



## Soliton IT Coronavirus (COVID-19) Statement

Ref. MK-CorVirAU-001

### Introduction

The World Health Organization has announced that COVID-19 is a pandemic.

The Australian Government Health Department is currently managing the COVID-19 outbreak in Australia as a health emergency.

Soliton IT would like to reassure our customers and contacts of our commitment to maintain our normal business operation and support levels. This document describes the policy which we've put in place based on the current situation.

### Special Precautions

Please see below an example of some of the special precautions that Soliton IT is currently implementing to meet our objectives.

#### Staff Measures - Cover

- Soliton IT employees have been advised that they may be required to cover for other members of their department in the instance of staff absence. Within these areas, staff have had training in covering for their peers (as part of our contingency plans) so that we can operate our business as normal.

#### Business Practices

- In line with recent healthcare sites' guidelines, Soliton IT has been advised to routinely engage with customers (as part of standard Account Management tasks) via online meetings or telephone calls rather than face-to-face site visits.
- The Soliton IT Support Helpdesk will continue to be manned and support levels will be delivered as per the customer's contract. Support Engineers have complete connectivity/accessibility if they cannot be located in the head office.
- The Soliton IT Support Portal will continue to be monitored closely by the Support Desk.
- Equally, Soliton IT is also equipped to perform demonstrations and commercial or project discussions over online meetings where necessary.
- In such occasions where Soliton IT is called to site, Soliton IT will duly honour this (subject to the Site's authorisation to visit) with consideration to the sites' exceptional current workload and staff compromises.

### Communications

- In the event that the Soliton IT Head Office is temporarily closed due to coronavirus, an email will be sent to all customers to inform them of the closure and any additional methods of contact.
- In the event that a field-based member of staff is suspected of contracting the virus, current governmental advice will be followed and planned offsite visits, including to other members of staff, shall be cancelled and rescheduled for a suitable later date. All communications will be transferred to another member of staff during their absence.

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[www.solitonit.com](http://www.solitonit.com)

## Emergency action

- Staff are advised that if they develop any cold or flu-like symptoms, or in the event that a Soliton employee comes into contact with an individual with the virus, the individual will self-isolate and government advice will be followed.

## Customer Responsibilities

To protect our staff and ensure we are operating at full capacity, Soliton IT requests that the Customer engages with us when planning/expecting a site visit from a Soliton IT member of staff. This communication should include:

- The Customer informs their Soliton IT representative of any suspected virus outbreak within the site
- The Customer informs their Soliton IT representative if they have had contact with another person who is suspected to have contracted the virus.
- The Customer informs Soliton IT of any special procedures in place at the customer site.

## Considerations

- Whilst the Soliton IT Support Portal and Helpdesk will be active and customers should continue to log any issues as normal, please be aware that there may be a slight delay in answering any calls due to the call diversion system. Soliton IT has put special measures in place to disperse critical work to available and correctly skilled staff within the company but we ask for your patience and co-operation.
- Where a member of staff has another health issue which has been identified as making them more vulnerable to the virus, Soliton IT reserves the right to request an online meeting as opposed to face to face. If a face to face session is mandatory, then we reserve the right to send another member of staff to the meeting.

## Our pledge to our customers – “Business As Usual”

Soliton IT has been monitoring this situation closely; we have a vested interest in the smooth running of clinical diagnostic systems and the subsequent operation of health services. We are in the fortunate position to have staff located in Australia and all over the UK, who presently have the respective equipment and skillsets to continue to offer our full range of services.

Soliton IT commits to maintaining our installed systems and fulfilling our contracted commitments, and will utilise our team in the safest way possible to ensure that all our customers are supported. At present, our stance is that it is ‘Business As Usual’, but we are mindful that situations can change quickly and will monitor and follow governmental advice accordingly.

## More information/Useful links

Further information on coronavirus:

<https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources>

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources%EfV>

<https://www.health.gov.au/resources/publications/australian-health-sector-emergency-response-plan-for-novel-coronavirus-covid-19>