

## Below are some of the frequently asked questions and answers regarding COVID-19.

The business has a robust Business Continuity Plan (PCB) and multidisciplinary Crisis Management Team (CMT) that is monitoring COVID-19 ongoing and sending out advice regularly.

<b>Q1</b>	What happens if the staff in our kitchen are required to self-isolate?	<b>A1</b>	We have contingencies for this such as relief teams and if required can call upon our sister companies to support service.
<b>Q2</b>	If required can you provide a Meals such as FSM if schools are closed?	<b>A2</b>	Caterlink will be able to provide a service in such events as long as we have a kitchen to operate from.
<b>Q3</b>	If we have to close the school, will there be any charges?	<b>A3</b>	Caterlink will invoice in line with the unplanned closure clauses in the contract, which in essence covers the site labour costs should the school close and staff not be able to work
<b>Q4</b>	Will staff be paid if they have to self-isolate?	<b>A4</b>	Staff will be paid in accordance with the sick benefits if their contracts and the governments guidance.
<b>Q5</b>	What advice are you giving your staff	<b>A5</b>	We are advising staff to follow strict hand washing procedures and sanitising of surfaces. They are to follow the Company's communication protocol if they have any of the symptoms such as fever and/or persistent cough and to take advice from <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a> or NHS 111
<b>Q6</b>	Will there be any food supply issues?	<b>A6</b>	We are not experiencing any cause for concern currently. Our Supply Chain is keeping in close contact with all our suppliers and will notify us of any change. However, should suppliers within a regional area be forced to cease supply within the region due to emergency transport restrictions, it is unlikely that customers would be allowed to go to work/school, thereby reducing the need for goods to be supplied.