

COVID 19 Statement from SCAN ALARMS

During these uncertain times with the evolving situation of the Coronavirus (COVID 19), Scan Alarms would like to reassure all our customers that we have no current issues and are taking all necessary and additional precautions to enable us to provide our normal high level of service.

So, what are we doing to keep our staff and customers protected?

We are following professional advice from both the NHS and Government Departments and monitoring and implementing changes as and when required.

Our Sales Team have taken the decision to work remotely from home to limit their exposure to as many people as possible and will continue to liaise with new and existing clients as and when required. This may be in the form of emails, conference calls, or face to face meetings where good distancing advice will be followed. Handshakes will be avoided, but our usual warm welcome will be evident.

Currently, our Installation Teams are working closely with our clients who have placed orders and each job is assessed on an individual basis to ensure the safety of all involved. Our supply chain is currently unaffected with no delays or extended lead times evident. We are monitoring this closely and any concerns will be brought to our clients' attention immediately.

Our Service Desk is operating as normal, and each call will again be assessed individually to meet our customers' requirements. Some calls may need to be rescheduled and this will be arranged to suit the individual needs of each client.

Scan Alarms treat the Health & Safety of our customers and staff with the highest priority and as such would ask if anyone in your premises is self-isolating or is showing symptoms of the virus, that you inform us before we attend so we may make alternative arrangements. In some cases, we can check issues on your systems remotely.

For your safety we have put the following procedures and precautions in place with our engineering team:

- Engineers have been instructed to wash their hands before, during and after the task.
- They may ask you to remain 2 Metres away from their immediate work area to minimize contact.
- Engineers will no longer ask you to sign PDA Devices (unless you insist on doing so) and will instead sign it themselves with your consent.
- Engineers have received instructions and advice to increase their awareness for good hygiene, and will receive updates when available.

Scan Alarms would like to thank all our customers for their continued support and loyalty in these difficult times, and ensure you all that we will endeavor to maintain our critical support services to you with as little disruption as possible. If you have any queries or concerns, please contact our Office on 028 9034 2233 or email info@scanalarms.co.uk. Further information is also available on our website www.scanalarms.co.uk