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SMC Coronavirus Communications

As circumstances surrounding the novel coronavirus (COVID-19) continue to evolve I want to personally reach out and update you on the steps we have taken to ensure business continuity for all our customers. We are vigilantly implementing advanced protocols to protect the health and safety of our customers and our employees. Our focus is to ensure we meet your needs while doing our part to keep our customers and our employees safe.

We continue to closely monitor the global impact of COVID-19, and the precautionary measures we are taking are aligned with the latest information and global guidance, including from the World Health Organization, Centers for Disease Control and national governments. The health, safety and well-being of our customers and our employees are of the utmost importance and are driving the actions we're taking.

The actions include minimizing travel, deploying an enhanced hygiene programme across our operations and restricting access to our facilities. We have clear guidelines for employees who might feel ill or be at risk, including a 14-day self-quarantine, if applicable, and completing a health self-assessment before returning to work. We regularly update our employees with the latest guidance.

At the same time, we are working to minimize the impact to the services we provide our customers. We have in place a comprehensive business continuity plan, and are prepared with a robust pandemic response plan, in the event it is needed, to ensure continued service and monitoring capabilities from alternate locations.

In the event of reduced staffing:

- Customer support team. We'll initialize remote working capabilities. This will enable the team to continue to access the system for inputting changes, updates and ordering of material.
- Operations team. The following approach would be implemented:
 - Stage 1 – Slight staff reduction – distribute load across the two centres;
 - Stage 2 – Major staff reduction – move operations to prioritize the following high priority signals: Telecare, Fire Alarms, PA, Lone Worker and confirmed intruder. All other signals would be automated. In case of CCTV, we would reduce the amount of allowable false alarms to three in an hour, activations (false and unwanted) above this would lead to system isolation until the cause is resolved.

In the event of centre closure:

The following support will be activated:

- Remote working for customer support team;
- Operations will only action the following critical signals: Telecare, Fire Alarms, PA, Lone Worker and confirmed intruder.
- All other signals would be automated. In case of CCTV, we would reduce the amount of allowable false alarms to three in an hour, activations (false and unwanted) above this would lead to system isolation.
- Non-essential services such as out-of-hours call handling would not be available.



These are some of the key measures we have in place at this time; we will adjust, as needed, as the situation evolves. We will clearly communicate to you if we implement any of the above measures.

This is an unprecedented time for everyone, and the situation is changing daily. We are committed to maintaining our business operations and ensuring you continue to receive the highest available quality service. Thank you for your continued trust in SMC.

Kind regards

Colin Walters
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