

CEO's Client Update

17/04/2020

As the country, community and individuals struggle to adjust to the changes required to battle this invidious virus, I wanted to outline some of the measures we have implemented at Anchor to protect our colleagues and our customers.

Straight off the bat, I would like to thank all of our colleagues who have responded to the demands with a professional commitment that makes me proud to have them represent our organisation, and grateful that they continue to go to work day after day supporting some of the vital businesses that keep the country running.

We recognise that our teams working in cleaning, security or maintenance roles are critical to keeping people and property safe, and environments clean and hygienic, so we have ensured that everyone has the access they need to PPE and critical training as part of our COVID-19 risk plan.

Many of our customers have experienced profound disruption to their normal business activities, and we have been working closely with all our partners to tailor the service delivery model to support those changing business needs. I would like to thank personally all those customers who have engaged in positive and proactive communications, enabling us to work together to seek the best solution.

We have retained all key critical roles within the business, and by utilising our pre-existing Teams software, we have a daily COVID-19 strategy call co-ordinated by Alex Hiles, which brings together all the business stakeholders for a daily briefing and updates.

Our 24-hour Control Centre and Help-Desk function is still fully staffed and provides an action hub for all COVID-19 related issues.

We also have real time communication with all our colleagues throughout the country by constantly updating our Employee Portal to include advisory updates and company policy updates. We have also updated our scheduling software to ensure the correct employee data is being captured for any furlough payments.

Whilst the pandemic is proving challenging, we are working tirelessly to minimise the impact on your business; we are utilising our existing cloud based technology to facilitate: remote working, real-time reporting, employee on-boarding, client meetings, employee welfare and health & safety.

As the situation relating to Covid-19 changes every day and we are continuing to monitor developments and adapt our plans accordingly. The Anchor COVID-19 executive committee are as follows:

Andrew harper	- Group CEO
Alex Hiles	- Corporate Services Director
Sue Tait	- Head of HR
Lorraine Hiles	- Commercial Director

If you have any queries, please do not hesitate to reach out to your Anchor contact.

I would like to wish you and your family all the best.



Andrew Harper
CEO Anchor Group Services

