

# Your Complete Guide

Chubb Fire and Security Services



# Chubb Fire & Security

## Protecting your world

Chubb is one of the UK's best-known providers of fire safety and security solutions for businesses and organisations nationwide. For nearly 200 years, our mission has been to make your world a safer place by protecting our customers with essential systems, equipment and services. With the increasing demands placed on your business, Chubb is a partner you can trust.

### The benefits of working with Chubb

- A dedicated, nationwide branch network 24/7
- Access to a total portfolio of fire and security products and services through a single source
- Comprehensive service and maintenance capabilities to ensure system reliability and extend product life cycle
- On-line tools for easier account administration
- Working with a partner you can trust

## Our products and services – fire

### Preventing fire

**Fire Risk Assessment/Management** – gives you peace of mind that your people, property and assets are better protected and you are fully compliant with the latest government regulations.

**Fire Training** – ensures your people understand about risk and how to avoid a fire.

### Detecting fire

**Fire Detection Systems** – enable the early stages of a fire to be detected even before it takes hold.

**24/7 Fire Alarm Monitoring** – ensures your buildings are being monitored for fire around the clock and the fire emergency services are notified if there is an incident.

### Containing fire

**Fire Extinguishers** – can help prevent a minor fire from becoming a major one.

**Hose Reels** – enable trained employees to contain a fire before the emergency services arrive.

**Fire Extinguishing Systems** – protect vital IT and electrical equipment from major damage.

**Water mist systems** – help to lessen the impact of fire and the dangers to staff and firefighters.

### Escaping fire

**Emergency Lighting** – helps to create a safe passage in the event of power failure and reduces the risk of injury.

**Training** – ensures your people know what to do and how to react should a fire break out to keep them safe.

**Voice Alarms** – enable clear instructions to be given and received and prompts a faster response from those under threat.

**Fire Safety Signs** – help to guide employees to the nearest safest exit.





# Our products and services – security

## Preventing an incident

**Site Audits** – enable our experts to provide best advice in identifying and overcoming risks, whilst keeping you compliant.

**Visible deterrents** – branded bell boxes and CCTV warning signs make a clear statement that your site is protected.

**Systems Design** – ensures the systems and solutions we propose are fit for purpose, control access to your property, and perform at the highest level.

## Detecting an incident

**Intruder Alarms** – provide a first line of defence, detecting when a security breach has occurred and acting as a deterrent.

**CCTV Systems** – enables incidents to be ‘seen’, recorded and acted upon when integrated with Chubb’s Remote Video Response Centre (RVRC), intelligent CCTV.

**Access Control Systems** – ensures you let the right people in and keep the wrong people out of your property.

## Responding to an event

**Intruder and CCTV Monitoring** – provides a 24/7 response in the event of an intruder being detected and ensuring that the Police are notified.

**Remote Video Response** – delivers additional services beyond security, including the remote opening/closing of gates to allow access out of hours.

**Keyholder Care** – the responsible way to safeguard your business’ keyholders 24/7.

**Evidence gathering** – to support a future prosecution.

# Why have a **service and maintenance contract?**

Having a regular service and maintenance contract in place for your fire and security equipment is essential for ensuring your system works when you need it most – in an emergency. Preventative inspections identify potential problems before they occur and can be supported with a rapid, prioritised response if required.

## **Peace of mind**

You depend on your fire and security systems to provide the earliest warning of fire or a security breach for your staff and visitors. So it makes sense that your systems are kept in optimum condition, with 24/7 emergency cover that you can always count on if needed.

## **Save money**

Regular servicing will ensure your system works longer and results in lower system downtime. You will also save money by avoiding unscheduled call-outs.

## **Legislation and Compliance**

Current fire legislation and security industry standards including EN Standards, NSI, the Police, the Data Protection Act and Health and Safety Act require that all fire and security systems that fall within their remit are covered under a formal maintenance agreement.

