



Empowering business to do more

# Node4 COVID-19 Customer Communication Update

Public

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**Our Business Continuity Plan is in full operational order with all our workforce working remotely from home, with the exception of key critical workers who continue to maintain our data centres. We will continue to operate to support your business and your remote workforce during these unprecedented times.**

In the event that a case is confirmed in the workplace, be it an employee or authorised visitor, the BC Management Team will contact the PHE local Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions precautions that should be taken.

#### **Access to Node4 data centres**

We now officially allow non-critical and routine visits to our sites, but we expect customers to follow the UK Government's social distancing rules, including the rule to keep at least two metres apart.

- Visitors must follow all site rules and guidance issued by onsite staff.
- Onsite facilities (meeting room/hot desks/kitchen and tea making facilities) are not available for visitors.
- Toilet facilities are available but are restricted access.
- Hand sanitiser and wipes are available for use of customers if needed.
- Customers are responsible for providing any PPE for their staff working onsite and for ensuring that they have COVID-safe working practices in place.
- Node4 staff cannot physically assist with installation or removal of customer equipment that requires two or more people to work closely together.
- We reserve the right to refuse access to site to protect the safety of our staff.

**To keep up-to-date on further developments, please subscribe to [www.n4status.co.uk](http://www.n4status.co.uk)**

#### **Getting in touch**

We will aim to communicate as quickly and effectively as possible to support all our customers. You can also request direct support from your Account Manager and Service Delivery Manager.

Source	Site Link	Information
ServiceNow	<a href="https://node4.service-now.com/csm">https://node4.service-now.com/csm</a>	Node4 latest updates on advice when visiting Node4 offices and Data Centres.
The UK Government Official Site	<a href="https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response">https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response</a>	The UK Government's latest information and guidance concerning the Coronavirus and advice on travelling from affected areas and guidance on self-isolation.
NHS	<a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a>	NHS Coronavirus Overview and Common Questions