



**Phoenix Group**  
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## **COVID19 Update**

As always, our priority is the safety and well-being of our staff and customers, especially during these exceptional times.

**Following guidance from the FIA and BAFE the regular servicing and weekly testing of fire alarms, emergency lighting, intruder alarms and CCTV systems will only be completed upon request and if it is safe to do so for the foreseeable future.**

We will still be providing emergency support and you can reach us by telephone. If we cannot resolve an issue over the phone we can still attend site to make any repairs necessary to keep your system in a working condition if we are safe to do so.

Our employees will be taking basic precautions which include using hand sanitizer, adhering to social distancing guidelines and wiping down touch surfaces such as panels, keypads and buttons with disinfectant.

We will also be asking questions regarding the health of all occupants before attending. If any occupant is displaying symptoms you must inform us immediately as this will affect our risk assessment.

Thank you for your continued support in these difficult circumstances.

Kind Regards,  
Phoenix Group

