



CETUS SOLUTIONS LIMITED - COVID-19 (CORONAVIRUS) STATEMENT



2nd November 2020

Dear Customers,

We are continuing to monitor the ongoing developments of the COVID-19 (Coronavirus) pandemic. As previously communicated, Cetus proactively put additional measures in place earlier this year 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. 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.

Following on from the Government announcement of a national lockdown taking place from 5th November 2020, please be advised that all our staff will continue to work remotely as they have been doing for several months. We want to assure you that we do not anticipate any significant disruptions to our operations as a result of this latest Government announcement. We have multiple protections in place across our business systems with escalation to vendors across the world through our varied partner accreditations and in-place support contracts.

With regards to our Technical Delivery services, we will continue to deliver them remotely via our remote conference facilities with screen sharing and video calling functionality. We appreciate that in some situations, such as hardware installation, this is not always possible; for such instances, additional checks and measures will be put in place by Cetus to complete this work as initially intended. Our Projects Team are currently contacting all customers regarding their scheduled onsite work over the coming weeks to make appropriate arrangements. We would encourage all scheduled and future meetings to go ahead with the suggestion that, where practical, we will instigate a remote meeting if preferred.

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.

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

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