



# Keyholding & Alarm Response

Most intruder alarms that go off are false but some are not. Either way who would you want to be there to find out?

## Keyholding & Alarm Response

Alliance Security operates a Keyholding & Alarm response service for both commercial and residential properties. Our specially trained Officers will respond to alarm activations day or night, every day of the year.

An alarm response service can be used as part of a wider Security solution or as a stand-alone service to provide Security to your business or indeed your home and meet the guidance of ACPO 2000. Alliance Security takes care of the premises and homes of a wide variety of organisations and residential homeowners.

### It has many advantages including:

- Dealing with the nuisance of false alarms so you don't have to
- Dealing with Alarm activations when you may not be able to e.g. if you're unable to drive through the consumption of alcohol
- Dealing with alarm activations more quickly than you may be able to if, for example, you are at home, at work or away from the property for an extended period of time
- Eliminating the threat of an untrained person putting themselves at risk from confronting an intruder who may still be on the premises
- Avoidance of 'next day' fatigue for employees who have had interrupted sleep

When a monitored intruder alarm is activated a signal is sent to an Alarm Receiving Centre who will then contact Alliance as the nominated Keyholders. (See Fig 1)

Alliance operates on a 24-hour basis therefore we are always ready to respond to an alarm notification. We also use satellite vehicle tracking on our fleet of vehicles. This means we can provide a faster response to alarm activations through despatch of the closest resource whilst providing Quality Assurance in the service we provide. It also contributes to the Health & Safety of our people.

We also have a list of approved suppliers that we can call upon on a 24-hour basis to help secure your property and minimise the risk of further damage in the event of an incident.

Alliance Security is inspected for Keyholding and Alarm Response services to BS 7984 and is accredited to ISO 9001. All Security personnel are vetted in accordance with BS 7858 and will be licensed in the regulated environment in accordance with the Private Security Industry Act, 2001.

## My home has its own Security Officer (case study)

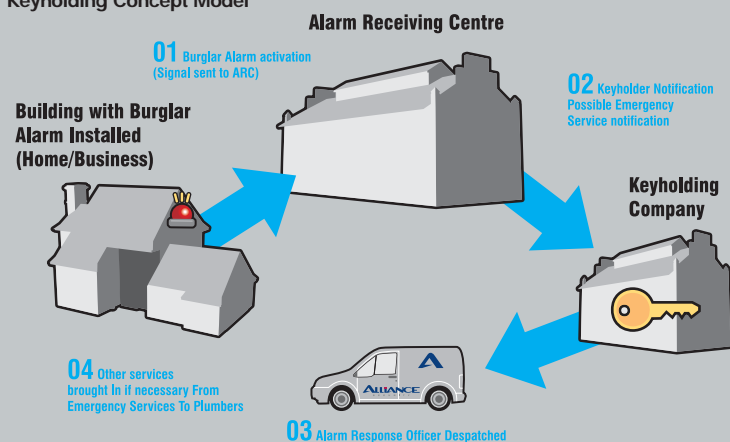
When the burglar alarm goes off at Kari Hansen's home it's not the nuisance or worry it used to be. Until recently, she had neighbours and family members that could be contacted to deal with it if she was at work, out somewhere, or away on holiday even though it might take hours for someone to get there. Apart from the nuisance of having them attend false alarms for her, there was always the worry that next time the alarm might not be false.

Kari has avoided this worry by signing up for a growing home security service, Key holding & Alarm Response, with Alliance Security Ltd of Leatherhead. They hold keys to her home and details of the alarm system, and it would be Alliance who responded if Kari's alarm was activated day or night, all year round.

'When I saw that I could have my own home Security service' said Kari, 'I was intrigued but a little bit worried about trusting someone I didn't know with keys to my home. Alliance is a local family business though, the service is personal and professional and I trust them. I've got peace of mind that if anything happens and the alarm goes off when I'm away from home, someone will be there quickly and be able to deal with whatever it is professionally - so I'm more than happy.'

Gary Munday, Keyholding Manager at Alliance Security says 'All keys and details we hold are securely stored in accordance with British Standard procedures and only used in response to an alarm activation. Our mobile patrols will aim to be at the property within 20 minutes. If it's a false alarm we'll handle that for the homeowner, minimise the nuisance of that alarm and work to prevent further false alarms by determining the cause and removing it if possible. If it's not a false alarm then we'll manage the incident. We'll liaise with the Police, secure any doors or windows that have been damaged and even bring in the right people if there is any kind of maintenance damage such as flooding.'

Fig. 1 Keyholding Concept Model



# Mobile Security Services

## Mobile Security Services

Alliance Security's Mobile Security Response capability provides a flexible range of Security services that can protect people, property and assets day or night every day of the year.

These can be used as part of a wider Security solution or as a stand-alone service according to your Security needs. Alliance Security Ltd provides Mobile Security services to a range of companies of varying size and from different industries.

Mobile Security services have a number of advantages:

- They are more affordable than dedicated manned guarding and allow organisations - smaller companies in particular - to reap the benefits of having a professional Security presence
- They help to maintain a deterrent value by providing a visible Security presence
- A mobile service can also provide a swift reactive capability in the event of an incident
- They are intrinsically flexible and can add other value to your organisation where manned guarding is not a viable option.

Our Mobile Security services consist of:

- Mobile Patrols
- Lock ups/unlocks
- Accompanied visits
- Sign & Response

### Mobile Patrols

Mobile Security patrols can provide a deterrent to criminal and other adverse activity while providing a swift reactive service should an incident occur.

Uniformed Security Officers visit, patrol and undertake agreed duties on client premises to an agreed schedule.

Mobile patrols also have the potential for a range of added value soft Facilities Management services such as:

- Out of hours Fire system testing
- Checks on fire extinguishers
- Intruder Alarm Management
- Conference room preparation
- Auditing a company's clear desk policy

Mobile patrols can also be undertaken for residential properties while the homeowner is away for an extended period of time.

### Lock ups/unlocks

#### Scheduled

This is a service where a property is unlocked and locked up at a scheduled time each day - including out of hours times such as weekends. It is particularly useful for companies who cannot dedicate one of their own employees to unlock and lock up the property each and every day it is required.

#### On demand

On demand lock-ups and unlocks are useful for companies that prefer to have their keys held securely but have staff who need to gain access or to leave a building at irregular times.

Similarly this service is useful for companies who may have contractors that need to gain access to the property out of normal working hours.

### Lock outs

As keyholders we have the ability to assist our clients who have locked themselves out of their property.

### Sign & Response

On some occasions the display of Security signage only may be requested. This can be made available along with a response service should we be notified of any adverse activity.

Alliance uses satellite vehicle tracking on its fleet of vehicles. This means we can provide Quality Assurance in the service we provide through patrol activities being recorded and it also contributes to the Health & Safety of our people.

Alliance Security is inspected for Mobile Security services to BS 7984 and is accredited to ISO 9001. All Security personnel are vetted in accordance with BS 7858 and will be licensed in the regulated environment in accordance with the Private Security Industry Act, 2001.

For more information on our Mobile Security Services please contact us on 01372 362213 or email us at [info@alliancesecurity.co.uk](mailto:info@alliancesecurity.co.uk)