

# Residential and Commercial Emergency Alarm Response



*Putting your mind at rest*

## A Professional Service

The service provided is both professional and inexpensive. The most important elements are:-

- Your keys will be security coded, sealed and held within our secure control room
- Fast attendance by fully licenced experienced staff, primarily by motorcycle
- All telephone calls to our control room are recorded and timed for future reference if required
- You will receive a full report of each incident

## Who are CMS?

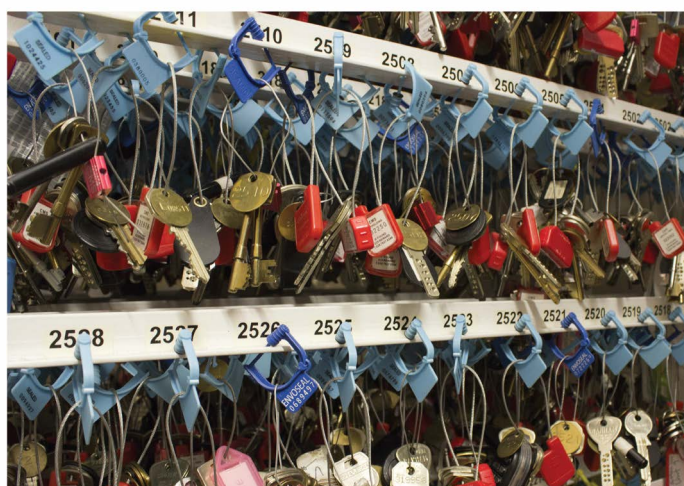
We are dedicated to looking after you and your property by providing Key Guards who will attend your premises following specific requests or alarms activations.

We are also able to provide pre-arranged visits at timed intervals and remain on site to look after the premises when required. In addition, we can attend if you have been locked out of your property or for other types of emergencies.

## Fully Licensed and Certificated

We operate in compliance with BS EN ISO 9001:2008 (Quality System), BS 7858:2012 (Security Screening) and BS 7984:2008 (Keyholding and Response Services).

We are an SIA Approved Contractor and all our Key Guards are licensed by the SIA to ensure that they are able to operate at the required standard of professionalism and provide a high quality of service.



## What is the SIA?

The SIA is the Security Industry Authority. This is an independent organisation established by the government under the terms of the Private Security Industry Act (PSIA) 2001.

The SIA is responsible for raising the standard of professionalism and the quality of service throughout the security industry. To achieve this, the SIA has introduced new licensing requirements for people working in certain sectors of the private security industry in England and Wales.

The new licensing requirements carry the force of law and will help prevent unsuitable or poorly trained people from operating within the private sector industry. The aim is to reassure the public that every person providing private security services is both adequately trained, fully vetted and a fit and proper person for the role they perform.

## What are the benefits?

### No personal Risk

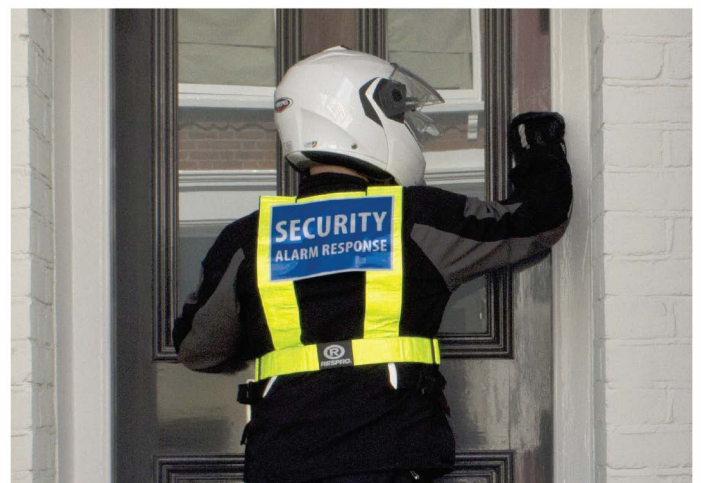
In the event of a burglary, our service provides a prompt response to your premises by our Key Guards, 24 hours a day, 365 days a year. This eliminates the potential risk to you or your staff and any consequent possible liability.

### Peace of Mind and Wellbeing

We initiate appropriate action as required, and generally look after your interests, relieving you of any worry whilst you are away from your property.

### Insurance Advantage

Under the terms of many policies, insurance may be nullified during a period when the alarm system is not functioning. This can be avoided by our ability to maintain security at your premises if required.



## A Fast Keyholding Response

Our Key Guards are primarily dispatched by motorcycle to avoid traffic hold-ups and therefore ensure prompt arrival at your premises. In addition, the time saved by not having to locate private keyholders may be crucial in some instances.

## Police Requirements

The Policy of the National Police Chiefs Council (NPCC), requires that each premises must have at least two keyholders, one of whom must be available at all times. Each keyholder must have a telephone, a means of transport at all times, and must be capable of responding quickly to an attendance request, day or night.

Should you not comply with these requirements, the Police may withdraw response to your premises. In addition, your alarm receiving centre will not be permitted to notify the Police of alarm activations unless keyholding information is available.

Where a professional keyholding company is appointed, all of the above is taken care of.

## No more Inconvenience

Our Key Guards will attend your premises in response to alarm activations at anytime. This is particularly relevant during unsocial hours. There is no need to rely or impose on friends or neighbours who may not be available to attend your property all year round.

In commercial properties, key members of staff may be absent from work if they have been called out during the previous night. There is also no cost involved in remunerating staff, providing transport or mobile phones and no possibility of breaching Health and Safety regulations.

## How does it work?

We arrange a short meeting with you to establish the layout of your premises and alarm system, and agree instructions relating to entry procedures for our attending Key Guards. The relevant keys are collected for which a receipt is given. They are then coded and sealed in our secure control room and will only be broken by SIA licenced staff when attendance to your premises is necessary.

When we are informed of an activation by your Alarm Receiving Centre, Police or neighbours, our Key Guards are dispatched to your premises with the keys to investigate the cause of the activation.

If we consider the situation to be of a serious nature, we will inform either yourself or your nominated emergency contact by telephone following which further instructions will be sought. Otherwise we will work within the previously agreed guidelines.

We can, if required, arrange for the attendance of the emergency services or repair companies to ensure that your premises is left fully secure.

If your alarm system is linked to an Alarm Receiving Centre, the Key Guard will reset the system in accordance with the reset policy of the alarm company.

Otherwise arrangements will be made for an alarm engineer to attend as soon as possible, in order to resolve any faults. Your premises will then be re-secured and a report left on site for your information.

## Going on Holiday?

We can also provide a weekly service for you. Please contact us for more information.

## OTHER SERVICES PROVIDED

- Locked out, keys lost, forgotten or stolen?
- Left domestic appliances on by mistake?
- Need keys to be cut and posted or delivered?
- Car key lost or stolen?
- Pets need feeding when you are away?
- Tradesmen or guests need access whilst you are away or at work?
- Routine checks on your property while you are away, both external and internal