Specifically The Fire Safety Order came into effect in October 2006 and consolidated over 100 pieces of fire legislation. Fire Certificates are no longer required, but the Fire Brigade is still responsible for enforcement of the fire safety legislation.

## **Minimise false alarms**

Regular maintenance reduces the risk of false alarms, which not only saves money, but also prevents disruption to your business and protects your response levels with the emergency services.

## **Stay covered**

In the unfortunate event of a fire you will be required to prove that your fire safety equipment was fit for purpose and also regularly maintained. Failure to do so could lead to prosecution under The Regulatory Reform (Fire Safety) Order 2005 or The Fire Safety (Scotland) Regulations 2006.

Your insurance company will also usually require you to regularly maintain your security system, and if appropriate cover is not in place, then any claim may be invalid. In addition, all security systems that are linked to the Police or financed under a Lease Agreement must have a current service and maintenance contract in place.



# Why choose Chubb?

**The quality of our people, our standards and the breadth of service we provide are second to none:**

- **Fast and effective response – 24/7 Emergency Call Out**

Fast, reliable support is vital in an emergency. You can rely on our dedicated team of field-based engineers operating from our nationwide branch network 24/7. We operate 365 days of the year, ensuring that we are always here when you need us, protecting your world.

- **Highly-trained experienced engineers**

All Chubb engineers are qualified to industry standards and above and their training is regularly refreshed to keep them abreast of developments and changing technologies. All servicing work is carried out by following stringent quality control procedures and to the appropriate British Standards and ISO9001.

- **Quality of service**

Chubb is the BS EN ISO9001 accredited brand leader

- **Choice of contracts**

Chubb provides standard and fully inclusive contracts to suit your business needs

- **Flexibility to service a wide range of systems**

Chubb's breadth of service and expertise means that engineers are capable of servicing virtually every fire and security alarm system and fire extinguisher on the market, regardless of make or manufacturer, so even if you have several different equipment suppliers, you only need one service provider – Chubb.



## Online contract management via ChubbmySite

ChubbmySite is an innovative FREE tool developed exclusively for Chubb customers that allows you to manage your service contracts online through a secure web based system. It enables you to:

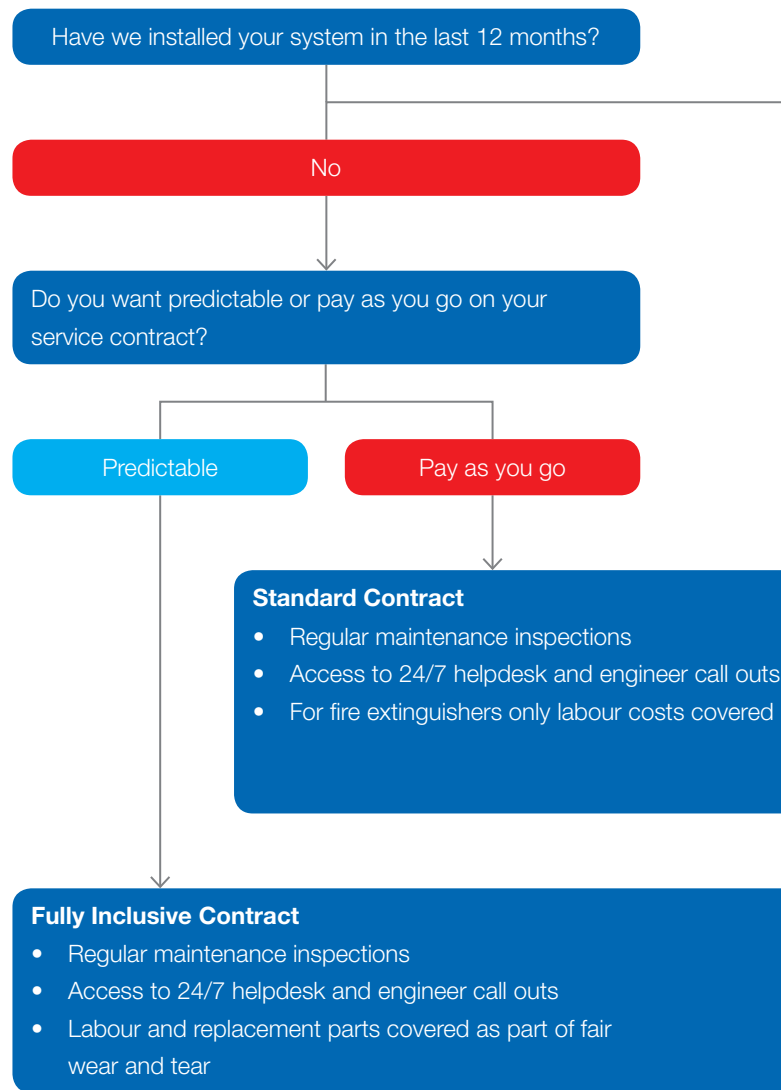
- Access your account and view your statements
- Make secure online payments and switch to direct debit
- View all your Chubb contract information including service history and engineer visits
- Where applicable view and change your nominated keyholder
- Access alarm event history
- Comprehensively search event history and export reports to Excel
- View events at multiple sites from anywhere in the world at a time that suits you



