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## Coronavirus Update 15<sup>th</sup> March 2020 additional

Videcom Security took early steps to make sure our staff were ware of the increased risks associated with the Coronavirus, we have distributed hygiene products to all staff and increased staff awareness at our offices and introduced static hand gel dispensers.

Videcom Security have cloud hosted management systems allowing staff the ability to work from home or remotely from our offices. Many of our clients also have access to these online resources for the reporting and tracking of their service calls.

We are currently being kept informed by best advice from central government as well as maintaining contact with our customers many of which have their own strategy for dealing with any outbreak together with monitoring social media.

As of the 15<sup>th</sup> March 2020, we continue to carry out the majority of our business activities as usual with an increased awareness of the increasing risks of contracting Coronavirus. We have though now imposed a “non-attendance” to schools, colleges, health centres and hospitals in order to manage the risk to both our staff and our customers. We have further taken action to reduce our response to sales enquiries and have instructed our staff to not attend to site surveys without first getting special permission.

Videcom are entering a second phase of risk management. We have also asked our on-call engineers to assess any risk before attending site and offer any online support they can before committing to site attendance out of hours.

We will continue to provide a good level of service to our customers, but will refrain from attending any unnecessary meetings, seminars and reduction of visits to control rooms and client premises. We have also taken steps to ensure key staff members are isolated from each other although contactable at all times.

Should any of our staff feel unwell they have been reminded and told to self-isolate from work and make contact to health services via 111 and to keep us informed. We are requesting the same from our customers to keep us informed of any known cases. We will then follow any advice given to us by Public Health England.

Should we find ourselves low on labour resources due to increased sickness we will need to prioritise service calls accordingly; installations will reduce in order to try to maintain existing systems. Our extensive online service connectivity will enable us to support many systems remotely and individually customers will be kept informed should our service capability deteriorate.

We remain vigilant and continue to monitor central government advice and continue to review the company's response to this ongoing health issue.

Bill Mead Managing Director

