



Issued 26-03-2020

COVID-19 Statement

We would like to reassure all of our users that our business continuity planning has been in operation for some time now and enables us to continue to provide a high level of service at this current time.

To outline the steps that Meteor have taken to ensure continuity of service:

- All staff have the ability to work from home and can remotely access required systems within a secure IT environment
- The operational impact of staff working remotely has been eliminated or minimized
- As far as is practicable, our critical systems and infrastructure can be accessed, monitored and maintained, securely and remotely, with minimal visits to site.
- Our workflow has been reviewed and prioritized so that no unnecessary operations or updates are implemented at this time

Hosted Meteor Data Cloud Service

The Meteor Data Cloud web hosted service is co-located in a premium Tier III Data Centre Facility on the London Internet Fast Switched Circuit (redundant connections to Telehouse East and Telehouse West National Internet Hubs) which, in addition to the necessary physical resilience (power, cooling, fault tolerance), has long established procedures in place for exceptional events such as the Corona Virus. Critical Meteor Support Teams are now dispersed and are operating from separate locations for increased resilience. The Meteor Data Cloud is a private cloud and as such Meteor Communications holds 100% Server Hardware and Network spares as current stock, with no reliance upon third parties for hardware capacity expansion or replacement and 0% rate contention with other organisations for hardware resources.

Employee and Customer Safety

The health, safety and well-being of employees and customers is of utmost importance to us and we are providing regular guidance to employees in line with Government guidance, which covers the following:

- Steps they should take to reduce the spread of coronavirus
- What to do if they fall ill
- Self-isolation and absence reporting
- Encouraging staff to not carry out non-essential travel

Please be aware, that to ensure the safety of customers and themselves, our staff will be taking extra precautions when visiting customer sites to prevent the risk of the virus spreading. Please support us by letting us know in advance of any protocols that you have implemented within your own organisation or sites.