

TECCS Ltd. Covid-19 Policies

Policy brief and purpose

This company policy includes the measures we are actively taking to mitigate the spread of coronavirus. Staff and clients are kindly requested to follow all these rules, to help keep everyone safe and well.

This coronavirus (COVID-19) company policy is liable to change with the introduction of additional governmental guidelines.

These procedures will be used from 01/06/2020 and if government guidelines are changed then those guidelines will be followed.

Scope

This coronavirus policy applies to all of TECCS Ltd. and the clients that we physically work with in our office, on site calls and the equipment being worked with. We strongly recommend clients read through this action plan to ensure we collectively and uniformly respond to this challenge. Clients will be given a verbal overview of this document when booking a job, and guided here for more information.

Policy elements

Here, we outline the required actions staff and clients should take to protect themselves from a potential coronavirus infection.

Symptoms and action required:

By the client

- If you have cold symptoms, such as cough/sneezing/fever, or feel poorly, please request a rearrangement of your appointment before the appointment is due.
- If you have a positive COVID-19 diagnosis, you can arrange an appointment after you've fully recovered and have had no symptoms for two weeks.

By TECCS Ltd.

- If staff have cold symptoms, such as cough/sneezing/fever, or feel poorly, TECCS Ltd. will request a rearrangement of the appointment before the appointment is due.
- If staff have a positive COVID-19 diagnosis, that staff member will not be at work and an appointment will be rearranged after they have fully recovered and have had no symptoms for two weeks.

Cleaning, handwashing and hygiene procedures

TECCS Ltd. will be doing the following in accordance with guidelines from the government to follow social distancing and help protect staff and clients.

For collection / drop-off of devices

- A strong cardboard box with plastic on the bottom will be used and placed on the doorstep (70% rubbing alcohol will be used to clean the plastic).
- Staff member will move to allow 2 metres distance.
- Device(s) will be placed in the box by the client.
- Paperwork will be filled in and left with the box to be signed by the client (using own pen if possible).
- All items will be then taken to the car following social distancing.
- Staff member will use hand sanitiser to clean their hands.
- All items to be returned will be cleaned with 70% rubbing alcohol to the best of TECCS Ltd.'s abilities before being returned. A strong cardboard box with plastic on the bottom will be used and placed on the doorstep (70% rubbing alcohol will be used to clean the plastic).
- Items will not be touched after cleaning for return by staff.
- Hand sanitiser will be used to clean hands before handling the box
- Your receipt will be emailed to you if one is required.

Client equipment when at the office

- When client items are back at the office, they will be cleaned with 70% alcohol to the best of TECCS Ltd.'s abilities, to avoid as much risk of infection as possible.
 - on laptops this will include screen, keyboard trackpad, all the housing and the power adaptor
 - on desktops this will mean the outside of the case
 - on other devices cleaning will be done as required.

Staff when needing to enter a client's property

TECCS Ltd. is committed to the safety of staff and clients. Fixing equipment on site is only going to be available at the discretion of TECCS Ltd. and the staff member involved and if deemed required.

- A strict 2 metres social distancing measure will be required where available.

- A mask will be worn by staff if deemed necessary by staff member or requested by client.
- If a keyboard and mouse needs to be used, TECCS Ltd. staff will use one provided by TECCS Ltd. to avoid risk.
- TECCS Ltd. will use hand sanitiser before work proceeds and as needed.
- Staff will touch as little as possible in the premises while work is being carried out.

Payment

There are many payment options available, including non-contact options, which can be discussed any time. Payment will still be required before job completion and equipment being left with client as before.