

Covid-19 Safety Procedures for Onsite IT Services

Protecting Staff and Customers

At Data Networks we take very seriously our responsibility to deliver critical IT services during the Covid-19 crisis. Most of these services can be accomplished remotely with your approval for remote access. Consulting and knowledge transfer can be provided via web conference. Equipment can be configured pre-delivery at our Staging + Configuration Center.

But some services (e.g. racking and stacking of hardware) requires an onsite visit. Our primary objective in this case is to keep our staff and your people safe. So, we have adopted the following procedures when onsite work is absolutely necessary. We will:

- Follow all guidance from the CDC, WHO, OSHA, and local health authorities regarding appropriate measures
- Conform to all customer requirements and procedures regarding physical access to facilities; review customer safety procedures in advance to ensure the safety of our staff
- Acquire permission and notify all appropriate customer contacts of our intent to be onsite, our anticipated schedule, and duration on site
- Schedule onsite work at times when contact with others will be minimized
- Make every effort to minimize the need for onsite services and spend the absolute minimum amount of time onsite required to complete the work
- Wear Personal Protective Equipment (PPE) appropriate to the risk level of the environment as recommended by the CDC and [OSHA](#)
- Wipe down all work surfaces with disinfecting wipes before and after work is performed
- Thoroughly wash hands before and after completing work
- Work with departments of health to notify appropriate customer contacts immediately in the event of an exposure

Our goal is to meet our collective responsibility of protecting the health and welfare of everyone in our business and personal circles. Please [contact us](#) with questions or concerns.