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Our business is open, with all 81 staff working safely from home, or closely following Government and PHE guidelines on site with clients. We are in close communication with every company in our supply chain and expect to respond to customer requests promptly with up to date information.

As a company with very strong ties to Front Line industries during the COVID-19 crisis, we are working, with our sister company Refero, to ensure all the public sector teams we work with, and the private companies, have the kit and the comms tools they need to keep their businesses functioning.

Our leadership team regularly review our business continuity plan and we expect this adapted way of working to have a negligible effect on our day to day operations and customer service.

Action	Details	How Long?
On-site workers	Our team members required on clients sites have been divided into four units to ensure maximum safety and security alongside continuity of service. We have provided our team with all necessary Government and PHE guidance on COVID-19 hygiene recommendations	Reviewed daily
Key personnel support	The Cinos team of 81 staff across four locations is able to work remotely, as has always been the case. We expect no change in responsiveness to customers and stakeholders via all usual communications	Reviewed when required
Office	Our four offices remain open with a skeleton staff on rotation, operating under required social distancing measures as advised by the Government and PHE. Deliveries from our suppliers and partners are being received and checked as normal.	Reviewed daily
Supply chain	Cinos is in close communication with every company in its supply chain and expects to be able to respond to customer requests promptly with up to date information.	Reviewed daily
Business continuity planning	Our leadership team regularly review our business continuity plan and we expect this adapted way of working to have a negligible effect on our day to day operations and customer service. As required by our ISO ISO27001, 9001, 14001 and 18001 certifications we have comprehensive contingency plans and appropriate technology in place, which are regularly tested.	Reviewed weekly
Office Environment	All staff are practicing safe social distancing according to Government and PHE recommendations. Hand sanitisation products and other hygiene tools are readily available.	Reviewed daily

Any questions? Please don't hesitate to contact us on **+44(0) 203 880 2026** or **contact.us@cinost.net**

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