



ResQ IT & Telecoms Guidelines- Coronavirus (COVID-19) Updated 13/04/2020

In response to the Coronavirus (COVID-19) outbreak, ResQ IT & Telecoms has produced a business continuity and pandemic plan aimed at ensuring continued operation throughout this difficult period. This includes provisions to ensure we remain operational and we are equipped with the necessary equipment and supplies. ResQ IT & Telecoms has implemented a range of precautionary actions.

ResQ COVID 19 Policy

We realise our network has never been more important and second only to the health & safety our staff and customers is the maintenance & repair of our services. During these testing times we have extended our response to faults to cover weekends, Bank Holidays and later into the evenings so that we can minimise any downtime and ensure our customers have the best possible service

Our Staff

Our admin and support staff are continuing to work from home with remote access to our network and administrative functions. Our field engineers follow social distancing guidelines and arrive and leave network/customer sites in separate vehicles when necessary. They have been given 'key worker' status to allow them to continue working.

Our Customers

We will only enter a customer's premises in exceptional circumstances and under strict safeguarding guidelines. We will be innovative in our solutions and make more use of remote diagnostics; pre-programmed equipment can be dropped off or posted. We will ask all customers coronavirus safeguarding questions and their vulnerability status before visiting and a decision to visit will be made on a job-by-job basis. On-site we ask for a minimum of social distancing but the usual requirement will also require the customer to retire to a separate room.

Be assured, the vast majority of our repair work is external without the need for customer contact.

Installations

We continue to install circuits for those who need to work from home or who have a vulnerable status. This is subject to the safeguarding questions.

The above advice, procedures and protocols are subject to change in line with national guidelines.