



COVID-19: CONTINUING TO SUPPORT YOU

We wrote to you last week to advise you of the measures we were putting in place in response to COVID-19. Following the recent updates from Government, we are now writing to provide you with a further update.

As we stated last week, we remain, as always, extremely proud to support every single one of you and EBS are continuing to do everything we can to protect you and everyone in our team.

The following list outlines the changes that we have now implemented as a direct result of the new Government guidance:

1. We are no longer operating as a split team. The whole team is now working remotely from their own homes.
2. Each team member has been provided with the technology, and remote access to our server, to maintain continuity of service delivery.
3. Our phone system is currently migrating and a temporary answermachine message is in place at the moment. We hope that EBS will resume answering the calls very soon.
4. Our Team Leaders will be conducting daily online calls to ensure workload is being managed effectively and to check on the well-being of staff at this difficult time.
5. At present we have no reports of illness within the team.
6. Some members of the team have young children at home with them and so we politely request your understanding with this during any calls.

If you have not done so already, please do let us know if we can assist with setting up online meetings, or if we can provide any help or guidance to you regarding maintaining financial stability.

We would also like to take this opportunity to thank those of you for the lovely messages and well wishes you sent following our last update. We once again wish you all the very best and if there is anything further we can do to support you, please do not hesitate to let us know. Please stay safe.

With best wishes,

Gail, Phil and the EBS team