



# Important update on Covid-19



## Friday 27th March 2020

COVID-19 is impacting every part of our personal and business lives and we continue to do everything we can to safeguard our staff whilst still delivering quality customer service.

We are extremely proud of our dedicated team who have risen to the challenge as key workers, showing great professionalism and commitment to our nationwide business to keep it running effectively. We also want to remain vigilant with our responsibility to you so if required, can implement the following measures to safeguard our service levels.

These fall into 4 categories:



### Automated Services

Adding new options to our automated services, Smart Test, MAS Mobile and MASWeb. This allows us to divert callers to these services for non-emergency requests, keeping our main lines available for priority calls.



### Event Prioritisation

We already have procedures in place for periods of higher activity (eg extreme weather), which means we are able to focus resource to the highest priority events and calls. We now have the ability to implement these more frequently so they may be employed at certain times of day, or days of the week.



### Resource Prioritisation

We are fortunate to have a team of non-alarm handling staff that are available and willing to work outside of their normal hours to support the core operation. They are currently receiving refresher training and we are looking at expanding this training to our field and project management staff for the longer term, should they be needed.



### Service Communications

During the past 12 months, we have been developing and testing a programme to help communicate with our customers more effectively via text and email.

We may bring the launch date of these services forward and also expand the types of event included. We are aware this would be a visible change for users but feel in the circumstances this may be necessary.

Please be aware we may use some, or all, of these measures at varying times to ensure response priorities are met. For data processing, we will again prioritise schedule and keyholder changes along with orders and will auto-accept those done via our online tools.

Our senior management team meets daily to ensure we are keeping up to date with the requirements across our region and to take swift action should any new guidance be issued, or any changes occur within our business.

Should you have any questions please do not hesitate to contact us at [enquiries@southernmonitoring.co.uk](mailto:enquiries@southernmonitoring.co.uk)