

## Coronavirus and Critical Sectors Policy

We understand that some of our customers either work in the critical sectors listed by the Government or supply services to third parties in those critical sectors. We've set out below the critical services and what we can do to support those customers.

### Critical services

- **Health & Social Care:** including both front line services and those involved in the health and social care supply chain;
- **Education & Childcare:** including childcare, support, social workers and special educational professionals;
- **Key Public Services:** those essential to the running of the justice system, religious staff, charities and workers delivering key frontline services, such as management of the deceased and public service broadcasting;
- **Local & National Government:** those administrative occupations essential to the effective delivery of the COVID-19 response, or delivering essential public services, including arms- length bodies;
- **Food and other necessary goods:** those involved in food production, processing, distribution, sale and delivery, as well as those essential to the provision of other key goods;
- **Public safety and national security:** including emergency and defense services and civilian support staff;
- **Transport:** those who will keep the air, water, road and rail passenger and freight transport operating
- **Utilities, Communications & Financial Services:** essential services required to continue

### How can we support critical sectors?

We can help you in a number of ways:

- **By offering assistance with re-directing calls if required** – please see our website home page where you can request this
- **By providing support if you have a fault or an emergency:** our website [add link] and Customer Zone tell you how to try and resolve yourself but if that doesn't work please contact us using the details below
- **Our collections team will, if required, discuss payment options with you**

### Contact Us:

Email is at: [service@woav.co.uk](mailto:service@woav.co.uk)

We are open: Monday to Friday from 0900 to 1800 and on Saturday from 0800 to 1230

Call us on: 0330 159 8111