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Email: hello@broadbiz.uk Website: www.broadbiz.uk Social: www.facebook.com/broadbiz / twitter.com/broadbiz Registered in England & Wales - Company No. 05655248

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Coronavirus COVID-19 Policy

Whilst the current Coronavirus COVID-19 pandemic is ongoing, this document defines the changes to the working practices of Broadbiz Web Services Ltd. The aim of the policy is to ensure that Broadbiz are resourced to continue to provide the service to all our customers.

1. Business Critical Ticket Priority

As the news coming from the UK Government and media changes, more and more pressure is being put on UK businesses to carry on providing their services.

During this period, any tickets that are raised with Broadbiz which are business critical due to the Coronavirus outbreak will be raised on your dashboard with a priority of 1 and will be dealt with before any tickets of a lower priority.

2. Meeting with Clients

After considered thought, we have decided that physical meetings with clients will not take place for the foreseeable future. This includes:

- clients visiting our headquarters at 8 Vere Road, Broadstairs
- visits to client sites
- meetings at other sites such as coffee shops, etc.

Most of correspondence can take place over the phone or if necessary using <u>Skype</u> or similar video conference technology.

3. Staff Working Remotely

Broadbiz staff will work remotely during the pandemic in most cases from home. All staff will be contactable via the normal methods:

- Group email at hello@broadbiz.uk
- Individuals' email as provided
- Office phone number on 01843 307060
- Individuals' phone number as provided

4. Response Times Within Your SLA

The expectation is that we will continue to meet all service levels as defined in your SLA and we will



review this as things progress with the pandemic. Tickets will be raised and processed in the usual timely manner but if you have any concerns, please feel free to get in touch with lan Lodge.

The Broadbiz team are contactable on the details above if you have any question or concerns relating to this document and the main point of contact is lan Lodge.