

Rachel Reeves MP
Chair
Business, Energy and Industrial Strategy Committee
House of Commons
London
SW1A 0AA

April 1, 2020

Re: Concern raised by IWG employee to the Business, Energy and Industrial Strategy Committee as part of the inquiry into “the impact of coronavirus on businesses and workers”

Dear Ms Reeves,

Thank you for bringing to my attention the concern that was raised by one of my team members to the Business, Energy and Industrial Strategy Committee.

First and foremost, let me assure you that the health and wellbeing of our employees and customers is our highest priority.

Specific response to the concerns raised

I am very concerned to hear the feedback that a member of my team:

- says that she is being made to go into work despite her fear that this may put herself and her family at risk of infection;
- has the understanding that if she does not come to work she will not get paid.

I want to make it clear that our policy ensures that absolutely no IWG employee is forced to work from any of our locations. We have communicated our policy extensively to our teams and emphasised specifically that anyone with a condition that puts them in the high-risk category should stay at home.

We have offered our team members a number of measures to support them during this challenging time. Whilst many of our employees are now executing their roles from home, we have utilised the government Coronavirus Job Retention Scheme and provided the option to be on furlough for those whose responsibilities would normally require them to physically be in an IWG location.

In addition to the extensive communication already issued over the recent weeks, we hosted a conference call for the entire UK team on the 30 March 2020 to ensure everyone in the team fully understands the options available to them. This call was attended by over 300 employees.

Our general response to the COVID-19 crisis

Allow me to add some context around our decision to maintain access to our centres in the current situation.

Our company proudly supports millions of workers around the world, including thousands in the UK. We provide many services that enable UK workers to work from home. To name just a few examples, we manage our customers incoming post, which we are forwarding, we continue to provide vital internet services, which are indispensable for home workers, and we provide remote phone services.

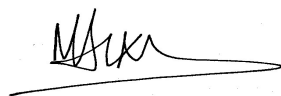
We are also supporting a wide range of customers who are providing essential services including the ambulance service, medical agencies, and transport and logistics agencies. These customers require use of their office space, which they can access using their own keys.

We do have a small number of dedicated team members who have volunteered to support our customers in our centres. They are entitled to a monthly £350 stipend in addition to their usual salary, so that they don't have to use public transport.

Since the very start of the outbreak, we set out a number of additional measures to ensure the safety of our customers and team members, adhering to all advice from local governments and the World Health Organisation. We issued guidelines for social distancing and asked all our teams to increase cleaning in the centres. In addition, we ordered additional cleaning, disinfectant and hand sanitiser supplies.

We remain committed to serving our customers and their businesses in the safest and most considerate way possible during these challenging times and do so with their and our employees' health and wellbeing in mind at all times.

Yours sincerely,



Mark Dixon
Chief Executive Officer
IWG plc