

5 January 2021

Dear client

**RE: BUSINESS CONTINUITY IN TIER 5 NATIONAL LOCKDOWN**

Following yesterday's announcement from the Prime Minister moving England into a Tier 5 National Lockdown, I would like to update you regarding our operations and reassure you that we are still able to support you during these challenging times. Our business will remain open in accordance with Government guidance issued for the construction sector.

Necessary visits to construction sites and private homes can be undertaken providing that a risk assessment is conducted prior to the visit taking place and that the site operates in accordance with the Construction Leadership Council's Site Operating Procedures. If you require a copy of these procedures, please click this link <http://www.constructionleadershipcouncil.co.uk/news/site-operating-procedures-update-version-6-now-available/>

A necessary site visit comprises of any visit required for the purposes of building control or, in the case of schools and public buildings, statutory compliance or reactive maintenance. If you need further guidance, please contact your Customer Account Manager or a member of our Customer Experience Centre.

If your facility is now closed and you are worried about site security (or have experienced any vandalism), please get in touch with our Facilities Management team on 0121 274 3467. Our team will be able to arrange for the provision and installation of boards to enhance site security and prevent further damage.

With regard to the delivery of projects, we are currently communicating with our supply chain partners and contractors to understand what impact, if any, the Tier 5 National Lockdown may have on the delivery of projects. We will keep you updated regarding any potential issues.

I hope this update is helpful. Our Acivico call centres, which operate in a Covid-secure environment, will remain open throughout this latest lockdown and will be available to provide you with any further assistance you may need.

Thank you for your continued support in these difficult times and stay safe.

Best regards

Chris Hall  
Group Managing Director

[www.acivicogroup.co.uk](http://www.acivicogroup.co.uk)

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