

Coronavirus Contingency Policy
Last updated 17/03/2020

At the moment we are very much working on a 'business as normal' basis.

We have created this policy to ensure our employees and customers are fully aware of our contingency plans should the current developing situation change.

This policy has been developed by Top Service with two objectives in mind:

1. To protect our employees and minimise the risk of any infection.
2. To ensure customers experience minimum service level disruption.

All of our employees are receiving continuous support, advice, guidance & equipment to minimise the risk of infection. We have an internal procedure should any employee display symptoms whilst at work. We also have an internal procedure should an employee or dependant of an employee display symptoms whilst out of the office and need to self-isolate.

We are providing employees with changes to guidance as and when required.

The information we source from third parties is an automated system, so credit information will continue to be processed and can be accessed via our website 24/7.

We have contingency planning in place should a large number of employees develop symptoms and need to self-isolate for the time indicated in Government guidance.

Those contingency plans include:

1. In the event that employee numbers are significantly impacted, employees trained in dual roles may be asked to cover work in other areas of the business. Our customers may notice other team members dealing with their work with short notice.
2. Office hours may be lengthened to ensure all priority work can be carried out successfully.

THE ONLY CREDIT REFERENCE & DEBT RECOVERY AGENCY TO SPECIALISE IN THE CONSTRUCTION INDUSTRY

Registered Office
Top Service Ltd
2 & 3 Regents Court
Far Moor Lane

Redditch
Worcestershire
B98 0SD

Authorised & Regulated by the Financial Conduct
Authority Full Permission No. 698331
Data Protection Registration No. Z7416099
Registered in England & Wales No. 03662973


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3. Employees who may experience child care difficulties during this outbreak will be offered to work reduced or alternative hours to their normal pattern (relevant to employees experiencing child care issues only, not displaying symptoms of the virus themselves). We have asked all employees where this situation may impact them to start planning for this and we are in discussions with them as to how we can best support them.
4. Senior managers and Directors will cease non-essential work and work in areas of the business where required to ensure all priority tasks for customers can be completed.
5. In the event that a Senior Manager or Director needs to self-isolate or be unable to work in the office due to difficulties with childcare - all Senior Managers and Directors have a secure remote access connection to enable them to work from home.

In addition, plans are in place if there is a need for calls to be diverted to designated employees mobile phones and post to be collected from the office and dealt with. Outgoing post can be dealt with by those employees working remotely and equipment and stationery has been provided to assist this, if the need arises.

Should the current situation change dramatically you may experience a longer than normal time for our calls to be answered or a reduced number of debt recovery calls being made. Please be assured that all priority calls will be made and the tasks carried out within the office will be dealt with in priority order.

If we foresee any major disruptions to service levels we will inform all customers as soon as possible.

Employees Returning From Self Isolation

Before an employee who has self isolated returns to work a specific return to work interview will be conducted over the telephone to ensure all precautions have been covered,

Key Business Contacts:

If you have any concerns regarding how the current Covid-19 outbreak may impact Top Service and the service levels you receive please contact:

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Debbie Garner, Head of Business Operations and Development

T: 01527 518800 / 07539171961

E: debbie.garner@top-service.co.uk

Emma Miller, Managing Director

T: 01527 503991 / 07976288945

E: emma.miller@top-service.co.uk

Matt Ricketts, Managing Director

T: 01527 503997 / 07720895486

E: matt.ricketts@top-service.co.uk

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