

CCube Solutions
Statement on Coronavirus Disease (COVID-19)
Updated March 18th 2020

CCube Solutions has been monitoring closely the recent spread of the coronavirus disease (COVID-19). This is a serious and rapidly developing situation, with public authorities releasing new information daily. However, based on our analysis of currently available information, CCube Solutions remains committed to our staff and customers during the COVID-19 outbreak.

In view of the global Coronavirus COVID -19 pandemic, and the UK Government's strategies for containment of the viral spread, Public Health England, and the World Health Organisation, CCube Solutions has established practices that employees are to follow in responding to COVID-19 (and any other strains of the flu or other illnesses) - the health of our team and the continued support of our customers are our main focus.

We would like to take the time to reassure our users that we are taking measure to ensure that we can operate efficiently, effectively and safely. We have a robust business continuity plan in place to enable us to continue to offer the same support to our users to ensure that our Software continues to support the vital work our frontline healthcare workers are doing.

As a priority, we have put in place several measures to ensure the safety of employee's and their families. We have been implementing these measures gradually over the last few weeks which means that this will not disrupt regular work routines. These measures include:

- Readying resources so that all members of staff are working remotely from Wednesday 18th March 2020.
- Restricting Client visits – We are following government guidelines relating to infection control - we will offer virtual meetings via Tele/Video conferencing tools to ensure we can continue to offer the same service to our users.
- Immediate self-isolation for anybody feeling unwell or showing symptoms.

Our Promises to our customers:

- Our teams are committed to delivering high-quality and reliable service for our products. Support teams will continue to answer any questions you may have. We endeavour to provide the same level of service you're expecting when working with us.
- We request that in the first instance all support requests are initiated through our Help Desk line and portal – please see the contact information below.
- Your data is handled responsibly, all our laptops are encrypted and all are staff will be using Secure VPN's.

CCube Solutions Supply Chain Impact Statement:

The impact of the COVID-19 virus on the global supply chain continues to evolve. Accordingly, we continue to monitor the impact of COVID-19 for potential supply chain disruptions:

1. Most key CCube Solutions suppliers have indicated that disruptions to their supply chains beyond occasional delays are currently minimal. However, they continue to caution that the impact to the global supply chain could increase significantly if the outbreak is not contained.
2. Some suppliers have reported increasing lead times for spare parts/consumables.

We will continue to monitor potential risks to its supply chain brought about by the COVID-19 virus and will provide additional information as warranted by the situation.

Updates

As the situation develops and we have further updates, we will keep you closely informed. In the meantime, if you have any questions or concerns, please get in touch - we're hoping we can play our part in making sure that we are one less thing for you to worry about.

Best wishes to you and your families.

Contact Information

The main telephone number (01908 677752) and the Support number (0800 0778117) have been redirected to the Support Department.

admin@ccubesolutions.com

www.ccubesolutions.com

Service desk call logging facility

<https://ccubesolutions.zendesk.com>

Service Desk phone number

0800 0778117

Support Email

support@ccubesolutions.com

Barry Whitley - Support Manager

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