



**OUR TECHS WEAR MASKS  
AT ALL TIMES**



**OUR TECHS  
CARRY HAND SANITISER**  
STRICT POLICY ON USAGE



**OUR TECHS HAVE GLOVES  
FOR OPTIONAL USE**



**WE CARRY SPARE MASKS**  
IN CASE YOU WOULD  
LIKE ONE TOO



**DAILY HEALTH SCREENING  
FOR ALL TECHS**



**NO CASH ACCEPTED**  
EFT AND CREDIT CARDS ONLY



**PHYSICAL DISTANCING**  
STRICTLY NO CONTACT



**DEVICE COLLECTION AND  
DROP OFF AVAILABLE**  
NO CLIENTS AT OUR OFFICE



**ALL OFFICIAL HEALTH GUIDELINES  
ARE STRICTLY ADHERED TO**



**LET'S US HELP YOU MOVE TO THE CLOUD**

REDUCE YOUR ON-PREMISE BUSINESS REQUIREMENTS

**ONSITE AND REMOTE  
SUPPORT AVAILABLE  
FOR PRIVATE AND BUSINESS**

**OPTIMISE YOUR REMOTE  
WORKING ENVIRONMENTS  
AND HOME NETWORKS**

**SALES, UPGRADES  
AND REPAIRS ON ALL  
HARDWARE AND DEVICES**



**Q: What services are you able to provide in the various alert levels?**

**A: Level 5:** We are classified as an essential service under category 35 "Information and Communications Technology (ICT) services to entities and institutions engaged in delivering Level 5 services" in the amended regulations. This has also been expanded to include "ICT devices (such as desktops, laptops, modems and other devices) for education purposes designated as essential goods and services for the functioning of higher education institutions. The transportation of such goods between suppliers and higher education institutions and between higher education institutions and identified individuals and institutions declared essential services." This means that we are able to perform onsite work as well as sell/repair certain items in exceptional circumstances, and in only in support of those deemed an essential level 5 service. We are able to continue operating remotely at full capacity.

**Levels 1-4:** We are classified as a permitted service and fall under both Part F-2 "Information and Communication Technology services for all private and business customers" and Part E-18 "Personal ICT equipment including computers, mobile telephones and other home office equipment". This means we are able to resume full services in support of all of our customers, both with onsite work as well as with the repair and sale of IT equipment.



**Q: Will your offices be open?**

**A:** Yes, although the majority of our employees will be working from home. We have taken the additional precaution to not allow any third parties into our offices during this time. We are happy to accept drop offs and collections from our offices, but these will be done in the parking lot outside.



**Q: Do you have plans in place to protect your customers and employees?**

**A:** We have worked tirelessly to compile a comprehensive and multi-faceted health response that is fully compliant with the recently updated regulations from the department of labour and is in line with the recommendations made by the Department of Health, the National Institute for Communicable Diseases and the World Health Organisation. These measures include staff training and education, a detailed and comprehensive COVID-19 health policy, a formal in-depth occupational health and safety risk assessment and a workplace plan outlining our preparedness for the reopening of our office and services. Our approach will continue to be assessed and adjusted as necessary. If you have any additional questions on any of this, please get in touch, we would be happy to discuss it with you further. We remain absolutely committed to doing our part to 'flatten the curve' and reduce transmissions of COVID-19.



**Q: How do you ensure physical distancing during onsite work?**

**A:** We ask that there is no physical contact at all between customers and our technicians. We also ask, that wherever possible a physical distance of 1.5-2m is observed to protect both parties.



**Q: Are technicians required to wear face masks**

**A:** All of our technicians have been provided with face masks and they are required to wear them at all times from before they leave their vehicle and they may only remove it when back inside their vehicle. They have also been instructed on the correct usage and best practices surrounding face masks.



**Q: Do I need to use a mask?**

**A:** We strongly recommend that you wear a mask too, as collective usage is what ultimately provides a layer of protection for us all. All of our technicians carry spare disposable 3-ply masks and will offer one to you if you would like one too.



**Q: Will technicians be required to carry hand sanitisers?**

**A:** Yes, all technicians have been provided with a hand sanitizer that is 75% alcohol or above. We have instituted the following specific requirements for use in addition to general recommendations on use (these apply to hands with or without gloves):

- Immediately as they have locked their car and put the keys away before greeting the client and before entering their premises
- Immediately before and after they work on a device
- Before they take the keys out again and get into their car



**Q: Have any health screening measures been put in place?**

**A:** Yes, all employees will undergo thorough health screenings and temperature checks daily before starting work.



**Q: Will cash still be accepted as a method of payment?**

**A:** To reduce the spread of the disease, we will no longer be accepting cash. All payments will be done by EFT or credit card. Credit card payments can be done online through our invoicing system – if this is a preferred method of payment, please let us know and we will happily make it available to you.



**Q: Are your technicians required to wear gloves?**

**A:** We have provided all technicians with disposable gloves. We have not mandated their use, as there is no clear health benefit in doing so. If either you or the technician feels more comfortable with the use of gloves, then we are most happy to accommodate the preference.

**There is nothing more important to us than the health of our employees and customers. We encourage you to reach out to us if you have any additional concerns or requests and we will do our utmost to work around your suggestions or requirements.**