

Dear Client

The World Health Organisation has officially labelled the Corona Virus a global health emergency and the slow but steady progress the virus has made from China, across Asia, to today's position where virus hotspots are now liberally dotted across the world and around Europe. It is necessary for Air Business Subscriptions to inform you of our preparations made to reduce the effects of the virus on day to day operations.

We rehearse a range of scenarios for business continuity in the event of potential business interrupters. The Coronavirus (Covid-19) outbreak in China has made these preparations more important than ever. We've been working, since the first reports of Covid-19 in January, to identify and evaluate the potential risks to our business, and to plan for any scenario where the spread of the virus may impact our service provision, our Clients and their subscribers.

Regarding the effects of the Virus ... a number of assumptions were required to be made regarding its effects, in general the % affected by the virus in any one area is relatively small compared to the overall population of that area and fortunately the % of individuals seriously affected are some 10% of that small number, making the risk of staffing levels being affected directly by the virus minimal and could be manageable under the guidelines provided by Public Health England.

A much more significant effect and one very much more likely to occur is where a town or city that Air Business offices are situated in is impacted by Government orchestrated lockdown put in place to isolate and contain the virus and subsequently to stop it spreading. ABS has reviewed the current 'lockdowns' and from the facts available it suggests lockdowns are (in general) quite focused however they do seem to be in place for a considerable time which could affect one of our regional offices quite significantly for many weeks. As far as we can determine once a lockdown occurs the virus is quite quickly identified in individuals and their isolation allows some normality in an area to recommence, ABS consider their responsibility to their staff to be of paramount importance and will take all measures possible to ensure their safety if these circumstances arise. We are encouraging all of our employees to follow Public Health England guidance to prevent the spread of viral infection. If any staff member returns to Air Business from a suspected hotspot, whether from business or holiday, they will be self-quarantined for a period of 14 days - where they will work from home.

If a lock down affected one of our regional offices we need to be in a position to continue to function normally both internally to create issue runs, correspondence etc, and externally to

The logo for "From A to Beyond", consisting of a red double-line border around the text "From A to Beyond" in a red, sans-serif font. A red line extends from the bottom of the logo across the page.

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continue to service all types of communications with our clients subscribers. To this end we have taken the following precautions –

Continuity of Business Operations and Service/Supply to Customers

- Full Business Continuity Plans are in place (as standard)
- All core areas within the business are covered, and can be managed remotely without affecting delivery of ABS services
- All key staff have the capability to work from home, to further bolster ABS remote connectivity an additional 30 laptops have been acquired which will be distributed to 2nd line staff in the event of a containment requirement affecting our main offices in Haywards Heath.
- Redirection of regional Customer service provision from areas infected to areas that are not considered to be at risk.

This work is being overseen at the highest level within Air Business and it includes working closely with our key partners and suppliers to ensure they have adequate procedures in place to maintain service and delivery. We are committed to maintaining all of our services.

Whilst this is ultimately a matter of human welfare, which outweighs any individual business concern, we hope that by working in partnership we'll be able to minimise any service impact. If we can assist, or you would like to discuss specific options for your business, please contact your account manager.

The better prepared that we all are, the more effectively we are able to manage situations, foreseen and unforeseen, rest assured Air Business will continue to assess the spread of the Corona Virus and take appropriate action where necessary.

John Osborn | Technical Director | Air Business Subscriptions

