



Intro

With the current situation in the world at the moment, iTech Labs understands the need to take wise steps in ensuring the health and safety of our employees, customers, and the wider population. iTech Labs also sees the potential business impact that this pandemic is having on other businesses. In response, we have been preparing for several weeks now, to make necessary adjustments so that all iTech Labs offices can smoothly transition to a working from home model. This model has now been implemented for the foreseeable future. iTech Labs is offering the same consistently high level of service delivery and customer support, while protecting the health and well-being of our employees.

Business Continuity

We understand that our customers rely on our testing and certification services. We work hard to understand and exceed the needs of our customers continuously, and even more so during a crisis. For that reason, we have examined our general operations to ensure that our service delivery does not suffer in any way, even if a complete lockdown is required in any location.

Luckily, as iTech Labs deals with only online software products, almost all our work is conducted on computers, allowing us to not need to implement much change. However, we would like to take the opportunity to reassure our valued customers of the following:

- All staff are still working their normal office hours, from home. This ensures consistency and reliability for customers.
- All staff will continue to strictly abide by iTech Labs' information security policies and the GDPR directive, maintaining absolute security of all customer data.
- All relevant staff are fully aware of current schedules and deadlines for projects. iTech Labs staff will ensure they remain connected with all relevant customers with whom they have been communicating previously. We don't foresee any changes or delays on this front.
- There will be an increased amount of consistent contact between staff. This will take place via instant messaging services, mobile phone calls, email and several other platforms. The purpose of this is to ensure that the work continues smoothly and as normal.
- All staff are fully aware of iTech Labs' working from home policies.
- This document (iTech Labs COVID-19 Official Response) will be available online for public viewing and will be distributed to customers on request.
- As the situation evolves further, all customers will be kept informed of any new developments which may affect them.



Looking after our staff

iTech Labs would be nowhere without our talented and dedicated staff. In protecting our employees, we protect the essence of iTech Labs. The health, well-being and overall safety of our iTech Labs employees is of upmost importance to us. We are taking the following steps to look after our staff during the current crisis:



- All staff have been briefed on the COVID-19 virus symptoms and general health warnings and encouraged to monitor the health of themselves and their families closely.
- Remote working environments have been planned and set up for iTech Labs employees worldwide and all offices have now moved to a complete working from home model.
- Staff have been given a reminder briefing about the ergonomic set-up requirements of their home work station, which should be to the equivalent standard as an iTech Labs office. Support will be provided to any staff unable to meet these requirements themselves.
- If any iTech Labs employee is not able to work from home, for any reason, their full salary will continue to be paid to them and their jobs will remain secure.

- All employees will be made fully aware of any updated hygiene protocols and virus updates as they become available.
- Local government advice will be closely monitored and followed without hesitation.
- If any employee or someone they live with is exhibiting COVID-19 symptoms, they will strictly follow government guidelines with regard to testing and isolation.

If you have any further questions, about a specific project, please contact your relevant iTech Labs Project Leader.

For any general questions relating to this document, please contact Elise Cray, Marketing & Operations Manager at elise@itechlabs.com

