

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

Updated 3rd November 2020

Dear Valued Customers,

It's been one heck of a year, hasn't it? Before I get into the details of what we're doing to do to protect both you and our engineers, I wish you, your friends, family and colleagues the very best of health, and hope that you're all keeping safe and well.

As I write this, lockdown 2.0 is almost underway. I'd like to reassure you that throughout the pandemic, and whatever comes next – as I anticipate our social climate is entering a whole new normal that'll be here for some time – **we are here for you.**

The following measures you're about to read are in place to mitigate the spread of COVID-19, whilst maintaining the outstanding level of customer care and support you've come to rely on us for as your trusted fire, security and electrical provider.

As key workers in the fire industry, our job is to help you stay safe and legally compliant. We didn't shut up shop last time, and we won't this time. Our 24/7 telephone support will continue to be available as it always has been and our engineers will still be repairing, servicing and installing your systems as they usually would.

One last thing...

Fires don't get furloughed, so it's important that even if your building is empty, you still continue to get your fire alarm maintained and that any much-needed remedial work is seen to. If your building is going to be vacant or operating with a skeleton team, we'd also advise you to notify your insurers and speak to them about your requirements during lockdown, so you're fully up-to-speed about what's expected of you and what might affect your cover during this time.

If you've got any questions, please give us a call on 01277 622 932 or email Help@w-fp.co.uk.

Warm regards,



Paul Field
Founding Director of 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. For service queries, please be sure to email ServiceDesk@w-fp.co.uk. For sales queries, please contact Help@w-fp.co.uk. The office is still available to call (01277 622 932), however 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 our Operations Manager (during working hours, 8am-5pm, Monday-Friday) or our on-call engineer (outside working hours) 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. According to [British Approvals for Fire Equipment \(BAFE\)](#) and the [Construction Industry Council \(CIC\)](#), the following activities which we provide are classed as key activities in relation to the fire sector, and so must continue to be carried out during the pandemic:
 - a) Fire safety inspections
 - b) Requirement for maintenance of fire protection systems and equipment to meet Fire Safety legislation – even if buildings are not occupied.
 - c) Ongoing need for Fire risk assessments, both to meet legislation and new circumstances in buildings
 - d) New or business/safety critical maintenance work on establishments which are involved in supply chain of vital NHS equipment (for example where manufacturers are building units to make ventilators)
 - e) New or business / safety critical maintenance work on establishments which are involved in supply of medicines
 - f) Installation/maintenance technicians providing services to key sectors – health, power, etc.
 - g) Emergency callouts, safety checks and essential work in care homes
 - h) Ongoing supervision and security measures
 - i) Sites where anti-terrorism considerations need to take precedence over other concerns – e.g. Palace of Westminster.
 - j) Urgent works on emergency service properties other than health - police, fire, for example?
 - k) Security (for the public) of unattended sites is a concern
 - l) Work on factories that make materials that are vital to all elements on this list

4. 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.
5. 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.
6. 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.
7. Site surveys will be postponed, unless the nature of the work in question is essential; in which case, together we shall come up with an agreed protocol for low-risk visitation.
8. 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.
9. 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.
10. 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.
11. Continuous management meetings are being held in response to updates from the Government and NHS advice.
12. 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.
13. Delivery drivers, engineers and external visitors are being restricted from entering the main office until further notice.
14. Engineers have been given additional anti-bacterial wipes for cleaning equipment and areas worked on when visiting customers' sites.

15. 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 if you have any questions.