

## Telepen COVID-19 Support Statement

Throughout the lockdown and as it eases, Telepen continues to provide a support and maintenance service to its customers both nationally and internationally. We continue to receive and process both support and maintenance tickets via the normal telephone and e-mail support channels. The only limitations on this service provision has come from the ability to travel and access facilities that have been closed in response to COVID-19. In mitigation we have adopted new technologies such as video conferencing to assist in resolving issues. We are monitoring the situation with all our customers and will continue with the planned maintenance as soon as the circumstances allow it. To continue to provide safe and quality support services as libraries start to reopen, we have prepared the following statement.

In response to the latest guidance and advice from the UK Government and Public Health England, we have added some practical steps in order to protect both our customers and colleagues. We are actively monitoring the latest updates and advising both our teams at head office, and our colleagues in the field who are actively visiting customers to provide maintenance and support.

Any decision to attend site will be undertaken in consultation with the customer and in accordance with the priority of the request.

We ask our customers to practice social distancing and avoid personal contact when an engineer visits your sites. This will reduce the chance of catching Coronavirus if no symptoms are apparent.

We are also providing our engineers with regular updates in accordance with the latest government guidelines. They have also been made aware of employer guidance and the government's "Guidance on social distancing for everyone in the UK and protecting older people and vulnerable adults."

Our engineers may also be impacted over the coming weeks and in turn, if they display any symptoms, they will self-isolate. By adopting robust measures now, we hope to keep as many engineers available to support customers in need of our help.

