

COVID-19 Business Continuity Briefing No. 003



Issue number	003
Issue date	24/03/2020
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Author	Senior Management Response Team (SMRT)

Document Purpose

This document summaries our business actions and progress in response to the current COVID-19 pandemic.

We are still working

We are working to our Business Continuity plan and are implementing measures and practical steps across all our office locations in response to the risks posed by COVID-19.

We are confident in the resilience of our business and our ability to continue to provide our full range of services throughout this period, whilst supporting the health and wellbeing of everyone.

COVID-19 Situation Overview

The coronavirus outbreak is an evolving situation both in terms of infection rates and the impact on our clients and staff. While we cannot predict the peak, duration or when it will start to subside, the safety of our clients, staff, support businesses and the communities we serve is an overriding consideration and we are making decisions daily to ensure we protect everyone during this period.

Current Status

With regards to the current COVID-19 virus outbreak, JBA is monitoring the situation and working to the guidelines published by the World Health Organisation, and the UK, Irish, Singapore, Cambodia, USA, Australian and Romanian Governments (i.e. countries where we have offices).

We remain open for business but largely by means of remote working. Our offices are only open for essential staff providing critical business functions that cannot be provided remotely.

Business Continuity Plan (BCP)

As you would expect, JBA has a long history in risk management and our Business Continuity Plan has been prepared for us to maintain our operations and for the business to function under a wide range of scenarios (including a pandemic); it is tested regularly, at least annually, as part of our ISO 9001 certification and is kept under constant review.

Our BCP identifies the requirements and process steps that would be needed to effectively manage these scenarios. Business continuity management helps us maintain minimum service levels and restore normal service as soon as possible after a disruptive event such as fire, flood, loss of power, damage to premises, illness of key staff or IT system failure.

BCP Actions Implemented

JBA has kept our staff informed of decisions and we have:

- Daily meetings of our Senior Management Response Team (SMRT) consisting of the Managing Directors of our Operating Companies, the Director of Operations and the Head of IT.
- We publish a daily bulletin on our Corporate Management System (CMS) which is also emailed to all staff.
- Identified which activities are required to ensure we continue to provide quality services to our clients.
- Mobilised our Business Continuity Representative, Deputy and Administrators for each office.



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Operational Resilience

We have always invested heavily in technology and our infrastructure has been built to ensure that the majority of our staff have the ability to work flexibly. This includes the ability to work from home. We have tested these systems and are now using them and established that they are robust, and flexible enough to be able to cope with large-scale and prolonged disruptive scenarios posed by COVID-19 or other similar events.

JBA Office Locations

We have 21 office locations across the world that have fully integrated management systems, which provide our staff with the flexibility to temporarily relocate activities or teams to our other sites, if necessary, or they can remotely access our systems from home with the knowledge that they are still working within a secure IT environment.

Travel

We have asked staff to follow the Government's advice in relation to travel for themselves and family members for the country in which they are based. We have also mandated that there is to be no elective or non-critical travel.

We are requiring staff who have recently returned from countries with a severe outbreak of COVID-19 or have come in contact with someone who has the symptoms to self-isolate.

In the current circumstances, we believe that facilitating meetings by video conference or telephone is best practice, but we remain responsive to client needs in reasonable and appropriate circumstances.

