

Coronavirus (Covid-19) Customer Update #9

Dear Customer,

As always, we hope this communication finds you, your family and colleagues safe and well.

As we head towards the winter period, and also as we see a rise in the number of Covid-19 cases Nationally, we thought it would be a good time to update you on the health, safety and wellbeing measures we now have in place at our facilities and our current service provision.

Covid-secure facilities

The health, safety and wellbeing of all of our colleagues remains our #1 priority across all levels of the business and all locations. Our facilities and senior management teams have been working hard to ensure our working environments are safe. In the images below you will see some of the Covid-secure measures that we have implemented including (but not limited to) social distancing, one-way systems and screen partitioning.

Over the past 6 months we've had 300 people working across six digitisation and records management sites in the UK and we are very proud to share that, while we have had a few reported cases of Covid-19, this has not resulted in cross-infection. This is down to our brilliant teams and colleagues who have adopted and prioritised all our Covid-secure measures.



Service provision

In past communications and particularly at the height of the pandemic, we had stated that work would be processed on a reasonable endeavours only basis. We are pleased to report that we are now processing all work in a business-as-usual manner. As always, you can find service status updates [here on our website](#).



The coming months

With a rise in the number of confirmed cases of Covid-19 being reported by the Government and the possibility of a second lockdown situation (localised or more broadly), we want to assure you that EDM continues to process high volumes of scanning, mail and data for customers with Key Worker status such as NHS Trusts and Government bodies. Our output levels are nearing pre-Covid levels now and, providing it is safe to do so, we will continue to operate throughout any future lockdown period.

If you have any questions or concerns, please speak to your Account Manager or our Customer Services team.

Kind Regards,

A handwritten signature in black ink that reads 'Andrew Shaw'.

Andrew Shaw
Group Chief Customer Officer
EDM Group