

Robust Business Continuity



We feel it is sensible to offer an outline on our current position with regards business continuity and the Coronavirus (COVID-19) Pandemic we are all involved in.

It is important that you know we have tried and tested business continuity plans in place and that we are able to meet the needs of your drivers as we all move through the inevitable challenges of the next few weeks. Therefore, as an outline to our current position and to provide you comfort regarding our ongoing ability to meet you and your driver's needs:

Our Steps

1. In the past few weeks we have rolled out a complete IT hardware upgrade plan across the vast majority (95% plus) of Ogilvie Fleet employees. This enabled employees to take their laptops home on an evening/weekend should there be a need to implement a business continuity process.
2. A large proportion of our employee base already does, or has the ability, to work from home. In the last few days we have begun rolling out additional hardware, software and other process upgrades to allow almost all of our employee base to also work from home if necessary.
3. We ran a scaled trial of our business continuity process through this last Christmas period to test our robustness should an eventuality occur. Little did we know how fortuitous that would be and we are pleased to say that it worked without flaw. We will also be testing this plan again in the next few days with a larger number of employees taking part.
4. We choose our supplier base, in part, on their ability to also provide strong business continuity. Thus, when it comes to ongoing delivery of vehicles, services, facilities and driver support, we have a supply chain that is well placed to be able to offer their own continuity to our customers and drivers.
5. We have initiated enhanced online meeting capabilities so that our team can, where appropriate, continue to hold relevant meetings with our customers and drivers.
6. We have taken a number of actions to protect our employees and others they come into contact with. These include hand gels, bacterial wipes and sprays, and we have also introduced stronger working practices in terms of hygiene management for all office areas and work stations.
7. We acknowledge that site visits may need to be restricted or halted completely at some point, to protect our colleagues and customers.



- 8. All external visitors to our offices may be asked where they have travelled from and the address of the company they represent. If their company or location has been affected, then this will be raised immediately with Senior Management.
- 9. We have reduced the number of non-essential deliveries to our offices in order to sensibly reduce risk to all employees and visitors.
- 10. We will continue to operate our business within Government guidelines and to ensure the health and well-being of our staff as a priority. We will continue to monitor all Government communications and we hold regular senior management reviews to ensure we react quickly and appropriately.

Happy Drivers Support App

If you and your drivers don't already have our award winning "Happy Drivers" support App, now is the right time to download it. [Download instructions for iPhone and Android users can be found here](#)

It is fair to say that we will all have a period of change and challenge over the next few weeks and months and that none of us really knows what this might mean. What we do know is that we have our plans, processes and people as ready as possible to support you and your drivers as best we can through these times.

