

TROJAN

**Corona Virus (COVID-19)
Customer Advisory Statement
11th March 2020**

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General Statement:

Trojan Consultants Limited is closely monitoring developments relating to the global coronavirus risk and is following UK Government and World Health Organisation advice. Our position is being regularly assessed and employees are being regularly updated on the situation and relevant precautions to take in the interest of their own health and that of our customers.

Furthermore, our service provision to our customers is being continually assessed to ensure continuity in the event of an escalating scenario to varying degrees, including isolation of employees and closure of our office location.

Message to our Customers:

If we are advised by the UK Government and the World Health Organisation to Self-Isolate and our office location is closed, all Trojan staff are fully equipped to work from home to ensure service continuity. In the event that this may take place, we recommend all of our customers to contact us via our email: Support@Trojanconsultants.com during our normal working day hours of 9.00am to 5.00pm excluding Bank Holidays.

Our main phone line will still be operational, but due to the need to work from home it will not always be possible to transfer your call to the relevant person, therefore we urge you to use the email specified above to save delays when responding to your query.

Due to our team needing to work remotely, there is a possibility that it may take slightly longer to respond to your email or support query. We are expecting to get a greater demand of tickets on our support desk during this period so we apologise in advance for any inconvenience this may cause you.

What is our stance on client meetings and engagements?

During the event of a lockdown we will be unable to complete a site visit. If you have a training session or site visit booked, we will get in touch with you to reschedule when we have a clear understanding of when the isolation period will end. Alternatively, we would be able to schedule a remote meeting with you instead, so please let us know if this is preferred.

Do we have a Business Continuity Plan?

If there is an office closure from an outbreak or for any other reason, Trojan Consultants Limited are in a robust position to cope with the situation. All staff are fully equipped to work from home at any given point and our internal systems and services are fully cloud based and resilient to facilitate remote and flexible working as outlined above.

Conclusion:

Trojan Consultants Limited are taking every precaution specified by the UK Government and the World Health Organisation to maintain staff and customers health and wellbeing and will continue to follow their guidelines as they are issued.

Customers will be notified via email in the event of an office closure, but this will not impact the service we provide to you, this will just be a courtesy email just to inform you of our current situation and that there may be a short delay in our response time to you.

Trojan Consultants Limited has prepared for a situation like this and is fully equipped and prepared to provide you with the same level of service you normally receive.