



## WFP Fire & Security's Response to COVID-19 & Customer Care Contingency Plan

Updated 24<sup>th</sup> March 2020

Dear Valued Customers,

Following the outbreak of Coronavirus, I would like to inform and reassure you that we have a diligent contingency plan in place to help mitigate the spread of COVID-19, whilst maintaining the outstanding level of customer care and support you rely on us for as your fire and security maintenance provider.

We understand the safety of your people and the security of your business are paramount. Our primary aim has always been to provide you with ultimate peace of mind in the knowledge you are both safe and legally compliant. We've always promised to be there for you 24/7 when you need it, be it for remote technical assistance over the phone or for an emergency call-out, and this has not changed.

I imagine that many of you will be discussing and implementing strategies, too, and so I would urge you to factor in your premises' life safety and security systems and procedures at this time, particularly if your building is less occupied than usual, or likely to experience a full closure.

Whilst our current social climate is likely to last for some time to protect us all, this will end. This is not the new normal and there will be a light at the end of the tunnel. And the important thing is that your investment, i.e. your business, will continue to be fully protected.

**If you have any immediate questions or concerns which are not covered in the below contingency plan then please give us a call on 01277 622 932 or email [help@w-fp.co.uk](mailto:help@w-fp.co.uk). Thank you for your support and understanding, and from everyone here at WFP, we hope you and all those around you stay safe and well.**

Warm regards,

A handwritten signature in black ink that reads 'Paul'. The signature is written in a cursive style with a long horizontal stroke underneath the name.

Paul Field  
Founder & Managing Director  
WFP Fire & Security

## Our Measures

1. At present, WFP's daily operations are continuing as normal, and there has been no change to our working hours or availability. Many staff members are now working from home and all remain contactable by email. For service queries, please be sure to email [ServiceDesk@w-fp.co.uk](mailto:ServiceDesk@w-fp.co.uk). The office is still available to call, however due to limited staff on-site, we may be more reliant on our call answering service; should you be put through to this and it is an emergency then you will immediately be put through to the on-call engineer to help you, otherwise the message will be passed on to the relevant team member to be in touch with you as soon as possible.
2. If you have a scheduled attendance for work to be carried out by WFP, this will continue to go ahead as planned. All engineers are still operative and we shall continue to provide services as far as imposed Government restrictions will allow us to. The Minister of State for Security at the Home Office has extended the 'Key Worker' status to all fire safety personnel due to the severity of keeping fire safety equipment, such as fire alarms, healthy and efficient as a life safety function.
3. If you wish to reschedule a visit to take place out of hours (before 8am or after 5pm), please let us know as soon as possible so we may be able to guarantee this for you without any delays.
4. Should you wish to cancel an appointment then we will require a minimum of 6 hours' notice unless you are scheduled for the first visit of the day, in which case we shall need notice of cancellation by 3pm the day before.
5. Appointments for scheduled maintenance service, repairs and remedial works, are advised not to be rescheduled or cancelled due to the impact this may have on the efficacy, functionality and compliance of your life safety and security systems.
6. Site surveys will be postponed, unless the nature of the work in question is regarded as critical; in which case, together we shall come up with an agreed protocol for low-risk visitation.
7. Should you or your business be under any increased pressure due to the impact of the Coronavirus, for instance if your premises is set to close for a period of time, please let us know as soon as possible and we will work with you to ensure your premises remains protected. For instance, some premises have support staff available to open and close the site, allowing engineer visitation to complete essential work.
8. Alarm Receiving Centres are continuing as normal, so if your premises has monitoring (key holder and/or emergency response upon alarm activation) then this will continue to operate as normal, providing you have kept up-to-date with alarm maintenance and reported any faults to us which have since been rectified.

9. We are taking extra steps to train our staff to be cautious and conscientious with regards to hygiene and proximity when interacting with others, however as a reputable fire and security company, our hygiene standards and personal safety considerations have always been above and beyond what is expected.
10. Daily management meetings are being held in response to updates from the Government and NHS advice.
11. Our internal cleaning policy has been revised for further attention to be paid to communal areas, such as the kitchen area, toilets and our in-house engineer training zone, as well as door handles and computer equipment.
12. Delivery drivers and external visitors are being restricted from entering the main office until further notice.
13. Engineers have been given additional anti-bacterial wipes for cleaning equipment and areas worked on when visiting customers' sites.
14. Any staff members considered at risk will be advised to seek NHS Services and will not return to the premises to continue work as usual until testing and/or an all clear is given by WFP Management.

We hope this reassures all of our valued customers that we are working hard to keep you, your premises and your people, safe and legal whilst mitigating any health risks.

Please contact us on 01277 622 932 or email [help@w-fp.co.uk](mailto:help@w-fp.co.uk) if you have any questions.