



Updated Ravensworth Statement on the Coronavirus COVID-19

24 March 2020

Ravensworth continues to take the threat of Coronavirus (COVID-19) extremely seriously and is continuing to actively monitor the situation daily and implement all measures issued by the UK Government. The senior management team at Ravensworth is tasked with ensuring all measures are strictly enforced and decisions are made accordingly.

Our frontline staff continue to work from home as they have been doing since 16 March until further notice. Whilst we have implemented additional flexibility for our staff with regards to childcare and care for elderly parents who are self-isolating, there has been no impact on service levels.

Regarding continuation of print manufacture, we have business continuity plans in place for several eventualities.

Our production team continues to operate 3 separate shifts. These are separated by 30-minute intervals to allow time for a full cleaning and disinfecting regime. We are also restricting access to the production environment to ensure contact is limited.

The impact of this for Ravensworth and its clients remains as follows: -

1. All orders will follow standard lead times and there will be no bypasses of standard SLAs
2. Our ability to intercept job tickets and alter information post-order – addresses, quantity etc – will be very limited
3. The ability of our production facility to have orders returned to our Customer Services department for post-print checking will be limited

Even with the additional measures announced by the UK Government on the evening of 23 March, our production facility remains operational and 100% of print orders are being despatched.

The senior management team at Ravensworth will continue to monitor the situation and adjust our plans as required and I will provide an updated statement if and when required.

Regards

A handwritten signature in black ink, appearing to read 'Graeme Edwards', with a long horizontal flourish extending to the right.

Graeme Edwards
General Manager