

BiP Solutions – COVID-19 Update

To our customers and partners

The spread of Coronavirus (COVID-19) is causing tremendous challenges across the world. In this time of fast-moving change and disruption, we want to reassure you about the steps we are taking to mitigate the effect that this will have on all of our stakeholders.

BiP Solutions has been serving the public and private sectors for more than three decades, and we are committed to maintaining the highest levels of service and customer satisfaction for all of our customers and clients; especially and even more so in challenging times such as this.

While the current situation is unprecedented in its scale, we are confident that our experience, processes, infrastructure, products and services and most importantly - people – will ensure we are resilient and able to fully support our customer needs.

Our immediate priority is our staff – their well-being and that of their families, and also ensuring they are able to continue serving our valued customers.

Across our offices in Glasgow and Manchester, we set up intensive hygiene and cleaning practices in line with Government and WHO advice and will maintain this for as long as is needed. And while we value and encourage face to face contact with our customers and partners, we have also stopped non-essential travel – meetings will continue using digital channels.

Our events programme for March and April has now been re-scheduled to September, and we thank our many exhibitors, sponsors, partners and venues for their support with this.

To ensure Business Continuity, we have invested significantly into our IT infrastructure – enabling us to maintain and support the high performance and reliability of all our internal and customer facing services. This includes enhanced monitoring and remote restoration of services should that be necessary.

As you'd expect of a business that works closely with the public sector, BiP Solutions holds Cyber Essential Plus, ISO9001 and ISO27001 accreditation - ensuring we have tightly audited processes and controls in place across the business.

We have also invoked our Business Continuity Plan in respect of home working. Again, following Government advice, we are ensuring that our staff are equipped with the tools and guidance that they need to work effectively from home: helping to reduce risk for them and their families, and also maintaining business continuity for our customers. We have fully tested our approach and are confident that our services will not be adversely affected: therefore they will be fully available to support our customers' business needs at this time.

From a leadership perspective, we have created a COVID-19 task force with representation from across the business. This group is charged with ensuring that the needs and interests of staff and customers are constantly reviewed and addressed during this period; and to ensure that all developments are closely monitored and acted upon. The group engages regularly and communicates constantly.

BiP Solutions connects its customers to the largest, most vibrant and dynamic marketplace in the world – the public sector supply chain. While we are focusing on the challenges of today, we are also accelerating our efforts on many new initiatives to help our customers thrive. Our investment into content, research, product development and customer experience continues unabated.

In addition, over the coming week we will be introducing a range of value-adding services to provide our customers with enhanced and more flexible access to a broader range of critical market insight services.

All of our customers – irrespective of size or where they sit in the supply chain – can rely on BiP Solutions to support them now and prepare for the recovery and growth that awaits in the future. We *will* recover: and the public sector has a huge part to play in the UK and wider world's social and economic resurgence.

Finally, and once again as outlined above, I can assure you that BiP Solutions is totally committed to investing into the support of its staff, customers, product and services throughout these challenging times.

If you have any questions or queries, please do not hesitate to contact me.

A handwritten signature in black ink, appearing to read 'Simon Burges', with a stylized flourish at the end.

Simon Burges
Chief Executive Officer
BiP Solutions