

**13<sup>th</sup> March 2020**

Dear customers and partners,

As the coronavirus/COVID-19 outbreak continues to develop, we want to provide an update on Comm-Tech's actions in response to this serious health emergency. We are writing to update you on our business continuity procedures and to assure you that you will be able to continue working with Comm-Tech without any disruption. Our business continuity and disaster preparedness plan consider the health and safety of all and, at the same time, the delivery of our services to you.

Our entire business is highly focused on minimising the impact for our customers. We have recently sent out several communications regarding telephony options for your own business continuity and disaster recovery plans and are happy to discuss these with you and your teams.

Whilst we continue to operate as normal from our Norwich office, if necessary, our entire team can work remotely from home with no interruption to day-to-day activities or our ability as a business to provide support to you.

We appreciate that this is a potentially worrying time for many businesses and felt it important to make you aware of our policies and steps we have taken and that we are very much 'business as usual' during this period of uncertainty.

We always want you to feel safe when one of our team visits your business but as a precaution and following government guidance, we are reducing face to face visits from our Account Managers and Communications Consultants for now, but are happy to speak to you over the phone, or by video conference facilities/Skype etc. from the comfort of your own work space.

We would like to reassure customers that our engineering team remains fully mobile and operational for surveys, installations and repairs, and are fully equipped with the appropriate health and safety kit in order to follow the advice regarding hand cleansing etc. Please do not be offended however, if they do not shake your hand – it isn't personal we promise!

We appreciate your business and are proud to be your communications provider of choice. Please do not hesitate to contact our team if you have any questions regarding our health and safety precautions.

Kind regards



**Justin Millar (Managing Director)**