

## PANDEMIC PLANNING: Coronavirus COVID-19

### BACKGROUND

While estimates vary, the extent of the impact of a pandemic from COVID-19 cannot be understated. In terms of managing the impact, AdEPT Technology Group PLC have provided the following brief.

### Evaluation:

AdEPT have undertaken an internal review to evaluate potential situations where there may be possible exposure to the virus and to reduce the spread of the virus within the work environment.

This review falls into three broad categories:

<b>Environmental</b>	<p>Actions taken within the environment to reduce the spread of the flu virus i.e.</p> <ul style="list-style-type: none"> <li>• <i>assess access to hand hygiene facilities</i></li> <li>• <i>clean surfaces frequently touched by hands with normal cleaning agents</i></li> </ul>
<b>Organisational</b>	<p>Actions taken to modify behaviour and practice in the workplace to help reduce the spread of the flu virus i.e.</p> <ul style="list-style-type: none"> <li>• <i>raise awareness of the importance of respiratory etiquette and hand hygiene</i></li> <li>• <i>reduce face-to-face meetings wherever possible and only undertake essential travel</i></li> <li>• <i>encourage the use of video or telephone communication or conferencing</i></li> <li>• <i>consider the use of home working for those staff for whom this would be a practical option</i></li> </ul>
<b>Individual behaviour</b>	<p>Actions taken at the level of the individual to restrict the spread of the flu virus i.e.</p> <ul style="list-style-type: none"> <li>• <i>staff should adopt good hand hygiene practices and minimise touching the mouth, eyes and/or nose</i></li> <li>• <i>increase social distancing and try to avoid being part of a crowd. Where it is unavoidable, adopt good respiratory and hand hygiene</i></li> </ul>

### Workforce:

Staff at AdEPT have been advised that if they fall ill with the symptoms consistent with the virus while at work, it is important that he or she does not carry on working.

Their symptoms should be reported immediately to their manager, and if they are consistent with the virus, the individual will be sent home.

If any individuals develop symptoms while not at work, they have been advised to adhere to the following advice:

- Stay at home (self-isolate)
- Do not go to work until fully recovered

## **HOW WILL AdEPT OPERATE THROUGH A PANDEMIC?**

AdEPT have a number of business continuity arrangements in place in order to be able to operate during a pandemic

### **Offices in the UK**

AdEPT Technology Group have 9 offices located throughout the UK. If an office were to close other offices would be able to assist with customers and suppliers' enquiries.

## **TOOLS IN PLACE TO SUPPORT REMOTE WORKING**

### **Unified Communications and Remote Working**

AdEPT have invested heavily in the use of unified communications. AdEPT employees can effectively conduct their work in any location where they can access a telephone and a high speed Internet connection

**VoIP (Voice over IP):** this has enabled AdEPT to operate, collaborate, and transfer data, efficiently on a national basis, drastically reducing the need for face-to-face integration. Our use of SIP has also enabled us to take the additional advantage of providing a single mechanism of using media such as voice, chat, video, mobile.

**Unified Communications enabled softphones:** this technology provides a desktop communications experience to remote workers. Employees' desk phone numbers will ring at their virtual offices and they can have critical PBX features, such as transfer, hold, conference, etc. This solution gives staff access to AdEPT's corporate contact directories, presence information and video conferencing. This softphone technology ensures employees who are physically isolated from other employees are still able to communicate effectively with co-workers and clients.

### **Cloud-based Systems**

AdEPT's core MIS systems are cloud-based, enabling us to access data quickly, minimising any downtime. These systems are hosted in off-site data centres.

Our central system for logging tickets and remote monitoring management tools can all be accessed remotely

## **AdEPT Technology Group PLC**

If you are concerned about how your business would operate with remote workers/VPNs please reach out to your account manager who will be able to advise some of the considerations/changes that need to be taken in to account and adopted.