



## COVID19 Support Arrangements for customers

*At Team we often say 'our clients come first'.*

*Now, we need to say 'Our staff AND our Clients' health and wellbeing come first.'*

### In Brief

- Remote work continues
- Site visits are limited to 'imperative only'
- We will continue to monitor and adjust as quickly as possible to any changes.

Our clients will have concerns about how we provide support while Covid-19 is so active. This note is to give you some details around our operational plans.

We are very serious about doing all we can to prevent the spread of this virus, and to ensure that we limit our and your exposure to potential sources of infection.

Accordingly, we directed our staff not to visit client sites for all but emergency work, and in cases where a visit is definitely required (and we will seek your agreement to this in advance) let's both keep interactions between our and your staff only to what is absolutely necessary.

Most of what we do for clients can be accomplished remotely, and this will be our support plan until the risk is officially gone. If we have remote access arrangements with you, we will use these. Where we do not, let's get these arrangements in place with you.

We have reminded all staff about the importance of good personal hygiene, handwashing procedures etc., and have a policy of self-isolation if any staff member has direct or indirect exposure to a known or suspected case.

Further, if dictated by circumstances, we may begin working in 'shifts' in our offices to limit the possibility of transmission within our team.

Over time, we may see cases that directly impact us or our customers, but by implementing these measures now we remain able to help you, and minimise the risk to us all.

Currently, none of our managed services delivered remotely are impacted. Those that involve site visits will be individually considered by management. In some cases, we will seek access from you at a time when there are minimal staff on your site. We have no doubt about your support for this approach.

Please call us if you have any questions, or wish us to apply any other procedures in your case.

Best Regards,

A handwritten signature in black ink that reads 'Peter Sanderson'.

Peter Sanderson - Managing Director