



COVID-19 - Coronavirus

Service Update

It is important we keep all our customers up to date with our approach to this unprecedented situation.

This update is in addition to the one that was circulated last week with the changes in **red**.

Manned Guarding

We are continuing to provide manned security services to all sites and are working closely with our customers to understand their approach and the security requirements in order to best protect properties and assets.

We have recently seen a large spike in demand where additional cover has been requested to bridge gaps or to provide support to existing measures through extra staff or dog handlers.

Update – we have sourced additional manpower and dog handlers to provide additional protection where this is required and to provide back-up to the existing operation to ensure regular manning levels are maintained.

Mobile Patrols

This service continues to operate, and we have put in place internal measures to safeguard our operatives and ensure they can still deliver a service to customer properties.

We recognise that some requirements for lock and unlock service may not be required but in most cases, these have been transferred to a building inspection to ensure the integrity of the building and surrounding area remains.

Update – some customers have requested for mobile patrol services during daytime hours and therefore we have put additional resources in place to cater for these needs.

Keyholding and Alarm Response

Our Response Teams are operating as normal with some additional safeguarding measures to protect them.

We are still receiving calls from Alarm Receiving Centres regarding alarm activations and would expect this to continue.

Update – there is no change to the above other than some customers have adopted a building inspection service following advice from insurers or landlords.

We will continue to provide 100% support all our customers to ensure people, buildings and assets are protected.

A handwritten signature in grey ink, appearing to read "Graham Tilly".

Graham Tilly
Managing Director

31 March 2020