



Response to Covid 19  
Frequently Asked Questions (FAQ) V2.0  
5<sup>th</sup> January 2021

## Introduction and Statement

Boldfield continues to monitor the Coronavirus disease (COVID-19) developments. We are doing this with a primary focus on ensuring the health and safety of our team members and their families, while mitigating the business impact for our clients and being mindful of the health of all those we encounter.

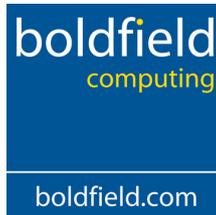
In support of this, we have outlined our response to the containment and delay phases of the government plan. During the second phase (delay) we will implement our business continuity plan.

Our team members are taking increased health precautions. For example, we have issued guidance on travel, requiring team members to isolate and work from home.

Additionally, we have increased communications with information about the virus and how to prevent it spreading. We have provided increased cleaning routines and access to antibacterial handwash in our facilities and wipes for staff equipment (e.g. mobile phones and keyboards).

Please be advised that for the health and safety of our team members, we will be asking visitors to complete a risk assessment prior to being allowed on site.

Should you feel that our staff may be at risk in light of having visited your facilities, please do inform us straight away at [enquiries@boldfield.com](mailto:enquiries@boldfield.com).



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## FREQUENTLY ASKED QUESTIONS

What is Boldfield's approach to protecting people, vendors, customers, etc. at its facilities?

Most of our staff are working from home, but Boldfield has a business continuity plan and program in place focused on ensuring the health and safety of its team members and everyone we encounter. We have processes in place to ensure we continue to deliver the level of service our customers expect. Most of our staff are working from home.

What are Boldfield's business recovery plans?

Our business continuity plan includes measures to ensure not only that we're able to recover normal business operations as quickly as possible, but also that we are able to mitigate impacts to our stakeholders during any incidents.

What measures is Boldfield taking to protect employees and other stakeholders (e.g., vendors, customers) in the impacted areas?

Boldfield continues to monitor the Coronavirus disease (COVID-19) developments with a primary focus on ensuring the health and safety of our team members while mitigating business impacts for our staff and customers. In support of this, we have activated our business continuity plan and are convening regular meetings with teams across the business.

Will Boldfield Continue with Site Visits to clients

Clearly, we need to minimise the number of site visits and any visits will be covered by a risk assessment. However, we will visit where it is necessary.

What measures will Boldfield take if someone is confirmed at one of the company's offices to be infected with COVID-19?

This is among the decisions that will be made by Boldfield's business continuity team with a focus on ensuring the health and safety of our team members and others present at the affected office while mitigating business impacts for our staff and customers. We will ensure we work closely



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with the government health service and local medical authorities to take appropriate actions. When decisions are made, they will be communicated with all relevant parties.

In the event a confirmed COVID-19 case is discovered at a Boldfield office, how quickly will Boldfield communicate with customers and vendors?

As always, consistent, and timely, communications with all our stakeholders are critical and we will communicate any relevant information, when possible.

In the event a confirmed COVID-19 case is discovered at a Boldfield office, what is the evacuation procedure for any impacted office? Will Boldfield close the office for cleaning/contamination control? If yes, what is the estimated timeframe for reopening the office?

We will act according to the instructions of the relevant government authority and in a manner that safeguards our team members. Specific actions will depend on the specific circumstances and the requirements of the experts that are engaged. This is among the considerations made by Boldfield's business continuity team with a focus on ensuring the health and safety of our team members while mitigating business impacts for our staff and customers. When actions are taken, they will be communicated to all relevant stakeholders.

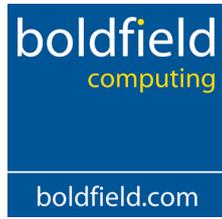
How will Boldfield manage staff at an impacted office to ensure continued operation?

We have various options for ensuring continuity, including remote working or shifting work to other locations where remote work is not possible. This is among the considerations made by Boldfield's business continuity team with a focus on ensuring the health and safety of our team members while mitigating business impacts for our staff and customers. When actions are taken, they will be communicated to all relevant stakeholders.

accommodate potential disruptions, as well as monitoring vendor backlogs and shipment and delivery acknowledgement dates.

What is Boldfield's policy for visitors to its facilities?

Please be advised that for the health and safety of our team members, we will be asking visitors to complete a risk assessment before checking into any Boldfield facility.



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