

Important information for our customers regarding business continuity and COVID-19

As circumstances surrounding the Novel Coronavirus (COVID-19) continue to evolve, we want to keep you updated on the measures we have in place to maximize business continuity and to protect the health, safety and well-being of both our employees and our customers.

We continue to closely monitor the global impact of COVID-19, and the precautionary measures we are taking are aligned with the latest information and both global and country level medical guidance. We have implemented a comprehensive COVID-19 plan and assembled a senior leadership team to monitor, review and manage our response on a daily basis.

Our current actions include:

- suspending non-critical travel;
- deploying an enhanced hygiene program across our facilities;
- restricting access to our facilities;
- conducting site risk assessments for customer premises with special conditions;
- providing clear guidelines for employees who might feel unwell or be at risk based on detailed daily self-assessments conducted before starting work, including a 14-day self-quarantine, if applicable;
- alternating remote work rosters within office based teams;
- suspending group meetings;
- reinforcing the business continuity plans of our multi-site 24 hour response centres;
- regularly updating our employees with the latest guidance.

At the same time, we are working to minimise the impact to the services we provide our customers. We have in place comprehensive business continuity plans, and are prepared with a robust pandemic response plan, in the event it is needed, to facilitate continued service and monitoring capabilities from alternate locations. We are also tracking inventory levels and where necessary identifying alternative suppliers and delivery methods.

These are the measures we have in place at this time and we will continue to adjust and adapt as the situation evolves. We will clearly communicate to you if there are resultant delays to our services.

COVID-19 is confronting all of us with unprecedented uncertainty, and circumstances are changing rapidly. We are committed to maintaining our business operations and providing you with the highest quality service that you have come to expect from Security Monitoring Centres (SMC) and VitalCall. Thank you for your continued trust in us as we navigate this difficult time together.

Sincerely,



Joshua Simmons
Managing Director – Monitoring Solutions
Chubb Australasia