Statement Response to COVID-19 (Coronavirus)

This is an important statement for our clients, staff and followers relating to Covid-19 and Secure Solutions Group. We want to share the steps we are taking to protect you and continue delivering our services. We are primarily an Independent Ambulance Service, providing Support Services to both public and private sectors, so have a responsibility to ensure services continue to operate safely, while balancing the need to follow government advice.

- In summary, we are adapting to each of our clients’ needs and continue to provide support where this is needed.

- Our NHS Support Services and Medical Transport Services continue to operate as normal, with adapted safe processes and contingency plans to ensure service delivery. This includes ensuring we have additional trained staff and resources available.

- We are carefully monitoring the situation, adapting to these, and following guidance from the government and World Health Organisation.

- Our building cleaners are taking measures to ensure the environment, communal areas and high footfall areas are clean and disinfected. Our vehicles, their fixtures and our equipment is subject to stringent cleaning and disinfecting. This includes a regular change in our uniform and changes of uniform after spending extended time or contact within an NHS hospital. All our vehicles and individual staff have a personal supply of facial tissues and antibacterial hand gel.

- Where clients need to postpone services, particularly event services, there will be no charge for this. Where a large deposit or prepayment has been taken, a full refund will be given. We are currently reviewing our First Aid training services, and if these should continue in small groups. We will provide an update shortly.

- Non-essential meetings with us and our staff have been postponed at this time, and we are not accepting visitors to either of our offices. This is for the protection of our staff and integrity of our equipment.

- Staff wellbeing is also a top priority and are fully aware to stay home if they have a new persistent cough or high temperature. They are also aware of the necessity of Infection Prevention Control and even further increased hand washing and other measures. Staff have been briefed to ensure the risk of them catching or spreading Covid-19 is heavily minimised.

We will provide updates here when they are required. A separate message helping our clients, staff and followers with helpful advice, and wellbeing support, will follow separately later on.
A message from Edward Barbieri, Logistics Director: "Now more than ever before, we are reminded of the importance of delivering our services and ensuring everyone’s safety while doing so. Know that this is all a short-term solution to minimise the impact of a developing virus, and this won’t continue for long. Things will absolutely return to normal, so keep that in mind at this uncertain time. You are not alone and we will support our clients throughout this entire situation."

Further updates will be available on the blog section of our website, and across our social media platforms;

Facebook: https://facebook.com/securesolutionsgroup
Twitter: https://twitter.com/secolgroup
LinkedIn: https://www.linkedin.com/company/securesolutionsgroup/

Thank you for your time in reading this statement.

Secure Solutions Group Management Team