



Boldfield Statement on Covid 19

25th March 2020

We know that your organisation depends on Boldfield's ability to provide a reliable service. With that in mind I would like to make you aware of the measures that we have put in place to deal with Coronavirus disease (Covid 19).

We have now invoked our business continuity plan and we are operating our internal systems and processes remotely. This has ensured that we are able to continue to provide you with a continued service. However, please note that calls and tickets raised are around 3 times normal levels.

We have received many requests to help people work remotely and continue to provide help and advice on this.

We are trying to get as close to 'business as usual' as far as possible. However, site visits are subject to risk assessment and for obvious reasons we must curtail non-essential site visits.

We are operating as follows: -

1. Desk phones have reverted to soft phones, ensuring continuous phone access to the team and ensuring that everyone can continue to work seamlessly. The usual contact phone numbers or emails should be used.
2. All Support staff have full remote access to our Helpdesk and monitoring tools.
3. All tools for managing issues are remotely accessed by our teams.
4. Boldfield Management and Finance are fully operational.
5. We are using tools such as Microsoft Teams internally and with our customers to collaborate and will use online meeting to maintain contact.

We are encountering some supply chain problems with purchases of some items but have identified multiple sources and continue to minimise any impact on our customers.