



We know this is a difficult time for everyone and there are few certainties about what will happen in the coming months. That is why we would like to reassure you that we are doing everything we can to limit the impact of the virus on our business, so we can look after our colleagues and support you and your business.

We have recently put into place our Business Continuity Plan. In order to safeguard our colleagues and maintain a level of service that is as consistent as possible, the majority of LeasePlan employees are now working from home.

Ensuring continuity and safety

In this situation, our relationship with our suppliers is critical and we have been working closely with them over the last few weeks to ensure they can continue to provide their services to LeasePlan and our customers for as long as possible. This includes breakdown and recovery, daily rental services, accident management, replacement glass, and maintenance and tyre services.

At the same time, we are introducing new rules around hygiene in line with the latest guidance. Vehicles will now receive a methodical deep clean and we are taking steps to ensure this requirement is communicated across all levels of our organisation and those of our suppliers – from the boardroom to the garage.

Maintaining communication with our suppliers

We will continue to be in regular communication with our suppliers to put ourselves in the best position to respond to any developments or Government requirements, while also maintaining our commitment to doing everything we can to keep your business moving.

Please note that as part of this process, we are not asking our suppliers to put themselves in danger. We look after them in a similar way we would look after our team and our reviews of their operations show that many are already set up and working from home – while others are currently testing it.

Learning and planning

As a global company, we also have the advantage of learning from our operations in other countries where the situation is more developed, and we are in a constant process of testing scenarios for our operations.

We look at what we can do if the situation stays the same and if it worsens, with a particular focus on the criticality of our customers' services to ensure we can prioritise those fleets that serve the greatest need.

Challenges ahead

As a consequence of these scenarios, we would like to highlight that although we are doing everything we can to continue with business as usual, there are limitations. We are already seeing factories closing as they can't get parts supplied and if the country goes into lock-down, there will be additional challenges. Not least, it will be difficult to collect or deliver vehicles.

However, your needs are our priority and we will look for ways to support you as much as possible. While the specific solutions will depend on how the situation develops, examples



include extending existing contracts and working with you to keep you moving using the vehicles that we already have available.

Dealing with queries

We have carefully reviewed our resources as part of this process and, at this moment in time, we don't see any issues with our LeasePlan teams. That said, please do keep in mind you may experience slightly longer delays as a natural part of our teams working from home.

If you have any queries about issues such as invoicing, fines or Vehicle Excise Duty, just email your support team or submit a case through [our website](#).

Here to help

While we are taking these steps to respond to the situation with coronavirus, please remember that we are still here to help you. The purpose of our contingency plans is to keep supporting you and your clients. So, if you have a question, just call your Account Manager as normal. We are ready to help.

A handwritten signature in blue ink, appearing to read 'Alfonso', with a stylized flourish at the end.

Alfonso Martinez
Managing Director
LeasePlan UK