

13th March 2020

Dear colleague,

In the current environment, it is important for all of us to work smarter, safer and more flexibly. That's why I want to personally update you on COVID-19 (coronavirus) and the steps we are taking to ensure the safety and productivity of our employees and customers.

In light of the evolving situation, Liaison Group has taken the following measures:

- The majority of our clients can and will be supported remotely, and your local representatives will be in touch to discuss how this will operate.
- We will be using Microsoft Teams and other leading technologies to ensure we have no drop off in service levels.
- Our systems for Workforce have been updated to allow clients to track vacancy reasons for COVID-19, to enable trusts to receive financial compensation.
- We have eliminated all non-critical business travel for Liaison Group employees worldwide.
- We have encouraged and facilitated working-from-home procedures for our employees.
- We have cancelled participation in large industry events and other gatherings through the end of March, and will continue to evaluate the need to extend this policy.

We continue to work with government and health authorities to monitor conditions, and are committed to keeping you fully informed as the situation evolves. Please let me or my teams know if we can do anything more to support you over the coming months.

As a forward-thinking business, we were already well-placed to respond to such crisis in today's increasingly digital world, and I appreciate the trust you place in Liaison Group and our Workforce, Financial and Care solutions in support of the NHS and healthcare providers nationwide.

I look forward to continuing to support the success of your organisation in the months and years ahead.

Best Regards,

Andrew Armitage



CEO at Liaison Group

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20th March 2020

Dear colleague,

Following on from my earlier email, I wanted to provide a further update on COVID-19 (coronavirus) and the steps we are taking to ensure the safety and productivity of our employees and clients.

In light of the evolving situation, Liaison Group has so far taken the following measures:

- Measures in place to support the majority of our clients remotely, and your local representatives are getting in touch to discuss how this will operate.
- We are using Microsoft Teams and other leading technologies to ensure we have no drop off in service levels. MS Teams is now available free for all NHS organisations. We have MS Teams experts who can assist you to set up meetings with us where required.
- We have eliminated all non-critical business travel for Liaison Group employees worldwide.
- The vast majority of our staff are now working-from-home with essential office based staff following social distancing guidelines.
- We are minimising the use of printed post and request that clients do not send us post. Instead, please scan/photograph and email any documents to your usual Liaison Group contact.

We request that you notify us if any staff members within your teams present with symptoms who may have been in contact with any of our onsite colleagues, and assure you that we will do that same as we monitor the health of our team members.

We continue to work with government and health organisations to monitor conditions, and are committed to keeping you fully informed as the situation evolves. Please let me or my team know if we can do anything more to support you over the coming weeks.

I look forward to continuing to support the success of your organisation in the weeks, months and years ahead.

Best Regards,
Andrew Armitage



CEO at Liaison Group

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