



Boldfield Statement on Covid 19

5th January 2021

This is the fourth 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 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) and the way that we have updated these in accordance with the latest government guidelines.

You may recall from previous notices that Boldfield invoked our business continuity plan in March 2020 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 full, trusted service. Overall, we feel that this has been successful.

We are trying to get as close to 'business as usual' as possible whilst following government guidelines. We are cautiously undertaking site visits; however, these visits are subject to risk assessment and we would ask for your cooperation in helping with these assessments.

We are operating as follows:

1. From March 2020, all our desk phones have reverted to soft phones. This ensures continued phone access to the team. The usual contact phone numbers or emails should be used.
2. 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 meetings 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.