



To Our Valued Employees and Partners,

We are continuing to monitor and respond to developments related to the COVID-19 outbreak. Both state and federal governments have classified providers such as Downtown Computer as critical infrastructure businesses during this pandemic. The management and staff of Downtown Computer are firmly committed to supporting each other and our partners, and to continuing to provide the professional support that our many business and residential customers have come to rely on.

What to Expect from Us

Many of us will be required to work remotely for the time being. Downtown Computer will be taking a number of steps to help make this safe and possible for everyone:

- We are dividing our staff into three teams: a remote team who will continue to provide helpdesk and systems support; a dispatch team who will deliver new technology and provide support to existing devices; and an in-shop team who will repair and work on customer equipment in our shop
- All of our teams will be adhering to strict health & safety procedures and limiting contact with each other and with our customers
- We will continue operating in as close to our normal capacity as possible for the duration of the crisis
- We are enabling a suite of strategies and tools, including a number of cloud-based resources, which will allow an expanded capacity to service our clients remotely

What We're Doing About COVID-19

Downtown Computer staff will be following this list of guidelines for the duration of the pandemic in order to minimize the risk of exposure for our employees and customers:

- The majority of our staff will be working from home
- Suspending all outside and internal face-to-face meetings
- Our offices will be closed to any visitors except when completely necessary, and when necessary visitors will be avoiding any interaction with our staff
- Continuing to keep our staff informed with the latest information on the outbreak
- Frequently cleaning and sanitizing our offices and the equipment we work with

- Working closely with our vendors and suppliers to minimize supply chain disruptions to ensure our customers have the devices and equipment they need to continue to work

Working with us in your Business or Home during the Crisis

We are taking a number of steps to ensure our personnel can continue to work directly with our customers in a safe and effective manner, and ask all our clients adhere to the following guidelines:

- We will call you prior to an appointment to confirm we're still able to visit you, and that no one in your home or business has recently experienced symptoms of COVID-19 or other contagious illnesses
- We ask that you provide a clear corridor for our technicians to access the space they will be working in when they enter your building
- Please clean and sanitize any surfaces our technicians will be working on and equipment they will be working with prior to our visit
- We ask all customers to maintain a minimum safe distance of 6-10 feet from our personnel at all times
- Our technicians will provide you with a cell phone number to contact them when they arrive to work – contacting us via phone is a best practice even for technicians working in your space in order to minimize personal interaction
- When working in a private home, we ask that you take special care to ensure that your pets and other members of your household do not interact with our staff

And Finally... Thank You!

We are committed to staying open and operating in various capacities during this pandemic. We sincerely appreciate the opportunity to continue to serve you in these difficult times. We understand that your access to technology is now more important than ever, and are committed to helping keep you connected and productive.