



## TITAN Data Solutions – COVID-19

### Business Continuity Plan

Dear Customer,

We know your business depends on TITAN Data Solutions' ability to provide reliable, uninterrupted service, so in light of the recent developments surrounding Coronavirus (COVID-19), we would like to share with you the measures we are taking to ensure service continuity.

Our technology infrastructure ensures we can operate all our systems and processes remotely with no interruption to normal service. This will enable us to provide you with a seamless service should any of our colleagues need to work remotely.

In the event of this happening desk phones would be diverted to mobile phones, allowing continuous access to all our teams. All enquires, quotes, order processing etc, would be remotely accessed by our teams as we operate a cloud based ERP system.

Our teams will have full access to all our vendors to enable us to understand where supply chain issues may arise and how best to mitigate these risks. While this is a fluid situation, we are making efforts and working closely with our vendors to ensure we have adequate supply to accommodate potential disruptions, as well as monitoring vendor backlogs and delivery acknowledgement dates.

Our warehouse facility will continue to operate as normal with the following restrictions in place

1. Drivers to remain in vehicles awaiting further instructions
2. Drivers to remain in their cabs when our operators and loaders are near the vehicles
3. Warehouse operator will collect paperwork. Documents will be handled with disposable gloves and disinfected with anti-bac spray
4. We strongly request that drivers are equipped with surgical masks and gloves on arrival
5. Drivers to keep a safety distance of 1m from any staff on the premises
6. Drivers who need to use restroom facilities will be expected to follow the standard hygiene expectations as laid out by governmental advice

### **Our deliveries remain uninterrupted and we have outlined below DPD's continuity plan:**

#### **1. UK parcel collection and delivery operation**

At present all parcel operations continue as normal. All DPD depots and hubs are working as normal and we have no closures affecting any of our sites.

#### **2. Parcel collection and delivery operations in DPD countries abroad**

At present all international parcel operations continue as normal, including in Italy. All DPD depots and hubs in Europe are working as normal and we have no closures.

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## **DPD's continuity plan continued:**

Our operation in Italy is NOT majorly affected by the restrictions introduced by the Italian Government and largely continues as normal, although there are some restrictions when delivering to certain business locations. We are also seeing some reduced air capacity to destinations in the Far East, including China, Japan, Korea, Singapore and Hong Kong, but at present this is only leading to 24 hour delays.

### **3. Our process in the UK if a customer refuses to sign a handheld device at the point of delivery due to fears of transmission of the virus.**

DPD drivers can still make the delivery and will use the Deliver to Neighbour option available to them to capture an image of the property and a Proof of Delivery name. The driver can also sign the delivery screen and record this as a Refused to Sign incident. These processes allow us to accurately capture and record all deliveries as we would normally do and to provide you with full track and trace reporting. If drivers deliver to a location where it is known someone has the virus, they will deliver the parcel to a safe place. If a safe place option is not permitted the parcel will be returned to the depot.

As this situation is extremely fast moving we will issue updates if further announcements are made by HM government.