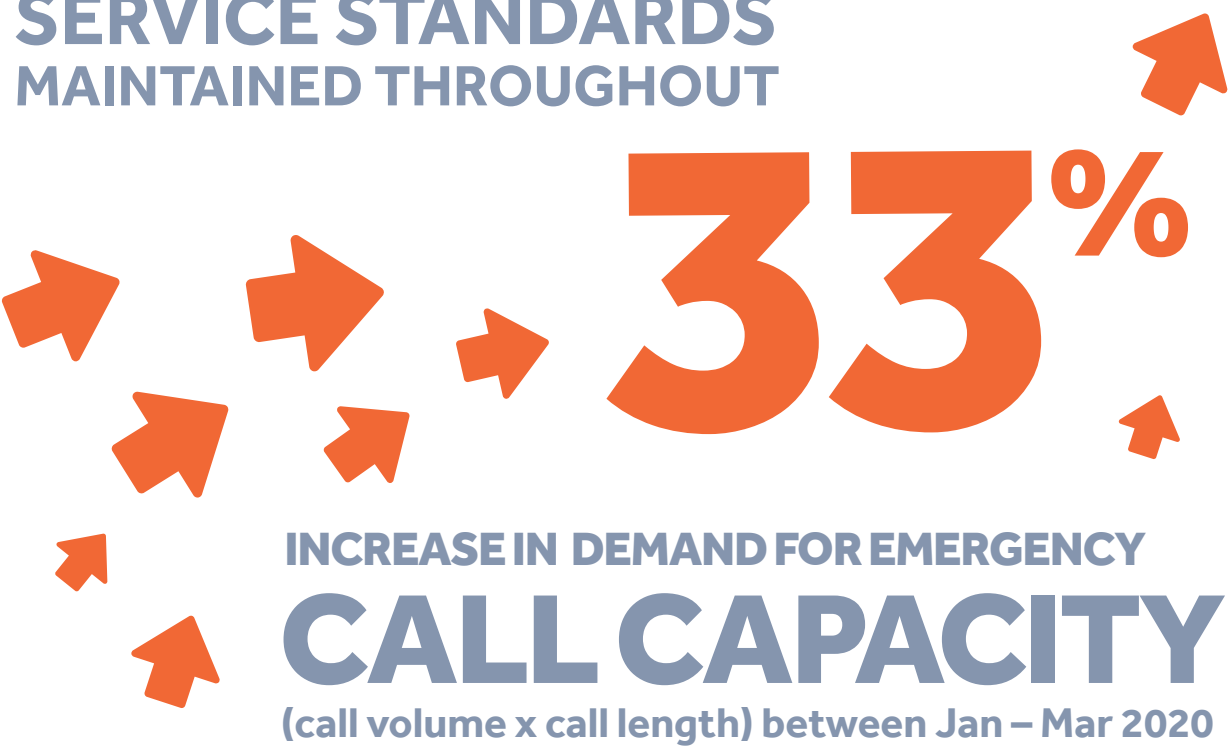



HOW OUR  
**MONITORING SERVICES**  
HAVE BEEN SUPPORTING CUSTOMERS DURING CORONAVIRUS

SERVICE STANDARDS  
MAINTAINED THROUGHOUT

**33%**  
INCREASE IN DEMAND FOR EMERGENCY  
**CALL CAPACITY**  
(call volume x call length) between Jan – Mar 2020


**169,648** **CALLS** during March 2020  
FROM RESIDENTS &  
DEVELOPMENTS,  
managed by our operators

**99.52%** OF ALL CALLS ANSWERED IN  
**180s &** **97.71%**   
answered in 60s exceeding TSA guidelines

**300**  
**LAPTOPS PURCHASED**  
To support our operators to work from  
home during isolation

**3** **MONITORING CENTRES**  
in Hampshire, Wiltshire and Dorset  
we have operated across to support  
social distancing

**2,600** **SHIFTS OPERATORS HAVE SUCCESSFULLY**  
**WORKED FROM HOME**

**5** **NUMBER OF HOUSING PROVIDERS TO IMPLEMENT APPELLOSBR**  
during coronavirus outbreak  
to support home working

**24**

**RAFFLE PRIZES**  
awarded  
each day to  
operators to  
maintain morale

**53**   
**SHIFTS WE HAVE HAD TAKEAWAYS DELIVERED**  
as a thank you for the continued  
commitment of operators