

## Adaptive Security Limited - COVID-19 Statement

### COVID-19

To help protect our staff and clients, we are regularly reviewing our plans to deal with the impact and spread of COVID-19. Our plans may change quickly and without notice following the latest Government and Public Health England guidance.

The health and wellbeing of our staff and clients remain our top priority. Everyone must play their part in order to reduce the risk of spreading the virus.

We are providing regular updates and guidance to our staff and clients. Our Head Office is now closed, and all office staff are working from home for the foreseeable future.

The most recent news from the UK Government concerning the Covid-19 Virus, is for everyone to stop non-essential contact with others, to stop all non-essential travel and people should work from home where they can. To both protect our staff and safeguard critical business activities we have decided that now is an appropriate time to take the following measures.

### Planned and Reactive Service & Maintenance site visits

Our engineers operate on various sites across the UK, for many different types of organisations.

Our engineers have access to full PPE including disposable gloves and hand cleaning facilities. Our Directors will continue to monitor and review the levels and suitability of PPE required in order to protect and reduce the risk of spreading virus.

Prior to any site visit our office team will contact the customer to confirm if site has had any suspected COVID-19 outbreaks and any new rules it may be applying to visitors or contractors visiting their premises.

- Our engineers have been instructed: -
  - To adhere to strict social distancing measures as per the government guide lines.
  - Report any issues where the Government Guidelines can not be adhered too and leave site if they feel it is unsafe to complete the required works in safe manner.
  - To keep their vehicles clean, particularly door handles, steering wheel and gear stick.
  - To put on disposable gloves where possible.
  - To clean their hands on a regular basis in line with the government guide lines.
  - To clean their hand tools and mobile phones on a regular basis.
  - Electronic Jobsheets not to be signed by the customer – The customer's name will be recorded in the signature field.
  - If they feel unwell, they must follow the government rules on home isolation.

## Installations

Our installation teams operate on various sites across the UK, for many different types of organisations. Prior to any site visit our office team will contact the customer to confirm if site has had any suspected COVID-19 outbreaks and any new rules it may be applying to visitors or contractors visiting their premises.

- Our installation team have been instructed: -
  - To adhere to strict social distancing measures as per the government guide lines.
  - Report any issues where the Government Guidelines can not be adhered too and leave site if they feel it is unsafe to complete the required works in safe manner.
  - To keep their vehicles clean, particularly door handles, steering wheel and gear stick.
  - To put on disposable gloves where possible.
  - To clean their hands on a regular basis in line with the government guide lines.
  - To clean their hand tools and mobile phones on a regular basis.
  - Electronic Jobsheets not to be signed by the customer – The customer's name will be recorded in the signature field.
  - If they feel unwell, they must follow the government rules on home isolation.

## Continuity of service

For us to provide the best possible level of customer support with our head office closed and our service, sales and accounts teams working from home, we would request that customers choose to email us in the first instance instead of calling our office telephone number.

95% of our works are external, meaning our engineers can work safely and adhere to the Government Guidelines.

Installation , Service and Maintenance Enquiries - Please contact our Service Desk – [service@adaptivesecurity.co.uk](mailto:service@adaptivesecurity.co.uk)

Sales Enquiries - Please contact our sales team – [sales@adaptivesecurity.co.uk](mailto:sales@adaptivesecurity.co.uk)

Accounts Enquiries – Please contact our accounts team – [accounts@adaptivesecurity.co.uk](mailto:accounts@adaptivesecurity.co.uk)

The Adaptive Security team are here to help you in any way we can, please do not hesitate to contact us

Please Stay Safe and adhere to the Government Guidelines.

Kind Regards

Adaptive Security