



## Excalibur IT Solutions are Serious About Safety

To ensure the safety of our customers and staff, we have prepared a Covid-safe plan with responsible steps enabling us to continue to provide the best level of IT support to our home and business customers whilst minimizing the risk of transmission by good hygiene and reducing exposure.

### SEVEN Ways We are Keeping You Safe:

1. Staff are symptom checked daily and, if symptomatic, we may need to cancel, reschedule, or (where practical) arrange a secure remote support session in place of an on-site visit
2. We clean down surfaces, keyboards, mice etc. in our home office regularly
3. We use hand sanitizer and / or latex gloves when working on your computer
4. For the over 65's, or if you advise that you are immunocompromised, we will wear a mask
5. We have a ready supply of hand sanitizer for staff / customer use at our office
6. Contactless payment methods available
7. We have the Governments Covid-Safe application installed on our mobile devices

### THREE ways you can help:

1. Please cancel your appointment if you are diagnosed with Covid-19, have any symptoms, have been in a recognized Covid-19 hotspot, or have been near someone who has been diagnosed with Covid-19
2. Please clean your computer with an anti-bacterial wipe before your appointment, and provide us with a clear "uncluttered" workspace in which to work
3. During your appointment, maintain social distancing and limit the number of people in the work area

Maintain Physical Distancing

Practice Hand Hygiene

Cancel your appointment if you have any symptoms

REMEMBER **Covid 19** symptoms include:  
Cough, fever, tiredness, headache, loss of smell / taste or difficulty breathing

