

**Client Isolation Process Information**

***THIS DOCUMENT IS IN ADDITION TO THE STANDARD APOGEE CALL OUT PROCESS. IF YOUR DEVICE IS LOCATED IN A CONFIRMED NON COVID-19 AREA PLEASE IGNORE THIS DOCUMENT AS THE CALL WILL BE ATTENDED AS NORMAL.***

If a device is located in a suspected or confirmed COVID-19 location then Apogee require the device to be isolated to a “SAFE” area. Once isolated the below will be required;

- The device is isolated for 72 hours without cleaning/sanitising.

Or;

- The device is isolated, cleaned and sanitised and the service request is attended as soon as possible.

<b>Question 1 – Is the device located in a suspected or confirmed COVID-19 location? YES / NO</b>	
If <b>NO</b> the call will be attend without any further action.	
If <b>YES</b> the device will need to be isolated before Apogee can attend. Please complete Client section of the “ <b>ISOLATION FORM</b> ” and attach clearly to the device	The “ <b>ISOLATION FORM</b> ” will be provided to you by Apogee
<b>Question 2 – Can you be without the device for 72 hours? YES / NO</b>	
If <b>NO</b> the device would need to be moved to an isolated location, but in addition the device needs to be cleaned & sanitised before we attend. Isolation details will need to be provided to Apogee.	
If <b>YES</b> then location details will need to be provided to Apogee before we attend.	

**Should you have and questions or concerns please contact Apogee or your Apogee Client liaison Executive (CLE).**