

ATS Covid Policy – Updated Nov21

AIMS

The purpose of this policy is to detail our approach to providing safe and effective support during the Covid19 pandemic.

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

During lockdown we operated a “Remote First Service” with emergency or urgent callouts when required or requested. It is expected that this would be our approach should there be any future return to lockdown.

In the intermediate period following the release of lockdown restrictions and the re-opening of schools to more age groups, our engineers returned to providing scheduled onsite support when requested but with remote support remaining the default option.

Since the further easing of restrictions we have returned to scheduled IT support visits at most sites.

We are constantly reviewing the balance of our onsite and remote support services, following the governments advice to work from home if possible.

Instructions to Our Staff – Safe Approaches to Work

We have instructed our engineers to maintain the following practices to ensure safe working standards:

- **Testing** twice a week as standard
- **Isolation** when feeling unwell with daily testing
- **Maintain good hand hygiene** and use provided sanitiser
- Wash or **sanitise hands when moving between areas** (e.g. one classroom to another after school)
- Use personally assigned keyboard and mouse rather than the users
- Check and follow the sites policy for face coverings or visors when attending site
- **Maintain social distancing** where is it still reasonable to do so
- **Minimise entering a classroom or shared area that is in use** if it can be visited later
- **Maintain an accurate timeline** of sites visited, and check in with track and trace if it is in operation at the school
- **Be vigilant and report any Covid19 symptoms** work remotely if unsure

Useful Information

Our engineers are based 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.

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 symptoms they will immediately isolate and request a test (as per current advice). 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.

PPE

Our staff have been issued with appropriate PPE. We have also issued all engineers with keyboards and mice for use onsite to avoid unnecessary contact, as well as hand sanitiser as you would expect.

Notes on Providing Effective Remote Support in Periods of Government Restrictions

Delivering support through a remote 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 if required.

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 any future period where restrictions return.

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 the pandemic, 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.