



## Boldfield Statement on Covid 19

3<sup>rd</sup> June 2020

This is the third in a series of statements issued by Boldfield in response to the ongoing risks posed by the Coronavirus disease (Covid 19) pandemic.

We know that your organisation depends on Boldfield's ability to provide a great 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) and the way that we have updated these in accordance with government guidelines.

To support our customers, we invoked our business continuity plan in March and since then have been operating our internal systems and processes remotely. This has ensured that we are able to continue to provide you with a continued service. Overall, we feel that this has been successful.

We are trying to get as close to 'business as usual' as far as possible. We are following the H.M. Government Guidelines of 11<sup>th</sup> May 2020.

We have cautiously resumed site visits; however, all site visits are subject to risk assessment in accordance with the document mentioned above.

We are operating as follows: -

1. From March 2020 all desk phones have reverted to soft phones, ensuring continuous phone access to the team. The usual contact phone numbers or emails should be used.
2. The majority of support staff remain working from home but 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.
6. We can undertake site visits within government guidelines and with the appropriate risk assessment.
7. We have issued all staff with Personal Protective Equipment (PPE) for their protection.