

## **Covid -19 planning for Norwich Books and Music (NBM)**

Hymns Ancient and Modern has a rolling contingency plan for the continuation of all business during the Covid-19 outbreak.

NBM is based in Norwich, the office-based staff, such as those in account, subscriptions and customer services have been set up to work from home and staff have been asked not to use public transport. They will be able to access all system and the phone system is internet based so can be used via mobiles if necessary.

Staff in the warehouse will continue to come into work unless they are all quarantined by health professionals. We use an agency who could supply warehouse staff if needed. They are now working in two separate teams who will work on different days to minimise the risk of all being infected or in isolation at the same time

Couriers and Royal Mail have confirmed that they intend to keep working but may have a reduced service so deliveries may take longer than the next day service we currently provide.

All staff are being encouraged to regularly wash their hands and follow the UK Government Guidelines. We are keeping the situation under regular review

Dominic Vaughan CEO 18 March 2020