

Bertram Group Coronavirus (COVID-19) Business Continuity Update

While the coronavirus (COVID-19) continues to spread across the UK, Bertram Group has continued to respond robustly to the Government guidance released in recent weeks, particularly in relation to social distancing measures which has had a profound impact on our way of live for the foreseeable future.

Bertram Group remains in operation, continuing to support the Government backed increased e-commerce activity encouraged and expected as we all adjust to our revised everyday life. Our role supports the distribution of books across the world, an important cog in the wheel for fellow businesses at this turbulent time. We also support the distribution of educational books, an important requirement for those adjusting to home schooling.

We shall continue to operate with agility, responding to government and Public Health England guidance. Our dedicated Incident Team continue to meet regularly to review the Company's Business Continuity Plan and have mobilised several pre-planned measures to minimise the risks to our colleagues and business alike, these include:

- All roles which can be home based are now home based, supported with the required IT infrastructure including skype facilities
- Site based roles have robust safe systems of work in place to include:
 - Appropriate social distancing rules within working and breakout areas
 - Separated entrances and exits to manage shift changes
 - Robust cleaning rota, active during shift and at each shift change
- Colleagues receiving regular communications from their teams, managers and business on plans as they evolve
- Mental Health support for colleagues
- Flexible working arrangement underway across our whole business
- Travel restrictions in place for colleagues who are normally required to travel as part of their role supported by increased alternative communication channels i.e. Skype, conference calls email.
- Actively engaged with our Agency Labour provider who can provide support in the event of high levels of absence related to the virus occurring and during peak times
- Supporting the Public Health England advice provided by the UK Government, making all colleagues aware of what to do in the event of; maintain high standards of hygiene, experiencing symptoms, coming into contact with someone who has been infected or in the event of an outbreak within our offices should this occur and as a result of travelling abroad
- A communication plan to keep our customers informed of any impact to our services
- Measures identified to provide alternative ways for our customers and suppliers to make contact to our teams
- Customers can continue to expect deliveries through our trusted logistics partners which now includes 'no-contact' book deliveries
- Customer services is now home-based so some customers may experience delays in query resolution

We shall continue to follow all government and Public Health England guidance to protect our business and maintain the wellbeing of our workforce during this ongoing period of unprecedented circumstances.