

Covid-19 statement



City & Guilds Group response to Covid-19 outbreak

The Covid-19 outbreak is a fast-paced and fluid situation and is affecting countries across the world at a different rate as national governments put in place contingency plans to contain the outbreak. As a multi-national organisation working with education providers, employers and governments in over 100 countries we are closely monitoring the global situation and putting in place measures to support our employees and broader customers and stakeholders.

Business continuity

We have an established business continuity process, supported by a crisis response team (CRT). That is drawn from senior representation across each of our six businesses, including our international operations, all with a strong understanding of the needs of their employees, customers and stakeholders. Business continuity arrangements are being reviewed and managed in line with the latest advice regarding Covid-19 and as the situation evolves.

In addition, we have set up a Covid-19 Incident Response Team who meet daily to review the ongoing situation and latest UK Government and World Health Organisation (WHO) official advice. This team is responding to queries and preparing and issuing guidance to the Group and is working closely with the CRT to ensure the business is prepared to respond to the changing situation and any incidents that may arise.

Frontline services

We are committed to our purpose of helping people, organisations and economies develop their skills for growth and now more than ever, we feel this is a vital role we can play. We are working hard to ensure that our key operations and frontline services remain available and that we are able to serve our customers and communities through maintaining our direct delivery and assessments where possible. This means we are looking to shift to online models of training for some of our courses and assessments and equipping our employees to continue working wherever they may be.

Business meetings and travel

We have taken the decision as a business to stop all international travel. We are also shifting all face-to-face meetings and events to online events where possible. Some of our non-UK offices are already closed in line with local Government guidance but we are taking the decision to keep our offices open unless guidance changes.

Home working

A large number of our employees already have the capacity to work from home and we provide company hardware and remote log in access to staff. Following UK Government

guidance, we are recommending that staff in the areas of the business where it is possible, should work from home. While this may not be possible for all of our staff, as part of our contingency planning we are looking at roles and responsibilities and how these support essential services so that we can continue to provide frontline services where possible. We recognise that this is a period of uncertainty for all and we'd like to thank you for your flexibility as we update our approach in line with country-specific official guidance. We will be sharing more specific advice and guidance for customers through our business websites and customer communication channels.