

Low Impact, High Likelihood

Measures taken:

- Engage X-on's business continuity working group to assess the impact of the COVID-19 situation and implement mitigation measures.
- Revise our business continuity plans to respond to the specific risks COVID-19 presents to our staff and to all our customers, and the risks particular to our health industry customers and partners.
- Halt non-UK workers travel to the UK offices and customer sites.
- Establish that no UK employees have recently travelled to the high risk category 1 or 2 countries.
- Stop employees attending or presenting at exhibitions or other industry events.
- Ask staff to confirm they have the equipment they need to work from home and advise them to take home the necessary equipment overnight should emergency measures be taken at short notice.
- Ensure that staff are able to fully utilise the consoles to work remotely from home.
- Work with site staff in line with their own business continuity plans so access to key equipment can continue 24/7.
- Bring forward by two weeks the expansion of the data centre.
- Capacity plan for peak call volumes, most typically at the start of the working day.
- Liaise with key suppliers to ensure continuity of supply and order extra hardware in preparation for customer premises in case of unexpected supply shortages.
- Advise staff on the hygiene measures they can take to minimise risks of infection in line with government guidelines.

Medium Impact, High Likelihood

Measures currently underway:

- Limit all non-essential travel for staff.
- Limit non-essential face-to-face meetings internally/externally.
- Ensure all staff have completed individual Remote & Field Based Workers Health & Safety and Security Assessments, that they are recorded on the HR system, and corrective actions have been identified and completed.
- Work with the management team to confirm that their staff are in all roles suitable for home-working.
- Identify staff where their specific role is key to maintain continuity of our telephony services to our customers, including Surgery Connect.
- Advise staff that they can work from home where roles permit.
- HR will update all staff by email as the government guidelines change and offer additional support in recognition of the unprecedented stresses caused by the COVID-19 pandemic.
- The business continuity team will refine the plan for critical processes to meet operational need.
- Restrict network change control to only upgrades and critical change events.
- Optimise resourcing and increase staffing (including additional third parties) to alleviate pressures on the service desk; re-training staff who may be under-utilised in other business areas.

High Impact, High Likelihood

Measures being planned:

- Stop all non-essential travel to sites away from base. Explore all means of non-face-to-face communication in the first instance. Risk assessments to be made prior to travel.
- Provide further guidance and policies to support our staff and business with longer-term home working.
- Continue to prioritise our resources to support business critical processes and procedures.
- Implement further business continuity measures to protect our business in the longer-term.