

COVID-19 Coronavirus

AVC Wise Business Continuity Plans

We want to take this opportunity to share with you AVC Wise's current status on the Coronavirus COVID-19 situation and our contingency plans moving forward.

AVC Wise has robust and sustainable business continuity plans should the COVID-19 Coronavirus (the virus) spread as the worst-case scenario predicts. In the event of widespread disruption, we can confirm that the AVC Wise team will be available if you need advice or assistance as usual.

AVC Wise currently delivers its services via a combination of progressive technology solutions, mobile working, and a team that is based in various locations across the UK. Working in this way means that when unexpected events occur, we have already robust plans to minimise disruption for clients when we are faced with external challenges.

How will AVC Wise keep on top of the current COVID-19 issue?

The AVC Wise Management Team is monitoring the situation closely, and regularly discussing how and to what extent our clients and employees might be affected by the virus. We will continue to make appropriate contingency plans so that employees receive the regular and timely support they are used to.

What happens if AVC Wise have team members in self-isolation?

The AVC Wise team already work from different locations throughout the UK and all staff have the ability and equipment to work from home - this is business as usual for us.

In the case of any required self-isolation (not sickness) or government recommendation, all team members would be able to carry on with their normal day-to-day workload. If they did become unwell, work would be reallocated electronically to other team members without the need to break the isolation period.

I'm booked onto an AVC Wise presentation, will this be going ahead?

As it stands, we plan to attend all our booked employee presentations in person.

However, if any of the team are unable to attend, either because of government recommendation, self-isolation or an Employer decision to cancel the session or ban visitors to their establishment, we would arrange in advance and with the agreement of your Employer to run the presentation via our Webinar system.

This type of technology is already installed at AVC Wise and is readily available to be used. If we opt to go with a Webinar for any of the reasons previously mentioned, any employees booked to attend the presentation will be sent a notification of the change, with a link to join the webinar session. We will consult with your Employer on the timings of this Webinar session, and whether they run at the same time as the planned presentations or are combined to cover all planned sessions.

We are also planning to record a Webinar session so that this can be accessed on demand, should for any reason a live Webinar not be a suitable solution for any face to face presentation cancellation.

I have a question about AVC Wise or Shared Cost AVCs, how do I contact you?

The AVC Wise Support Team will still be functioning as usual from the AVC Wise head office.

However, if any of the team is unable to attend the office, either because of government recommendation or self-isolation, the support team will continue to operate remotely.

You will be able to contact our support team via our online live chat service at www.avcwise.co.uk. If your query requires a phone call follow up from the live chat, a member of AVC Wise staff will ask for a contact phone number and call you.

You will also still be able to contact us via email at support@AVCWise.co.uk

How do I find out about any changes to AVC Wise's stance on COVID-19?

Updates will be posted on the AVC Wise website about any major changes that could affect you.

You can also email or telephone us at any time for an update.

If you have any questions about any of this, please email support@AVCWise.co.uk or call 01252 784 546.