

Bioscript and COVID-19 response statement - March 2020

The spread of COVID-19 caused by coronavirus continues to dominate the news, with potential major implications for public health. In line with good corporate governance, our Senior Leadership Team (SLT) is monitoring developments very closely, with support from a cross-functional COVID-19 working group.

We would like to reassure everyone that, in respect of the spread of the COVID-19 outbreak, our major focus is the health and welfare of our people, together with our ability to continue to effectively support our clients and their projects in all scenarios. This communication shares some of the actions that we have taken.

Preparation for COVID-19

We have a comprehensive Business Continuity Plan in place. This is integral to our business and we are confident that our robust approach to both effective business and risk management will ensure sustainable business efficiency. We have carried out a detailed and specific risk assessment across our business in relation to the potential consequences of COVID-19. We have identified the key requirements that will enable us to function under a range of foreseeable scenarios and our plan is under constant review. The scenarios we had modelled included a major sickness outbreak and no access to our premises, situations we are now experiencing in the current pandemic.

Operational measures

Our offices are now closed, and all staff are working effectively from home. Investment in our technological infrastructure ensures that our business can adapt and operate under the current circumstances.

- All our staff continue to use Bioscript hardware to access our systems in an efficient and secure IT environment.
- We have many years of experience of working with home-based workers both in the UK and overseas, supported by agile communication and knowledge sharing systems.
- Our telephone lines have been redirected and our post continues to be monitored.
- We operate telephone and video conferencing facilities that allow us to stay in touch with each other, our clients and suppliers.
- Files and documents are held securely on remote servers that can be accessed from anywhere.

We appreciate that current situation is very challenging for our clients and we are ready to help in any way we can. We welcome regular communication with our clients during this time. We also appreciate that any work involving active healthcare professionals may be impacted, and our teams are very aware of how to deal sensitively with this situation.

Safety of our people and clients

The health, safety and well-being of our people and clients is paramount. We are therefore closely monitoring the official guidelines from the UK Government and health organisations and implementing business practices that are in line with them.

The coronavirus outbreak is a constantly evolving situation both in terms of infection rates and the impact on individuals and business. While we cannot predict when the impact will start to subside, we are ensuring we have contingency plans in place for all scenarios. We are prepared for the current working conditions to persist for some time and are ready to deal with any further impacts.

If you have any questions, please do not hesitate to contact us. You can either use your normal Bioscript contacts or you are welcome to contact a member of the SLT.

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