# Types of service and maintenance contracts

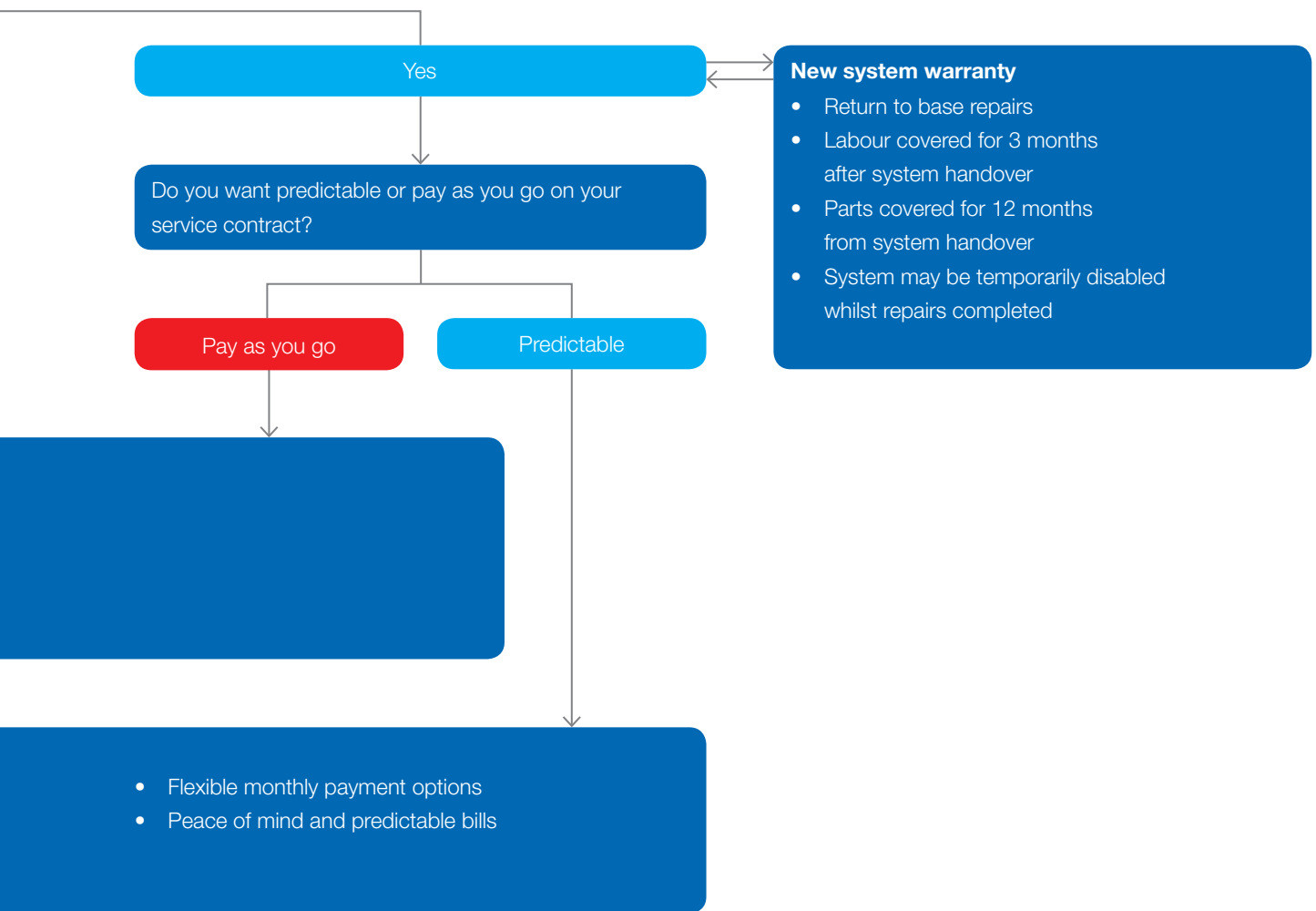
Chubb provide standard and fully inclusive contracts on all of our fire and security alarms. The fully inclusive contracts are ideal if you want to pay a fixed cost and nothing else for the life of the contract (subject to terms and conditions). Standard levels of cover offer inspection visits and access to our callout services with all parts and labour charged at our contracted rate.

