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Coronavirus Update 23rd March 2020 additional

Videcom have now closed down their offices apart from skeleton staffing in accounts, procurement and deliveries. Our telephones are manned away from the office but we ask that all our customers, suppliers and partners where possible to use email or other electronic methods to communicate.

We will also continue to keep our customers informed through our website and through social media. To help protect our supply partners we have introduced enhanced payment facilities and reduced time for settlement, all affected suppliers should have already been informed.

With effect from 23rd March we have postponed all installation works unless its deemed critical to the ongoing operation of systems. We have further stopped taking new customer sales inquiries at this time so we can focus our business on our existing customers.

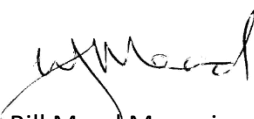
We currently still have restrictions on working at sites of additional risk such as hospitals, schools and colleges this is to protect our staff and our customers. We have also introduced limits on the number of engineers who can work together as well as introduced regional distancing.

We are making some changes to the way we deliver our Out Of Hours service response, with immediate effect, unless its an emergency out of hours calls will only be attended during daylight hours, many of our sites have remote access support and can still be accessed using these methods. To help deal with service issues we have increased our on-call service engineering workforce, engineers will work within their own main areas of operation looking after fewer customers that are more regular and well known to them. This will help our staff understand any additional risks on a site by site basis as well as reduce risks to our customers.

Our out of hours call handling have been instructed to filter calls and where possible we would appreciate calls are placed electronically for our service desk to pick up in working hours. But where there is an immediate and urgent need for our engineers to attend then this service is still available but service level will be reviewed by the engineers.

If any customer or supply partner is concerned about the changes we are making to our service delivery then please contact us through your normal channels. We can assure you of our continued support and we will continue to review our responses to the ongoing Covid 19 epidemic.

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

