
URGENT HEALTH RELATED MESSAGE

Monday 23 March 2020, a summary of our current servicing position.

PRECAUTIONARY ACTION

The effects of strategies, regulations and restrictions that both Federal and State Governments are imposing on the population is now impacting on how *Security 1 Solutions* continues delivering its specialist *electronic security services*.

Until this pandemic is eradicated or at least contained, minimising the opportunity of our staff catching or transferring this virus to our Clients is our key motivation when implementing changes in how we go to business for the time being.

OUR REVISED BUSINESS RULES

Our highest priority is to ensure *a safe workplace*; therefore, the safety of our staff is paramount whilst delivering these electronic security services to our Client's premises, and this can only be done if Security 1 Solutions Management ensure the following points area adhered with:

- ✓ We will continue to monitor the advice from the relevant authorities and change our business rules as needed, and this could be on a day by day basis.
- ✓ If any of our electronic security staff are infected with the COVID-19 virus, we will ***immediately notify all Clients*** and make special mention to Clients that the infected technician attended.
- ✓ Whilst our staff are at our Client's premises, there is to be a ***safe distance*** of no less than 1.5 meters maintained between persons onsite.
- ✓ Whilst our staff are at our Client's premises, they will ensure that they initially clean the Code Pad (Keypad) and then clean the area they made contact with, once the job is completed.
- ✓ Whilst our staff are at our Client's premises, they will make every effort to minimise contact and keep a ***safe distance*** from all occupants.
- ✓ Whilst our staff are at our Client's premises, they are instructed not to partake in food or beverages, includes their own lunch or if offered by our Clients.
- ✓ Security 1 Solutions has alliances with other electronic security specialists in the Border & North East region. If our staff are affected with COVID-19 virus, then we will ensure our Clients services are maintained.

OUR CLIENTS RESPONSIBILITY

- ✓ Our Clients to advise our staff on arrival, if they have ***specific business rules***, they wish our staff to adhere with in relation to containment of the COVID-19 virus.
- ✓ Our Clients to advise our staff on arrival, if any occupants within that premises are within a ***mandatory isolation period***.
- ✓ Our Clients to advise our staff on arrival, if persons at that premises have currently or have previously shown ***signs of the COVID-19 virus***.
- ✓ Our client to immediately notify Security 1 Solutions if signs of the COVID-19 virus is associated with the site our technician ***has previously attended*** within the past three months.
- ✓ Our Clients to ensure the area our staff are to perform their specialised tasks has been pre-cleaned and sterilised prior to their attendance.

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OUR PROPOSED SERVICE LEVELS

- **24hr Alarm Monitoring Services.**
 - The delivery of Alarm Monitoring services is unaffected and more likely will not alter, at least for the foreseeable future.
- **Electronic Security Installations.** (essential installs given priority)
 - Is now constrained to strict conditions within the revised business rules being agreed to by Clients prior to commencement of installs, as outlined above.
- **Electronic Security Servicing and Maintenances.** (essential works given priority)
 - Is now constrained to strict conditions within the revised business rules being agreed to by Clients prior to commencement of service calls, as outlined above.
 - Clients will continue to be serviced in a timely manner; however, delays may occur with priority scheduling given to essential Clients.
 - Priority Clients includes all Hospitals, Health & Medical centres, Shire Councils, Children centres, Schools and Financial institutions.
 - Priority is given to more urgent works like sirens sounding, failed systems, monitoring ceased, medial alarms, high risk events.
- **Requests for Quotations and or Risk Assessments.**
 - Each request will be assessed on its own merits.
 - The same business rules apply as listed above.

Thank you for your understanding in these unprecedented times.

Kind regards

Richard Hall

Richard Hall
Managing Director