## Choosing the contract that best suits your need.



## What is not covered or at extra cost?

Faults due to misuse, accidental and deliberate damage, or caused by third parties (e.g. line faults due to the actions of your telecoms provider) would not be covered, neither would certain consumable items, such as batteries, infra-red lamp bulbs or DVR/PC drives. Service contracts would also not



cover the cost for the replacement of obsolete parts (i.e. parts over 5 years old) or for when specialised access equipment, such as inspection platforms or scaffold towers, is required.

# Fire service and maintenance

Imagine how much simpler managing your fire safety responsibilities would be if your fire risk assessment services, staff training, extinguisher supply and servicing, automatic fire alarm management and emergency lighting could all be carried out by just one company, on a single Total Fire Service and Maintenance Contract.

There are clear advantages to adopting a single contract; such as total visibility of your fire safety strategy, understanding of what needs servicing and when and confidence that there are no gaps in your levels of fire protection.

Current Fire Legislation came in to effect on 1st of October 2006 across the UK, replacing all previous fire safety legislation. These are:

- The Regulatory Reform (Fire Safety) Order 2005 – England and Wales
- The Fire Safety (Scotland) Regulations 2006 – Scotland

For further information on your responsibilities please ask your Chubb representative for a copy of the Employers Guide to Fire Legislation booklet.



## A comprehensive service package

Fire 360 is a comprehensive, all-inclusive package of fixed price fire safety services that takes care of your Fire Risk Assessment, fire training, fire alarm maintenance and fire extinguisher maintenance needs. The advantages include:

- One supplier
- One contract
- One monthly direct debit price
- One fixed price for the length of the contract term
- One solution to support your compliance with fire safety legislation





