



## COVID-19 response | A message from our Group Chairman John Spencer

I wanted to provide an update on how NIC Services Group Ltd is dealing with the current and ever-changing situation regarding Coronavirus disease (COVID-19)

We have taken on board all of the Government recommendations and advice along with the NHS recommendations and also the advice from our resident in house microbiologist, and have implemented a number of practices, processes and recovery plans to guarantee business continuity, colleague safety and client service during this difficult period of time.

Our aim particularly in our retail sector is to help keep Britain moving and the country fed.

We have been briefing our teams over the last few weeks and continue to do so daily as news about the virus continues to develop.

At an extraordinary Board meeting this week the Board have taken the decision to change the roles of some of our Directors during this uncertain period to accommodate the ever changing landscape that this situation is creating in order to further assist our frontline colleagues, support teams, our clients and their customers who our services particularly in our retail sector continue to touch every day.

We have implemented a number of business travel restrictions to and from high-risk areas and are encouraging our customer focused contract support teams (where possible) to limit travel between client locations and to base themselves in a central location. We are encouraging an increase in the use of video call conferences in place of face to face meetings. And we have also reviewed personal hygiene measures throughout the business.

Despite the COVID-19 pandemic, our teams more often than not continue to operate in extremely challenging environments. They are a credit to us, and I am extremely proud and humbled by their efforts.

During these difficult times we all need to pull together, help each other and be prepared to do jobs we wouldn't normally do.

**John Spencer**  
NIC Services Group Chairman

