

Given the disruption to normal life caused by the outbreak of COVID-19 Coronavirus, I want to take the opportunity to reassure all stakeholders that the Group continues to operate on a business as usual basis. Our mission is to work tirelessly to save people time and money. Given the current economic uncertainty our mission is as important now as it ever was, and we have a robust Business Continuity Plan (“BCP”) in place to enable this to continue. We have taken several measures over recent weeks to mitigate against and respond to potential threats, in what is a constantly evolving situation.

Stakeholder Health & Wellbeing

As a Group we have been monitoring and adhering to HM Government’s advice relating to COVID-19, and we implemented early preventative measures to safeguard all stakeholders, especially our employees’ health and wellbeing.

At an early stage, to minimise the potential spread of the virus, we stopped travel between our offices as well as face to face external meetings. The recent HM Government announcement that the UK has moved from the containment to delay phase has resulted in us further activating our BCP contingency: our London office is closed, and we are encouraging staff in our offices in Newport and Alloa to work from home. We are prepared for the possibility that this approach may be in place for a sustained period and we are therefore in a position to continue to provide partners and customers with an industry-leading service, while fulfilling all regulatory requirements.

Our employees’ wellbeing is integral to the success of the business and as such we also offer advice from dedicated mental health first aiders, able to support employees remotely through what could be a challenging period.

Operational Resilience

GoCo Group plc has always had an effective BCP in place which has been routinely tested over the last two years. We invest heavily to provide secure, stable systems to promote working from home; all employees have the resource to work efficiently at home and most employees already regularly use this infrastructure.

We remain an operationally resilient, responsive and financially robust business, with strong operational cash flows. We have always taken a disciplined approach to our financial performance and have a robust risk assessment framework in place.

Our ambition is to save as many people as possible, as much money as possible. We continue to do all we can to put the consumer at the heart of what we’re doing. From reducing the price of car insurance to getting the best energy deal, we believe GoCo Group can play an important role in supporting the consumer at this challenging time.

Matthew Crummack
GoCo Group CEO