## What's Included?

OPTIONAL	PREVENT	Fire Risk Assessment	
		<ul style="list-style-type: none"> <li>• Online Fire Risk Assessment (12 month licence)</li> <li>• Fire Risk Assessment Consultancy</li> </ul>	
STANDARD PACKAGE	DETECT	All inclusive Fire Alarm Maintenance to BS5839	
		<ul style="list-style-type: none"> <li>• Preliminary health check and inspection</li> <li>• Attendance and labour – minimum two visits per year</li> <li>• Inclusive replacement of faulty non-consumable parts and panel batteries*</li> <li>• Review of the system and false alarm management advice</li> <li>• Call outs for faulty systems and fair wear and tear</li> </ul>	
	CONTAIN	All inclusive Fire Extinguisher** Maintenance to BS5306  <b>FX Plus – Rental Option</b> <ul style="list-style-type: none"> <li>• Supply and installation of Chubb FX fire extinguishers</li> <li>• Supply of brackets and fire extinguishers ID signs</li> <li>• Attendance and labour – one visit per year</li> <li>• All spares, discharge tests and refills</li> <li>• Call outs to refill your fire extinguishers when used on a fire</li> <li>• Replacement of condemned fire extinguishers*</li> </ul>	<b>Customers' own existing fire extinguishers</b> <ul style="list-style-type: none"> <li>• Attendance and labour – one visit per year</li> <li>• All spares, discharge tests and refills</li> <li>• Refills if extinguisher used on fire</li> </ul>
OPTIONAL	ESCAPE	Fire Warden Training	
		<ul style="list-style-type: none"> <li>• At a public venue if you have a small number of employees to train (per delegate basis)</li> <li>• At your own premises for a large group of employees (up to 20 delegates)</li> </ul>	
		Emergency Lighting Maintenance to BS5266	
		<ul style="list-style-type: none"> <li>• Attendance and labour – one visit per year</li> </ul>	

Contact length: 3 or 5 years

Fixed costs for the term of the contract

Help and advice available 24/7 from our UK call centre

Access to [www.my.chubb.co.uk](http://www.my.chubb.co.uk) for account information and payment

\*Due to fair wear and tear.

\*\*Suitable for sites with a minimum of 3 fire extinguishers



# Fire Risk Assessment

## Fire Risk Assessment

UK Fire Regulations make you, the employer, responsible for fire safety within your business. You have a legal requirement to carry out a Fire Risk Assessment that looks at reducing and removing the risk of fire. This should be documented if you employ five or more people. As a nationwide fire consultancy, Chubb can provide comprehensive Fire Risk Assessment services for single and multi-site organisations.

## Fire Risk Assessment consultancy

Our Fire Risk Assessment consultancy approach is ideally suited for medium- to high-risk workplaces, or where there are no suitably qualified, trained or experienced fire safety personnel within your organisation. With a national network of consultants, we are able to offer a comprehensive and consistent risk management service.

Chubb views risk assessments as a partnership. Where appropriate, we will look to work with employers and employees alike to minimise the risks and ensure staff know what to do in the event of a fire.

### **We employ only the most experienced professionals to deliver a consistent service nationwide:**

- Our consultants have all held senior ranking positions within the Fire & Rescue Service spending many years within fire safety and prevention
- All consultants hold a minimum qualification of Graduate Member of the Institution of Fire Engineers and provide objective, expert advice
- Consultants will draw on employee knowledge to help make your workplace safer and more compliant with current legislation

## Reporting and follow up

Once a visit has taken place, our consultants will provide a comprehensive written report to help you complete the actions identified to minimise fire risk and demonstrate compliance with your legal and insurance obligations. Personally tailored and easy to understand, each report includes a priority action list to get your premises safe and up to standard, and fully complies with the requirements of the new legislation including, fire fighter safety, and consideration to the spread of fire. It also takes into consideration the needs of younger workers.

## Standard and premium risk assessments

- A standard Fire Risk Assessment is suitable for low risk premises including single occupancy sites, shops and offices, places of worship, day schools and medical practices
- A Premium Fire Risk Assessment considers additional risks such as licensing requirements or premises storing flammable materials, sleeping accommodation, multi-occupied premises and complex buildings. Typical premises include multiple occupancy buildings, residential care homes, hotels, factories, hospitals, licensed premises and residential schools
- Multiple buildings may require multiple reports
- Our service representative will advise you on the correct Fire Risk Assessment for your premises.



## Fire Risk Assessment renewal

Your Fire Risk Assessment must be reviewed and updated continuously to keep it a 'live' document. It should always be updated following any change in premises, processes or number of people employed, or if you have had a near miss or small fire. It is good practice to review it at intervals not exceeding 12 months.

