

ATS Covid Policy – June20

AIMS

The purpose of this policy is to detail our approach to providing safe and effective support during the current coronavirus outbreak.

The safety of our staff and customers is our priority, so we will continue to listen to and actively seek feedback from both perspectives and adjust our service as necessary.

We are following the latest government guidance and advice, as well as industry and sector best practices from The Health and Safety Executive, Public Health England, and the NHS.

As the situation evolves, we will continue to adapt our methods and approaches based on the latest guidance and feedback.

Our Approach in Brief

Since the start of lockdown, we have operated a “Remote First Service” with emergency or urgent callouts when required or requested.

Our engineers are working from home and have secure remote access to our infrastructure as well as the ability to provide full responsive remote support and monitoring.

Customers can contact us and log tickets in all the normal ways:

- Email us at support@ats.co.uk
- Call us on 020 8306 2002
- Log a ticket online at <https://www.ats.uk/logaticket/>

Our normal business hours are Monday to Friday 08:00 until 18:00, and 09:00 to 13:00 on Saturdays.

Scheduled visits can be arranged as required and our engineers will follow on-site policies and procedures as expected.

Emergency or urgent callouts for any issues that cannot be resolved remotely will be arranged with the customer contact, and our team will avoid site visits in busier times if possible and practical for both parties.

If any of our staff report COVID symptoms or come in to contact with someone with COVID symptoms they will immediately isolate for 7 days. We will notify any sites they have visited in the previous 72 hours as well as isolate any other members of staff they have worked with closely in that period. Under new Government guidance that individual will be able to request a test, and we will update all parties as required with any new information.

PPE

Our staff have been issued with appropriate PPE but we do not currently expect them to need or use this equipment outside of their normal uses for our roles. For example, an installation engineer may wear a face mask when drilling or working in lofts, but current guidance is that our support engineers will not need gloves or masks when working on site.

We have however issued all engineers with keyboards and mice for use onsite to avoid unnecessary contact, as well as hand sanitiser as you would expect.

Instructions to Our Staff – Safe Approaches to Work

We have issued our staff with safe approaches to work guidance based on the Government’s “Stay Alert” messaging as well as specific advice for working safely in common scenarios. For your reference we have included some of this guidance below:

- Work remotely whenever possible
 - Only go to the office or site when it is necessary and always try to visit during quieter times (e.g. after school)
 - All visits must be pre-booked
 - Any emergency callouts must be authorised by a company director or manager
- Maintain social distancing
 - When you leave home maintain 2m distancing whenever possible
 - Do not travel with colleagues
 - Avoid using public transport
 - Avoid walking around the site where possible, limit going from one room to another and the routes you take to and from those areas
 - Try not to enter small offices or busy rooms
 - If working on equipment with someone, maintain as much practical social distancing as possible (e.g. move out of the way if you need them to type a password)
 - When onsite arrange with the customer to work in an isolated area if you can
- Keep good hand hygiene
- Be vigilant for any signs of COVID
- Maintain accurate diaries and logs of visits

Providing Effective Support

Delivering support through a remote first service is normal for many of our business customers, and a large percentage of our normal day to day duties.

Before the lockdown period we planned for a large increase in calls to our helpdesk and more demand on our remote support engineers. We scaled up that part of the business to maintain effective support for our customers and meet the increased demand.

As part of that process we have assigned senior and experienced engineers to the remote support helpdesk, ensuring as many calls as possible can be dealt with as efficiently and with as few onsite visits as possible during this lockdown and social distancing period.

We have received overwhelmingly positive feedback so far regarding our service and have been further improving our remote monitoring and reporting tools as we move into the next phases of this outbreak.

We appreciate in education settings it is more common to have regular scheduled engineer visits, and for those schools that wish to maintain or re-introduce this service we have engineers available.

Summary Conclusion

We are confident in our both our staff and our systems ability to provide excellent, safe, and proactive customer service to your users during this challenging time, and we are all working hard to maintain your traditional and cloud infrastructures throughout this period.

If you have any questions about this policy or would like any further information then please contact us at: info@ats.co.uk or on 020 8306 2002.