

## COVID- 19: CONTINUING TO SUPPORT YOU

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In view of the ongoing situation relating to COVID- 19, we wanted to let you know about the steps EBS are taking to ensure that there is continuity of support across all our Clients during this difficult time. We remain, as always, extremely proud to support every single one of you and EBS will continue to do everything we can to protect you and everyone in our team.

These are unprecedented times and as a result we have, therefore, introduced extra measures as follows:

1. We are operating in split teams. Half of the team are working from home, whilst the other half are in the office and this will switch on a weekly basis. We hope that this split will help to minimise the risk of infection to the whole team. The split also takes into account any members of our team who are currently self-isolating to ensure we have an adequate staff presence in the office.
2. We are putting in place measures that ensure those who are working remotely can continue to deliver the required support to you.
3. On-site we have implemented social distancing; all external meetings have been moved to online calls. Any employees who are ill or have been in contact with family who are ill, are required to stay at home.

We recognise that communication to your members and the wider environment is going to be essential during this time. Newsletters, statements etc. are currently being produced across all our Clients to:

- Update and provide guidance
- Maintain communication
- Provide reassurance to members, the public and patients etc.
- Sharing best practice
- Communicating changing local procedures

Online meetings have always been a cost-effective option, and these have now become an essential part of our operations. Please do let us know if we can assist with setting up online meetings. In addition, we have been working very hard to ensure that the financial stability of our Clients remain intact. If we can provide any help or guidance to you, please do not hesitate to let us know.

We would also like to take this opportunity to wish all our Clients the very best and if there is anything we can do to support you, please do not hesitate to let us know. Finally, please stay safe.

With best wishes,

Gail, Phil and the EBS team