The Chubb Fire Risk Assessment renewal service will provide a re-assessment of your premises, an audit of last year's action plan and an updated report and action plan.

## Online FRA for low-risk sites via ChubbRiskManager

ChubbRiskManager enables you to carry out your own Fire Risk Assessment on-line. Covering all the key elements, this package is designed for businesses with low to medium fire risks.

Through a series of simple questions, ChubbRiskManager guides you through the Fire Risk Assessment process at your own pace. Documenting your findings, it will assist you in identifying potential fire hazards and produce a prioritised action plan to help you minimise your risks.

Once you have completed the questions, ChubbRiskManager produces a detailed report that is automatically saved on-line so it can be both updated as things change in the workplace and printed off at the time of a Fire Brigade inspection.\*

Visit [www.ChubbRiskManager.co.uk](http://www.ChubbRiskManager.co.uk) for a demonstration.

\* The licence is valid for a 12-month period and can be renewed after 12 months.

## Web-based FRA management for major corporates via Chubb Global

Designed for the effective management of multi-site organisations, Chubb Global is a web based Fire Risk Assessment management system that allows authorised personnel to access the Fire Risk Assessment reports from our consultants online, stored on a secure web server. Local and national management within your organisation have total visibility of the Fire Risk Assessment, any contraventions listed on site, and any actions needed. Any fire safety improvement actions taken can be entered on to the system, keeping the Fire Risk Assessment up-to-date.

- Global provides extensive management analysis in a concise format
- It is ideal for multi-site organisations
- It reduces the paper burden and increases the efficiency
- It provides efficient contravention management and audit trails of action taken
- It delivers complete visibility and remote access to information on all your sites
- It offers standardised reporting across all sites
- The system can be customised to individual organisations

## Health & Safety risk assessment

Chubb can provide Health & Safety Risk Assessments.

# Fire Training

The findings of your Fire Risk Assessment will determine the frequency of your fire safety training. Guidance recommends that training should be repeated as necessary – usually once or twice a year. This should preferably include practical exercises.

Consistent with this advice, Chubb recommends that key, nominated members of staff are trained to fire marshal level and in the use of firefighting equipment. Chubb provides a range of fire training options for employers to ensure that employees understand fire prevention and are familiar with fire regulations.

Chubb's objective is to provide delegates with a sound knowledge of effective fire safety practices. Our training courses will:

- Give all round knowledge of what to do in the event of a fire
- Ensure staff can evacuate safely in an emergency, and assist the escape of customers, visitors, patients or pupils
- Provide specialist training to highlight the risks and methods of fire prevention
- Give instruction on the colour coding of fire extinguishers and which type is safe and appropriate to use
- Reinforce initial training with videos and questionnaires to help delegates retain information
- Provide practical demonstrations at which delegates are able to participate in extinguishing a number of controlled fires using a range of different extinguishers
- Publish training manuals and present a certificate of attendance to all delegates
- Deliver courses on or off site to suit the needs of the employer

## Fire marshal training

Duration	Half day or full day (2x half day sessions)
Location	Customer premises or open venues around the UK
Who should attend	Fire Marshals
Max. no. of delegates	20 per half day

### Course objectives

- To give a clear understanding of the responsibilities, duties and role of a fire marshal
- To cover theoretical and practical implications that will enable delegates to undertake an efficient and orderly evacuation

### Programme

- Introduction, overview and objectives
- Fire procedures
- Why fire training is important and legislative requirements
- What is fire – understanding the chemistry of fire
- Duties of a fire warden / marshal
- Fire prevention
- Types of fire extinguisher
- Practical exercise

