



CETUS SOLUTIONS LIMITED - COVID-19 (CORONAVIRUS) STATEMENT



Dear Customers,

As I am sure you all are, we are carefully monitoring developments on the COVID-19 (Coronavirus) outbreak. Earlier in the year, Cetus proactively put additional measures in place to ensure the safety of our teams and the continuity of our Business Operations in circumstances of this nature. This included Cetus setting up an internal Action Team. Our Action Team are keeping apprised of any developments concerning the Coronavirus outbreak through close monitoring of the 2pm daily government updates and ongoing COBR meetings. We are also monitoring the movements and wellbeing of our staff and their families.

All businesses have Disaster Recovery/Business Continuity plans in place for events such as natural disasters and pandemics, Cetus are no different. We have built our business to minimise the impact that occurrences of this nature can have on yourself and your end-users.

We want to assure you that while we do not anticipate significant disruptions to our operations as a result of Coronavirus, all our teams can work remotely should they need to. We also have redundancies across our business systems with escalation to vendors across the world through our varied partner accreditations and in-place support contracts.

At this time, all of our Technical Delivery services (Support and Consultancy) will remain unchanged and will be delivered as planned, unless we are directed otherwise. In most instances our onsite consultancy services can be delivered remotely. Please contact our Projects team if this is your preferred method of delivery.

In addition, all Cetus offices are following the Public Health England (PHE) and NHS hygiene and travel recommendations to prevent infection. We are assessing all locations and events and evaluating safety for international travel. We are cancelling events and travel as a precaution where necessary. We have also increased our daily cleaning schedule and sanitisation of all surfaces.

Whilst I am sure we all appreciate that the rapidly evolving situation is causing uncertainty, I am encouraging all of our customers and employees to put their health and wellbeing first so that we can continue to operate effectively and help prevent the spread of disease.

Moving forward, I will be providing you with an update in a fortnight (or earlier should government directives change).

If you have any questions in the meantime, please do not hesitate to reach out to your Account Manager or myself directly.

Kind regards,

Kerry O'Higgins
Operations Director

Call: 0161 848 4315

Email: info@cetus-solutions.com

Visit: Head Office - Cetus Solutions Limited, The Quadrant, Cobra Court, Lumsdale Road, Manchester M32 0UT

www.cetus-solutions.com