

Customer Statement Regarding Covid-19

In response to the COVID-19 outbreak in the UK, we wish to share the following information with our customers.

We are continuously monitoring the situation and taking the latest advice as issued by the UK Government and public health bodies. We would like to reassure you that the health and wellbeing of our customers, employees, partners and supply chain is our paramount priority and we will continue to take the recommended preventative and containment actions to protect all those affected by our business activities.

To ensure that we issue the most up to date guidance for customers and employees, we have established a dedicated Coronavirus team who are closely monitoring the situation and meeting daily to assess, review and discuss required actions.

Our Branches, Offices and customer meetings

To help protect our customers, colleagues and partners, we are encouraging regular hand washing, and the use of hand sanitiser, where available. In addition, we are taking steps to ensure the welfare of our employees by instructing those who feel ill to stay home and consult their healthcare providers.

Normal business operations will continue at all UK sites and branches unless advised otherwise. However, where feasible, we will use virtual technology instead of face to face meetings. We are also extending our homeworking operation for both our contact centre and support operations.

These measures are defined by the guidance given by official UK governmental and public health advisory organisations.

Please also see some of the specific steps we are taking in relation to the delivery and collection of hire vehicles [here](#).

Parts and Repairs

There are naturally concerns surrounding the ongoing supply of parts into our bodyshop network. However, we are in constant dialogue with the network and parts suppliers, and whilst there are already some issues - which have been widely reported - it is the supply of some specific parts that is currently the biggest issue. We are making every effort to ensure such problems are identified early to ensure repairs are not unduly delayed and or you remain mobile in your own car or a hire vehicle.

To date our service levels have not been negatively affected. However, we will continually monitor the situation, and should circumstance change, take further steps to mitigate any problems, ensuring we communicate with customers specifically affected.

Business Continuity Statement

Auxillis has in place a robust and detailed Business Continuity Plan (BCP) which covers all aspects of our business. This plan includes caring for our people, and maintaining the necessary resources, systems and processes to fulfil our obligations to customers and partners. At this time we are implementing elements of our plan as and when circumstances require us to do so. We do, and will continue to, comply with the latest advice from the UK Government and public health bodies. At this time whilst we have taken actions internally to invoke elements of our BCP we continue to provide business as usual to our customers and partners.

We will continue to publish updated statements on our website(s) as and when the situation changes