

## Covid-19 Response & Business Continuity

### ***Committed to servicing our clients and caring for our people through the Covid-19 Pandemic***

In the fight against Covid-19, the Prime Minister of New Zealand raised the country's response to alert Level 4 at 11:59pm Wednesday 25 March 2020 (reference [www.covid19.govt.nz](http://www.covid19.govt.nz)). As such, with the exception of essential services like health services, emergency services, utilities and goods transports, and the like, all other non-essential businesses are ordered to be closed.

Thomas Consultants Ltd are supportive of governments response to save lives and protect people, and have accordingly closed our physical offices in Henderson and Manukau. Although, our offices are closed we remain open as a business to serve our clients and remain available to them by phone and internet. Many of our office-based staff are equipped with technology to operate from their homes and provide all technical services that can be provided from an office. However, our staff will not be able to provide any field based services or undertake any travel or visit sites for any investigation while the Alert Level remains at 4.

### **Business Continuity and Service Levels**

While the nation remains in Alert Level 4, continuing our services to clients and serving them is important to us and our staff. Though we cannot undertake field investigations and face to face meetings, we are equipped with technology to meet with you via video conferencing and undertake all our office-based work from remote locations.

#### ***To enable this as a company we have put in place the following measures:***

- All our staff use Office 365 and can access their emails and respond during the mandatory self-isolation phase.
- Across our organisation, we have enabled video conferencing via Zoom and Microsoft Teams to enable our teams to communicate with one another, project stakeholders and with external clients.
- Provision of remote working platforms for majority of our staff using cloud computing and VPN technology that allows secure access to our servers where all client and project files are stored, enabling us to seamlessly deliver office based professional services as per their schedules. (Exceptions: when our services are reliant on data from other external parties or require data from field investigations. E.g. CCTV drain inspections, Hydrant Tests, Ground Investigations, Site Visits and etc.)
- We will not be providing any of our field based professional services including but not limited to laboratory services, site topographical surveys, sub-divisional surveys, asbestos surveys, ground investigations, soil contamination, construction observation, site visits, site meetings, office-based meetings, etc.

#### ***We will continue to provide all of our other services, as listed below:***

Access to our office	Currently Unavailable
In-person meetings with our staff	Currently Unavailable
Contact with our staff via mobile phone, email and Microsoft Teams or Zoom	Ongoing Service
Telephone contact via office landline 09 836 1804	Ongoing Service
General contact or enquiries via email <a href="mailto:info@tcec.co.nz">info@tcec.co.nz</a>	Ongoing Service
Admin support, including general and accounts enquiries	Ongoing Service
Attendance at site visits and/or inspections	Currently Unavailable
Land surveying on sites	Currently Unavailable
Asbestos, meth and soil sampling	Currently Unavailable
Staff continuing office-based work on new & existing projects	Ongoing Service
Quoting for new projects and Project Feasibility Reports	Ongoing Service

## Moving forward

We are closely monitoring the nation-wide Covid-19 response and Government regulations, and will endeavour to keep you informed of any changes we need to make as we unite against Covid-19. This is a challenging time for us all, so we thank you for your on-going support and understanding during these uncertain times. Our support goes out to those affected by Covid-19 and to the people on the frontline fighting to contain the virus.

We hope that you, your family and network remain safe and connected.

## Contact Us

Please be assured that our team are readily available and contactable via **email**, **phone** and **video-conference** (through Microsoft Teams and/or Zoom). For information about video-conferencing, please contact the staff directly.

For any queries, please feel free to contact our staff directly, or our head-office on 09 836 1804 or email us at [info@tcec.co.nz](mailto:info@tcec.co.nz).

### *Kind Regards*

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