

FMG – Coronavirus Notification

Following confirmed cases of Coronavirus in the Yorkshire region, and a changing landscape across the UK as a whole, you will undoubtedly be concerned about how the impact on our business may impact upon the services we deliver to / on behalf of your business.

As part of FMG's initial response we have already taken several precautionary actions, including colleagues following the recommended hygiene procedures, suspension of all but non-essential business travel, and limiting the number of attendees within meetings.

Due to the continuing development of the outbreak, including the UK Government's transition from the 'contain' phase to the 'delay' phase of the national response plan, and the pending impact on colleagues and clients, FMG has now formally escalated our response to follow our Business Continuity Framework. This provides an established and mature process to mitigate, control and improve risks to our business, aligned to FMG's overall Business Strategy and Objectives.

The scope of FMG's Business Continuity Management System includes the activities carried out within our operation, home-workers and outsourced processes that can affect the continuation of our business.

The objective is to ensure continuation of customer critical services that will allow the business to meet its strategic objectives.

Business Continuity is part of our overall Risk Management Framework working alongside Information Security Management and IT Management.

Our current strategic intent is to maintain our critical services at all times, and minimise impact on colleagues, customers and our supply chain.

In line with our Business Continuity Framework, the following measures are now being executed:

1. Collaboration

We have invested in additional collaboration software tools and are well prepared for continued operation of all meetings.

Our relationship and network managers will maintain communications at the normal levels, they are still fully operational and available to answer all queries in the usual manner.

2. Homeworking

We already have a core base of colleagues set up for remote / homeworking and are now looking to extend this provision through a phased transition to home working for all those colleagues with the ability to work remotely.

Other considerations we are looking into are:

- The potential of using an RDS feed to maximise homeworking
- A telephony link to root calls to home-based staff

We are trialling and testing infrastructure to accommodate new ways of working which will provide the capacity that we may need beyond the office environment. Within our wider group companies similar software has been trialled, and subsequent testing has taken place, which gives us every confidence that this trial will achieve a positive outcome.

A full update on our remote working capability will be provided in due course.

3. Supply Chain

We have ongoing open-dialogue with key suppliers and are liaising with them to identify the actions and measures they are taking to reduce the risks associated with disruption or reduced service levels.

Our network of repairers have a number of actions in place today to reduce risks:

- Repairers are supplying hand sanitisers, both on their premises and in vehicles
- Staff are being temperature-checked three times/day to stay alert for the early signs of virus
- Prior to booking vehicles in for repair, or returning repaired vehicles, repairers are calling drivers to check if they are experiencing any symptoms, self-isolating etc. If so, deliveries and collections are re-scheduled accordingly
- In the event of a repairer having to close-down, jobs will be manoeuvred round to other repairers in the area where possible (unless a Public Health body intervenes, and states vehicles cannot be removed due to risks associated with virus spread)
- Our Network Managers are cross-trained to provide additional support to the in-house Engineering team in the event of peak demand over the coming weeks

In the coming weeks, parts delays are likely to be significantly affected by the shutdown of factories in China. We're monitoring the situation closely but would advise that as per the current process, if we become aware of parts availability issues for specific makes / models of vehicles we will delay booking in those vehicle types (if driveable) until parts are received. We have a formal agreement with one of the largest suppliers and distributors of green (recycled) vehicle body parts in the UK, and we also have an established relationship with the UK's largest non-OE / independent parts supplier.

We will continue to work closely with our supply chain partners, adapt effectively to intel gathered, intelligently triage and allocate work and have robust and proven existing processes, including the regular use of mobile estimates as standard practise to keep driveable vehicles on the road until parts are available.

4. Service Levels

We anticipate a number of scenarios which will lead to colleagues being unable to come into the office for a period of time. This could impact multiple people at the same time and may result in our office being manned with minimum staff. However, we are currently testing several solutions that would give us added robustness and mitigate impact by ensuring the majority of our staff are able to work remotely from home.

5. Impact Mitigation

With the Government's latest guidance, it is highly likely we will start to see less and less vehicles on the roads. Volume of incidents is expected to decline at a rate which would out-strip staff reduction in these early days, allowing us some natural capacity and leeway within our operations.

In terms of longer-term resilience, we already have a strong talent pool that can always be drawn on to support critical services. We also have a number of business areas that perform non-core activities, we anticipate we have around 60 colleagues whom, if necessary, could be cross-skilled to support core operations should the need arise. This will be closely monitored so that at a given point, we can arrange the necessary training and support to achieve increased capacity and capability to offset impact.

6. Actioning Government Advice

We are continually reviewing government advice and holding regular senior leadership meetings to ensure that we are able to react quickly to any new information or changes in the situation. Our Business Continuity Tactical Response Team will coordinate any activity driven from decisions made.

The invocation of Business Continuity ensures for proactive planning and preparation in the likely event of escalation of the emerging situation. Implementing such plans provides a robust Framework allowing us to continue to provide services to our customers, protect our colleagues and proactively manage the myriad of business implications which an unprecedented event such as Covid-19 presents.

Our Business Continuity Plans are certified to the ISO 22301 standard, covering a wide range of circumstances. However, the Coronavirus presents potential unprecedented impact on a global scale, and like many businesses, it is necessary to adapt existing processes and create new ones to ensure we proactively and methodically respond to the emerging threats the virus presents. We are confident that we have the structure, technology and expertise to confidently adapt through this changing landscape.