Trust Systems COVID-19

Business Continuity Communications
Last updated   06 January 2021

Since the coronavirus (COVID-19) pandemic we have taken measures to ensure we provide a safe and healthy environment for our employees and ensure business continuity in service for our customers, partners, and other stakeholders. We are confident that coronavirus (COVID-19) will not significantly impact our ability to provide our products and services . What doesn't change is our commitment to you, our users, and customers.

Here is a summary of policies that have been established to maintain business continuity and protect the health of our employees, customers, partner and wider stakeholders specifically due to COVID-19:

- We have a specific COVID-19 Business Continuity (BC) plan which allows us to accommodate the need to restrict employee movement and close office locations without impacting our service.
- If employees show signs of symptoms related to COVID-19, have travelled to a restricted or at-risk destination, or have been in close physical contact with someone who has travelled to a restricted destination we support the need to self-isolate for 14 days.
- We have shared best practice health tips with all employees.
- Travel to certain destinations has been stopped and limited to business-critical travel only.
- Our plans and current policies have been communicated to all stakeholders – including employees, customers and partners.
- Key suppliers have been audited to ensure they too have suitable plans in place to maintain continuity of service and we have ongoing communications to ensure timely and up-to-date information flow.
- Working-from-home policies have been updated to specifically accommodate working from home requirements – all employees have completed working from home assessments to ensure that all staff are able to work from home.

In addition to this, we are committed to maintaining a state of readiness based on current risk. Our Business Continuity team and key decision makers will periodically review current risk and readiness, any changes to our policies will be communicated to relevant stakeholders.

We want to be clear that these policies don't change how we work with you, or our ability to provide the products and services you rely on. At this stage we do not anticipate any interruption to service, however we have included additional information on specific areas of our plans below. If you do require any further information or assistance, please do not hesitate to get in touch with a member of the team.

Who will be impacted?

Trust Systems has identified that employees, visitors and customers may be impacted by the restrictions of movement put into place to contain and reduce the risk of possible spread of infection.

We have significant resilience in our IT infrastructure. All our customer's systems can be accessed securely and managed remotely.

Are our offices open?

Our offices have re-opened in a limited capacity and with alignment to the Governments COVID Secure Guidance.

Our team are still equipped for remote working and the majority of our colleagues continue to operate remotely, our support for this level of flexible working will continue. HR policies and technology are actively in place to support employees' flexible working arrangements. Technologies are in place including telephone and video conferencing and VPN readiness.

Numbers of colleagues, visitors and contractors in our office are being limited. As such, all visitor and contractor access must be pre-arranged through your designated contact. All visitors and contractors are required to sign a COVID declaration which contains up-to-date guidance on office procedures at the time of visit.

To protect our colleagues, visitors and contractors, any person arriving without prior approval will be denied access to our premises.

Useful information and communication

We will communicate as quickly and effectively as possible to support all customers that may be impacted by COVID-19. You can also request direct support from your Account Manager or Service Delivery Manager.

Source Site Link Information

The UK Government's latest information and guidance concerning the Coronavirus and advice on travelling from affected areas and guidance on self-isolation: https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response

NHS Coronavirus Overview and Common Questions: https://www.nhs.uk/conditions/coronavirus-covid-19/