



## COVID - 19 Update from A.M Fire & Security

With the Government advice changing on a daily basis we are endeavouring to assess what this means and how we should respond, we expect this process to continue for a while.

Latest Guidance from the BSIA:

***If you provide a service to an institution or business that is classified as critical, necessary and relevant (security provision in hospitals; social care; courts; government estate; supermarkets and the food supply chain; the transport network; national infrastructure and utilities), and their employees are classified as 'Key Worker' and the services you provide is required to enable them to continue to function safely it means your staff are also deemed to be part of the 'Key Worker' group. This is because without your support/services these critical functions may not be able to operate.***

As such we are currently working to provide a continued service to ensure clients with essential systems to maintain, are supported to the best of our ability, whilst adhering to government guidelines and keeping staff safe and at home as much as possible.

We passionately believe that we should “do the right thing” at this difficult time but also understand our responsibilities in ensuring essential systems are operational for our clients, many of whom are NHS, schools and other essential services etc.

Therefore the office will be closed and our staff will be working remotely, but there will be no change to our contact numbers

With regard to onsite installation work, we are engaging directly with our customers on a case by case basis. Where Fire & Security installations fall into the category of essential and where safe social distancing can be maintained these will continue. If you have any concerns regarding a project or order please do not hesitate to contact us.

All non-essential maintenance visits will be postponed, Support calls will continue to be triaged via the Service Desk, our engineers will attempt to resolve problems remotely, however if considered essential the engineer will attend if safe social distancing can be maintained.

We are in regular contact with our supply chain and whilst couriers are no longer committing to timed or next day deliveries, we still hold essential stock at our stores,

**We thank you for your continued loyalty. Your business is important to us, We wish you good health and will be here to support whenever you need us.**

If you need any further information or wish to discuss any of the points above in more detail, please contact the office on 01273740400 in the first instance.