

Coronavirus Policy

Technology Management is closely following the Public Health England (PHE) advice relating to COVID-19. The health, safety and well-being of our team, their families, clients, suppliers and local community is and will continue to be our top priority.

At this time, we have had no indication that either staff or offices have been exposed to this virus, but we are continuously monitoring the situation. With awareness, given the UK public health strategy, that the strong probability is that some of our team will be infected in the near future. We are therefore following the recommendation to enact the necessary contingency plans.

We are aware of clients' dependency on us to keep their business systems running smoothly at a time when those businesses are subject to varied stresses that none of us envisaged. We are however, in the fortunate position of being able to work as normal from home on the majority of projects.

Technology Management was an early adopter of remote working technology and specifically Microsoft Teams and it was in daily use long before the current crisis. It enables any member of staff to communicate from anywhere, it's even been our phone system for several years now. We can use it quickly and reliably at our desks, in our meeting rooms, in our cars and most importantly currently, from our homes. It's a daily, if not hourly, occurrence to have video calls to communicate with anyone we need to wherever they are. Our established policy of turning on cameras ensure that the fifty five percent of communication that's visual, is fully maintained.

To minimise the possibility of infection we are following the advice and **only attending the most necessary meetings in person which are arranged, either on site, at our offices or at third parties.** We have requested that our account and project managers contact all clients who have current projects to arrange how this will work. We have implemented **a procedure which requires Managing Director level approval for any appointments on or beyond Tuesday 17th March.**

We believe these precautions mean we will be able to continue to provide all regular helpdesk, consulting and other services that our clients rely on, despite the complete closure of our offices, provided enough of the staff are well on any given day.

Our priority will always be to maintain existing systems with focus on critical services even if this impacts project work. We expect an increase in cases as key staff at clients are unexpectedly unavailable and their cover is not as familiar with the systems operation.

To ensure this is the case **we have implemented working from home with immediate effect for all staff.** As well as protecting anyone who has any underlying vulnerability or travels by public transport, it will ensure that we don't all get infected together and hopefully flatten the curve across all our teams, thereby protecting service to you.

I'm sure you will agree, this is an unprecedented situation. May I take this opportunity to wish that you stay safe and request you please get in touch if you believe we can be of any assistance.

Safety in the Office and at Home

1. Health and safety is paramount and further information can be found on the government website; <https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>.
2. All staff and visitors are urged to take all reasonable preventative measures to avoid exposure or infection.
3. Follow regular hand washing advice by PHE and regularly use the Sanitisers placed at the entrance and throughout the offices. Similarly use Tissues also available throughout our offices ensuring rapid disposal after use.
4. If you are concerned for your health or a colleague's, please following NHS advice or that of a medical professional before notifying HR.

Business & Personal Travel

1. All international and public transport travel is suspended, contravention requires approval by our managing Director.
2. Project travel and visits are to be transferred to online only unless it can be shown to assist community effort to fight COVID19. To understand if that is the case, please speak with a Technology Management Director.
3. Teammates returning from travelling (both business and personal), should check Government travel advisory sites to understand the risks and be aware of symptoms.
4. We are trying to monitor travel to help with contingency planning, and to keep colleagues safe. It would be helpful if you can inform HR of any personal travel so we can better track, anticipate and act upon high risk issues as things change day-to-day.

Distancing

1. Designated teammates are encouraged to work remotely and not come to the office until further notice. Please contact your line manager as soon as possible to discuss and understand your grouping.
2. Teammates will either have been or will be supplied with the technology to work from home. If Teammates feel additional technology would make them more productive then they should request it from HR and this will be supplied by the company directly to their home. Additional technology can include additional monitors, headsets or cameras.
3. Teammates are encouraged to use Microsoft Teams to collaborate with other teammates and clients on projects. Team meetings, catchups and presentations are now online only using Microsoft Teams. We suggest each team holds a 10-minute catchup call at the start of each day to understand the priorities and plan the most effective use of the day.
4. First priority is for maintaining our support and operations services, any members of staff can and likely will be asked to assist these teams. In the event of you not being able to complete tasks you have been assigned please immediately volunteer assistance to these teams.

5. Clients are requested to support remote collaboration using technology such as Microsoft Teams. Escalations will be handled by Matthew Woodhouse, Liz Delaney, Liam Walton and James Crowter. Clients are being advised to prepare for increased remote collaboration since in most cases, projects can continue remotely if clients have mobile technology.
6. In the event of an office closure – all our technology is in the cloud and backed up. Our business would operate as normal. Communication will be increased on all topics, using email and Microsoft Teams and Microsoft Yammer to keep all Teammates informed.

Working from home

1. Whilst working from home, you must be fully available, during normal working hours and online via company systems, this includes but is not limited to Email, Microsoft Teams etc.
2. Please continue to fully record your time on Timesheets and coordinate with resourcing early and often.

Sickness / Absence policy amendment

1. Teammates continue to be paid normal salary when they are working from home, this includes self-isolation.
2. Teammates will be paid sick pay, in line with our sickness policy if they have the virus.
3. Teammates who are sick with the virus symptoms must stay at home and not return to work until fully recovered or cleared by a medical professional.
4. If you have been sick with symptoms, please notify HR immediately. Please continue to follow normal procedure for reporting absence as per your Employee Handbook.
5. If you have not got the virus and not been advised to self-isolate by the NHS, or other medical professional and you are not working this will be considered as unauthorised absence and the company reserve the right to review pay.

Confidentiality

1. Please endeavour to work in a private space to ensure both client information and intellectual property is kept confidential, in line with GDPR requirements and standard working practice.
2. In addition, our code of conduct and confidentiality agreements continue to apply. These can be found in your contract of employment, any questions please liaise with HR.

PS

If you've yet to start using Teams, Microsoft has responded to the COVID-19 crisis by enabling a six-month trial version of Teams free of charge. Most of you will already have it as part of Office 365.

We have prioritised our technical team to help clients to get Teams working for them.

We have videos online explaining what it does and how it works. We can suggest headsets and cameras which range from just a few pounds each to the most capable. Please contact your account manager if you need any help in this respect.