

Client Support at COVID-19 Alert Levels

IT Partners is an **essential service** and will continue to provide support for our clients across all Alert Levels. As always, our highest priority is the wellbeing of our team and clients.

We also acknowledge that the COVID-19 situation in New Zealand is not going to be overcome anytime soon. The charts below provide further clarity about the support we will provide and precautions we will take at each Alert Level.

SUPPORT DELIVERY METHOD

Method	Alert Level 1	Alert Level 2	Alert Level 3	Alert Level 4
Physical access to IT Partners offices for in person meetings with our team	Business as Usual (BAU)	Strongly encourage that guests do not visit	Offices closed to all visitors	Offices closed to all visitors
Attendance by IT Partners team members to meetings at your premises	BAU	Where possible to be moved to virtual meeting	All meetings to be held virtually	All meetings to be held virtually
Onsite support	BAU	Engineer to seek your approval before visiting	Carefully consider when engineers visit (may be most suitable to do outside of business hours)	Only if critical
Critical outage requiring visit to your premises	BAU	Engineer to seek your approval before visiting	Carefully consider when engineers visit (may be most suitable to do outside of business hours)	Carefully consider when engineers visit (may be most suitable to do outside of business hours)
Delivery/pickups i.e. collecting or dropping off equipment	BAU	BAU	Contactless delivery only	Contactless delivery only
Remote support	BAU	BAU	BAU	BAU
Support line Email: Support@itpartners.co.nz Phone: (07) 957 2657	BAU	BAU	BAU	BAU

PRECAUTIONS

If there are any further precautions you require our team to take when at your premises, please ensure that this is communicated to them in advanced.

Expectations of our Team	Alert Level 1	Alert Level 2	Alert Level 3	Alert Level 4
Practice good hygiene	Expected	Expected	Expected	Expected
If unwell	Stay home	Stay home	Stay home	Stay home
Physical distancing	BAU	1-meter min.	2-meter min.	No interaction
Wearing PPE	Adhere to latest government policy	Adhere to latest government policy	Expected	Expected
Client contact tracing	Expected	Expected	Expected	Expected