## The full list of fire training provided by Chubb includes:

Location	Description
Customer site	Basic Training — Full Day — 20 People Max, x2 Half Day Sessions
Customer site	Basic Training — Half Day — 20 People Max
Customer site	Fire Marshal Training — Full Day — 20 People Max, x2 In a Day
Customer site	Fire Marshal Training — Half Day — 20 People Max, x2 In a Day
Customer site	Practical Use of Fire Extinguishers — 1 Hour — 20 People Max
Customer site	Practical Use of Fire Extinguishers — 1 Hour — 20 People Max, x2 In a Day
Customer site	Practical Use of Fire Extinguishers — 1 Hour — 20 People Max, x3 In a Day
Customer site	Fire Training — Half Day — Residential Care Home — 15 People Max
Customer site	Fire Training — Half Day — Residential Care Home — 15 People Max, x2 In a Day
Customer site	Fire Training — Half Day — Catering Risk — 15 People Max
Customer site	Fire Training — Half Day — Catering Risk — 15 People Max, x2 In a Day
Open venues	Fire Marshal Training — Half Day
Chubb training centre	BAFE Extinguisher Servicing Training (Inc. Accommodation)
Customer site	BAFE Extinguisher Servicing Training



# Fire extinguishers service and maintenance contracts

With a nationwide team of more than 400 qualified fire extinguisher service engineers, Chubb provides fire extinguisher service and maintenance across the UK for all kinds of workplaces. Our engineers can service virtually every type of fire extinguisher and carry a large range of service exchange and new extinguishers so that your premises are never under-protected.

Our service engineers are assessed as part of the BAFE Registered Technicians Scheme, an independently verified competence-based accreditation, so you can be confident you will be receiving the best service to the highest standards.

## Included in Chubb fire extinguisher service and maintenance contracts:

- Availability of our engineers 24/7, 365 days a year
- Routine Service Inspections (in accordance with British Standards)
- 12-month warranty for additional fitted equipment
- Certificate of conformity

## BS 5306-8:2012

The British Standard for the selection and positioning of portable fire extinguishers

### Class A Fires

- Each storey with an area less than or equal to 400m<sup>2</sup> should have at least 2 extinguishers having a minimum total fire rating of 26A
- For any storey with a floor area exceeding 400 m<sup>2</sup> there should be at least 2 extinguishers with an A rating; having a combined minimum total fire rating of 0.065 x floor area of the storey (in square metres)

See your Chubb representative for further information.

Chubb offers a range of Paid Service and Rental options to ensure your fire extinguisher provision meets legislation requirements and that they are regularly serviced and maintained to ensure optimal performance.

## Chubb Paid Service contracts

- You own the extinguishers
- A choice of service plans is available from labour only to more inclusive contracts
- Call outs are included, subject to contract\*

## Advantages of Rental

- Fully comprehensive annual maintenance
- Includes call outs to refill your extinguishers when used on a fire
- Any condemned extinguishers are replaced during the lifetime of the contract\*
- Fixed price over a 3 or 5 year contract
- Easy payment by direct debit

\* replacement of stolen or damaged extinguishers, or refills of misused extinguishers are not included.





# Chubb **FX**<sup>7</sup> Extinguishers

## **FX**<sup>7</sup> extinguisher benefits:

- New ergonomic design
- Lighter, safer and easier to use
- Improved fire ratings for better firefighting capability

## Chubb **FX**<sup>7</sup> Plus Rental Contract

If you prefer not to buy your fire extinguishers, Chubb's **FX**<sup>7</sup> Plus contract provides a fixed price rental and maintenance solution with no upfront costs.

## **FX**<sup>7</sup> Plus maintenance contract includes:

- All the advantages of rental
- Supply and installation of Chubb **FX**<sup>7</sup> extinguishers
- Supply of brackets and extinguisher ID signs



As awarded by  
The Chicago Athenaeum:  
Museum of Architecture  
and Design.

### Handle

Ergonomic handle design to ensure optimum grip and comfort when operating the extinguisher.



