



OUR BUILD

Why are you continuing working outside in a public area?

The government instructions are not to stop work, only to work from home if possible. We are working to connect as many people as possible to Full Fibre Broadband and to continue operating and maintaining the Zzoomm network for existing customers. We have also arranged with Henley Town Council and Oxfordshire County Council to bring forward the build in Henley town centre whilst the shops are closed. This way we minimise any potential disruption to Henley's retailers.

Are you following government directives?

We are following the latest advice as the Telecommunications sector is classed as a key industry. All Zzoomm workers are key workers. Outdoor works are currently not restricted. We are continually monitoring the latest advice and will adhere to all changes to requirements and rules.

How do you guarantee the safety of your crew?

The crews are briefed regularly on the latest advice. All have access to handwashing facilities, sanitiser and the latest Personal Protection Equipment, including gloves and masks. Every day, our briefings for teams emphasise safety for each team member.

How do you guarantee the safety of the public?

The public and the crews must maintain a minimum 2-metre separation from each other. In addition, the crew are working within barrier protected work areas. We advise all members of the public to not approach teams and not to breach the 2-metre guidelines or cross the barriers.

What PPE do the crews have?

See above

You're building in my road and I have a question, but I don't want to approach you – how do I get in contact?

Please contact us at our Henley office at **01491 728 100** or hellohenley@zzoomm.com



INSTALL

I've got an install booked - will it still go ahead?

At the moment, all booked installations are going ahead as planned. The situation is developing quickly and if this changes we will let you know and discuss the options with you. At this time, communication services are absolutely vital to successfully staying connected, working and enjoying leisure time and we exist to support this.

What PPE do the crews have?

The install crews carry hand sanitiser and wear masks, gloves and shoe covers. All work equipment is disinfected and wiped clean after use.

What safety precautions have you got in place?

We will ask you on arrival the following three questions.

1. Has anyone in your home been diagnosed with COVID-19?
2. Has anyone in your home been asked to self-isolate?
3. Is anyone in your home suffering from flu-like symptoms?

If you answer YES to any of these questions, we will rearrange the installation date. If the answer is NO, we can go ahead with the planned installation.

We will stay 2 meters away whilst discussing your installation and service, and we ask that you stay away as much as possible whilst we are working.

How long will you be at my home?

This depends on the specifics of the installation work required to connect your service. The vast majority are installed within a 2-4-hour timeframe. Not all of this is spent indoors, and we will minimise internal work as much as possible.

Can you provide a contactless installation process?

We do not require human contact with you and can maintain a safe 2-metre distance at all points during the installation. Zoomm equipment is secured on an internal wall and this is specialised work. We ensure that the service is working before we leave. We will restrict the amount of time we spend in your home as much



as possible and if you are not comfortable, we can always postpone the installation.

I have vulnerable people in my house - what will happen?

Our team will discuss safety protocols with you and if we are both happy with the scenario, the installation can go ahead. If not, we will postpone until we can carry out the installation safely for everyone and the medical risk has been deemed suitable by medical professionals.

We're self-isolating - can you still install?

Unfortunately not. If any member of your household is unwell or has experienced symptoms associate with the current Covid-19 advice, we will postpone your installation until we can proceed safely for everyone involved. For the safety of our teams, we request that you let us know in advance if there have been any symptoms experienced that would lead you or your family to self-isolate.