (PM) has now confirmed that we all face the worst crisis in a generation. The PM will urge companies to join a “national effort” to tackle the virus COVID-19.

The spread of the COVID-19 coronavirus continues to dominate the news, with major implications for public health and the NHS.

Unfortunately an increasing number of fatalities following exposure to the virus has become well publicised especially affecting the more vulnerable in our communities.

It is also causing economic disruption across the globe and turbulence on the financial markets, with many countries now restricting travel movement, banning mass meetings, with numerous businesses now shutting down completely.

We have been monitoring developments closely, and have now implemented sensible measures to ensure that BCS is very well prepared to meet the national effort to slow down the spread of this virus, in a proportional and managed way.

In reassurance of our current stance in respect to restricting the spread of the COVID-19 outbreak three things have been of paramount importance:

- The health and welfare of both our clients and staff;
- Our ability to continue to support clients; and, of course;
- Our ongoing ability to sustain and meet building regulation compliance checking requirements.

Our company BCS has now implemented some very specific measures to maintain ongoing support and protection for our service users and our own staff

Prior preparation

a. Our well established quality controlled business process and procedures are robust and were designed well in advance of these extraordinary events which now affect our nation, to offer robust approach risk managed operational effectiveness, therefore our teams have long been prepared for abnormal events such as these for some time and has a comprehensive Business Continuity Plan (BCP)



Our BCP plan identifies the requirements that would be needed for each area of the business to function under a wide range of scenarios and it is kept under constant review. These scenarios include natural disasters, acts of terrorism, data breaches, power and transport failures and major sickness outbreaks such as pandemics. Our systems following numerous tests and rehearsals have performed exceptionally well to date.

Operational resilience

As a business we have over many years invested in advanced technology and support infrastructure to ensure that the business is both robust and adaptable to be able to cope with significant and potentially disruptive events such as we are now facing.

Remote Working Protocols

For many years now many of our staff have had the ability to work from home if required and can remotely access our complete information systems within a highly secure Information technology environment. Our main corporate telephone switchboard is also able to redirect all work phone lines including extensions to employee mobile phones or to other landlines relocated to other parts of the UK where necessary.

Geographic Dispersion Planning

We can operate from multiple secured locations across the UK and importantly have a multi-site approach to our main core business function. This gives us the flexibility to temporarily relocate activities or teams to other sites, if necessary.

Employee and client safety

Of absolute paramount importance is the health, safety and well-being of all our staff and clients. We are therefore closely monitoring and implementing official guidelines from the Government and health organisations in respect of COVID-19.

Specific actions taken include:

- **Foreign Travel**

We have asked staff to follow the Government's advice in relation travel to and from higher risk destinations for themselves and family members. We have put in place our own internal reporting processes to manage this, advising staff to self-isolate as required.

- **Signs of Sickness**

We are asking staff to stay at home and self-isolate in line with current government guidance.

- **Continuity in event of Personal Containment**



In the event Government advice recommends all workplace closures, or we feel that this is necessary, then we are ready to respond immediately. At the time of this letter all public client visits to our offices have been cancelled.

- **Personal Hygiene**

Hand washing facilities/hand sanitisers and enhanced personal protection wear are available throughout our offices for both staff and clients and we have reinforced our existing clear desk policy, and currently stopped any “hot desking” use.

- **Business Travel**

We have asked our staff to especially consider business and personal travel. We recognise that many clients will also want to minimise their travel and face-to-face contact during this period and therefore we can facilitate meetings or site inspections by live-stream telephone, and using our comprehensive Group video conferencing abilities.

As a company we believe that facilitating meetings by video conference or telephone is best practice during these times, but we remain responsive to client needs in reasonable and appropriate circumstances.

Where evidential images or video is requested our experienced technical staff will carefully scrutinise all submitted imaging, which helps to safeguard everyone, and helps to maintain inspection compliance.

The coronavirus outbreak is clearly a constantly evolving situation both in terms of infection rates, and the impact on our clients and staff alike.

While we cannot predict when the outbreak will peak and/or start to subside, we hope that the market disruption will ultimately be short-lived.

In the meantime, we want to reassure you that we are taking sensible precautions to minimise the potential impact of coronavirus on our clients, staff and operations while ensuring it is business as usual.

Yours truly

A handwritten signature in black ink, appearing to read 'Cliff L'Aimable', is written over a light blue circular stamp.

Cliff L'Aimable

Managing Director
Building Control Surveyors Ltd