

**Address:**  
Humber Security Services Ltd  
5 Malton Street  
Hull  
HU9 1BA

**Phone:**  
Hull: 0148 223 5050  
Grimsby: 01472 898 150  
Scunthorpe: 01724 897 299  
Goole: 01405 854 224

**Email:**  
admin@humbersecurityservices.com



**Humber  
Security Services**

Raising standards in security

To: Our Valued Client

Re: **COVID-19**

Following on from the Government's latest announcement that from Thursday 5<sup>th</sup> November 2020, England National Restrictions will apply

As your security provider we will maintain the service that you expect from us.

### 1 – **Control Room**

Our control room will remain operational, we have put in place special measures to ensure that all our staff remain safe, this includes following government guidelines and also other measures to ensure that all sites are monitored to the SLA's that are in place. We ask that any changes to site times, access requirements are passed to our control room team, please email any requirements to [sophie@humbersecurityservices.com](mailto:sophie@humbersecurityservices.com)

### 2 - **Manned Guarding Sites**

All our guards have been provided with face masks, hand sanitiser and gloves. Our guards will remain 2 meters away from site personnel when arriving and when preparing to leave site, we ask that your staff please do the same. Our guards will have their own food utensils with them and will ensure that any surfaces are cleaned before the end of their shift.

### 3 - **Alarm Monitoring**

All alarms will continue to be monitored by our Alarm Receiving Centre (ARC). We ask that to ensure your property is safe, if your area planning to close the property for a period of time

- A, ensure all doors and windows are secure
- B, all non-essential electrical appliances are turned off
- C, ensure that where you have boundary fencing and gates it is secure

### 4 - **Alarm and CCTV Servicing**

We will maintain servicing of alarms and CCTV where possible, our engineering department are ensuring staff are available to carry out servicing out of working hours where possible. Where this is not possible our engineers will attend site at an agreed time with you and will ensure that they comply with COVID-19 precautions.



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## 5 - Alarm and CCTV breakdowns

Our engineering department will be available for alarm and CCTV breakdown 24hrs as per your SLA agreement. We ask that you contact the office as soon as possible so that we can get an engineer to you as quickly as possible. All our engineers will comply with COVID-19 precautions.

If you have any queries or need anything further, please contact us on the usual number.

And finally, we ask that you all keep safe.

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