



**Richard Leonard MSP**  
**Unit 32, Coatbridge Business Centre,**  
**Main Street,**  
**Coatbridge,**  
**ML5 3RB**

Dear Mr Leonard,

Thank you for your letter of 27th March 2020.

At Sitel Group, the well-being and safety of our people is, as always, our top priority. We are working diligently with our leadership teams, employees and clients to protect both our people as well as our continued operations with our clients.

Following Prime Minister Boris Johnson's various addresses to the nation on COVID-19, Sitel Group continues to comply with all directives. This includes advising our people that they must follow all current advice from Government and local authorities with regards attending work.

Currently, our UK sites remain open so that we may continue supplying essential business support to Key Public Services and essential businesses including healthcare, insurance, public sector, telecommunications and the food chain. All of our UK locations are delivering essential services supported by Key workers and that includes Maxim.

We have directed all sites to follow strict social distancing practices in line with recent government directives and increased cleaning measures to ensure our teams, including those with Key and essential workers status, have every resource available to continue serving communities in the safest manner possible.

With regards Virgin Media, the agents are currently deployed to handle calls from customers with faults with their residential services. As part of these conversations customers will also be asking about package upgrades & downgrades, especially in a time of huge financial uncertainty.

We are satisfied that Sitel are compliant with the guidance by the North Lanarkshire authority set out at: <https://northlanarkshire.gov.uk/index.aspx?articleid=34905>. The services delivered on behalf of Virgin Media fall under category 2.

In our continued efforts to act responsibly for our people, clients and communities we have taken the following actions at all of our UK sites:

1. All site facilities are following guidance from the World Health Organization and their local health and government officials to implement supplemental preventative measures with site and personnel hygiene actions to stop the spread of any illness, as well as rigorous cleaning activities.
2. We have implemented social distancing measures on site, including restructuring our workspaces so that workstations follow distancing recommendations from the World Health Organization and the UK Government.
3. We are working to implement our Sitel at Home solution where appropriate and where possible.
4. We have restricted visitation in all Sitel sites to approved business-critical occurrences only.
5. We are keeping lines of communication constantly open among our Global Crisis Management Teams and Regional Crisis Management Teams with daily monitoring both internally and externally.
6. We are hosting mandatory virtual meetings to support site leadership, Operations and HR regarding BCP, processes and symptom awareness specific to the pandemic crisis.
7. We are ensuring that every call centre agent is provided individual headsets and replacements as needed to prevent employees from sharing or reusing headsets.
8. If we have a case of confirmed infection in one of our sites, we will immediately follow our protocol which first and foremost requires cordoning off the site or production floor, where the COVID-19 employee was working followed by a deep clean and sanitization of the site and notification to the local health agency.

We would welcome a site visit from you, of course strictly subject to compliance with current government guidelines which may mean delay until current restrictions are relaxed.

Regards,

Michael Welsh  
HR Director UKI

**For and on behalf of Sitel UK Ltd**