



WHEN YOU HAVE ONE OF OUR SECURITY TECHNICIANS IN YOUR HOME OR OFFICE WE NOW HAVE THE FOLLOWING PROCEDURES DUE TO THE CORONA VIRUS SITUATION

We appreciate your concerns in having one of our technicians enter your home or business in these very uncertain times and we are also concerned for our staff. **So let's all work together to keep everyone healthy.**

We are implementing the following practices in order to ensure the least amount of exposure for all of us.

Before the arrival of our technician please provide clear access to the security devices or items which we need to install or repair.

YOU CAN HELP BY DOING THE FOLLOWING:

- If it is an alarm panel please have all items in the cupboard and surrounding area removed
- If it is an NVR then have all items cleared away for easy access
- Have all doors open for clear access throughout your building
- Move any other items which you can see which would allow the clearest access with the least amount of contact for all parties

WE WILL DO:

- On arrival our technicians will wash their hands with warm soapy water – which we have in our vehicles.
- Keeping our distance is important - in order to limit face to face conversations, let's all talk via mobile phone whilst the technician is with you.*
- We will also answer all questions over the phone at the office 9241 9000

WE ARE ALL IN THIS TOGETHER SO LET'S BE SUPPORTIVE, KIND AND ALERT

*It has always been our policy never to give out our Technicians' mobile numbers so please do not save their numbers into your phone.