**Nike CONSULTANTS CORONAVIRUS DISEASE (COVID-19) BUSINESS CONTINUITY PLAN**

**Updated 15 December 2020**

**We know your organisation depends on our ability to provide reliable, uninterrupted service, so in light of the recent developments around Coronavirus disease (COVID-19), we would like to reassure you and share the measures that we are taking to ensure service continuity.**

At Nike, we have made investments in our technology infrastructure and business continuity planning to ensure we can operate all our systems and processes remotely with no interruption to normal service levels. We have rigorously tested our business continuity strategies to ensure we can provide ‘business as usual’ services and this is now in place as our entire workforce is now working remotely in line with government guidelines. Due to this we are now operating as follows:

* Desk phones are diverted to mobile phones, allowing continuous phone access to our teams and ensuring all skill groups would continue to work seamlessly
* Email and mobile phone communication will continue as normal
* All systems and tools for managing enquiries, quotes, order processing, etc. are remotely accessed by our teams via laptops
* Microsoft Teams is used internally and externally to work with our customers and vendors for productive collaboration and content sharing
* Face-to-face meetings have been switched to virtual environments – where relevant

As always, we are open for business and remain committed to supporting you and your organisation with our unparalleled level of service and will continue to monitor the situation, providing you with updates appropriately and promptly.

If you have any questions, please contact your Account Manager on 01902 394670 or email sales@nike.co.uk. Below is our most recent statement regarding COVID-19, which we will continue to update over the coming days and weeks.

**Nike Consultants Coronavirus Statement**

Nike has assessed that the current outbreak of Novel Coronavirus (COVID-19) as a low risk to the organisation and its day-to-day business.

With updated information from the UK Government on the spread of COVID-19 we have updated our Company Statement. We continue to closely monitor the situation and guidance provided on the following official websites:

* [**https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public**](https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public)
* [**https://www.gov.uk/foreign-travel-advice**](https://www.gov.uk/foreign-travel-advice)

Following the latest advice from the UK Government, our position – which will be kept under daily review – is as follows:

Our offices will remain open for business and the advice to all staff is to work from home if they are able to do so. For those who are unable to due to: poor internet connection; or it causes them anxiety/stress; or for other personal reasons such as domestic issues, lack of workspace, etc. they then may continue to work at our offices on a flexible basis.

Our utmost priority has always been, and continues to be, the health and mental wellbeing of all Nike Software employees and we need to be mindful of the effect the lockdown has been on many people. No-one will be allowed to return to the office if: they are showing any symptoms of COVID-19; they live with someone who is showing any symptoms of COVID19; they are in the vulnerable or extremely vulnerable category as defined by the NHS and/or is living with someone who is in the vulnerable or extremely vulnerable category; or they have to rely on public transport to travel to/from the office.

A comprehensive COVID-19 Risk Assessment has been carried out which has been circulated to all staff to allow them to make an informed decision as to whether or not they wish to return to the office. We are not requesting anyone to return to the office, the decision is based on an individual’s own needs. We are ensuring the office is a safe and healthy place to work in with emphasis on social distancing and hygiene.

To-date, the previous measures that we put in place have worked extremely well which has ensured our staff have remained fully supported and their health and wellbeing maintained. This in turn has ensured they have been able to continue to work and provide a continued service to our customers in such unprecedented times.

The sudden absence of key staff is covered within our Business Continuity Planning documentation [internal document] which considers the risk, probability, impact, priority and details the mitigation(s) in place and the resulting post-mitigation rating. This is reviewed & signed annually, or after any significant impact/disaster should it occur.

The sudden absence of key staff could be by sickness or any other reason and is mitigated by having enough staff employed in all areas to cover the loss; staff are multi-trained to cover roles; and succession planning is in place.

Given the above management consider the risk of Nike employees contracting COVID-19 as low.

Nike does not envisage any impact on our ability to supply software or hardware to our customers should any supplier be hugely affected by COVID-19 as we have the flexibility of choice for sourcing products from multiple suppliers and vendors.