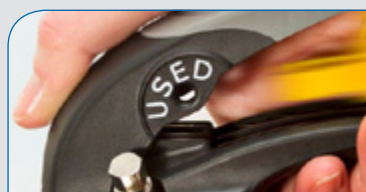
### Safety Clip

The safety clip has been specifically designed to be used by a left or right handed person. The size, colour and arrows have been developed to show in an instant how to release the safety clip.



### Grip

A grip has been added to the hose to ensure that the operator's hand is placed in the right position for optimum control and safe operation.



### Used

If the Safety clip has been removed the word 'USED' appears giving a clear indication that the extinguisher needs to be checked by a competent person.



# Fire detection and alarm contracts

Chubb's fire service and maintenance contracts are a cost-effective way of managing your maintenance visits on your fire alarm and emergency lighting systems, whilst giving you peace of mind that your equipment will work when it is needed most – in the event of a fire.

## What's included in the Chubb fire service and maintenance contract:

- Support from our 24/7 customer service centre
- Availability of our engineers 24/7 365 days a year
- Routine Inspections (in accordance with British Standards)
- Minor adjustments during inspection (in accordance with British Standards)
- 12-month warranty for additional fitted equipment
- Engineer call out charges, except when the system has been damaged by users or call out is due to customer mis-operation (comprehensive contract only)
- Four-hour response to all emergency call outs (subject to contract)
- False Alarm Management and advice regarding the latest standards

A Chubb service engineer will carry out a full maintenance inspection, complying with the guidance and methodology laid down in British Standards BS5839 Part 1. On completion of the inspection, the engineer will confirm the system status and all relevant details will be entered in to your fire log book.

## Emergency lighting

Chubb can also include your emergency lighting in to your fire alarm maintenance contract, and maintain your systems in accordance with recommendations from BS EN50172 and BS5266 Part 8.

On an inspection visit, Chubb will ensure that all self-contained luminaires and internally illuminated signs are checked for proper function. The test involves a short period of simulation of a failure of the normal lighting supply, to ensure correct functioning throughout the entire building. The results will duly be recorded in the fire log book and any faults reported to the managing agents.



# Fire and Security monitoring contracts

Chubb's own Alarm Receiving Centres (ARCs) monitor fire and intruder alarms as well as CCTV systems. We utilise advanced signaling technologies including IP monitoring, to guarantee a quick and effective response from the emergency services or a professional keyholder 24/7, 365 days a year.

## Fire alarm monitoring

Fire alarm monitoring by Chubb's dedicated network of ARCs ensure a rapid response to any alarm activation.

In the event of a fire, the alarm sounds, and a digital signal is sent automatically to our ARC within seconds, enabling them to call the appropriate emergency response immediately.

## Intruder alarm monitoring

Chubb has been a leading provider of monitoring for intruder alarms in the UK for more than 30 years, and is still at the forefront of innovation and development. Our ARCs ensure confirmed alarm activations always receive a priority response.

With a secure network, 128 bit encryption, firewall protection and quad redundancy backup protection, our customers feel safe in the knowledge that should a monitored or personal attack alarm be confirmed, Chubb is in a position to respond immediately by alerting a keyholder and if necessary the Police.

Chubb also complies with the National Security Inspectorate (NSI) for False Alarm Management. Our proactive approach minimises false alarm activations and system faults.

## CCTV monitoring

As well as monitoring intruder alarms, Chubb also provide remote monitoring of CCTV systems (analogue or IP). Cameras on their own simply view and record crime but when combined with a professionally delivered remote monitoring service from Chubb, the effectiveness of any camera system is raised to a new level by providing all the benefits of a manned on-site presence at a fraction of the cost.

Chubb's dedicated Remote Video Response service can monitor your site to deter intruders and initiate a response as required.



# Security service and maintenance contracts

Chubb can provide standard and fully inclusive service and maintenance contracts that not only help you to meet your precise security needs but also ensure you comply with your insurance policy where such contracts are often a condition of cover.

Choosing Chubb to service and maintain your intruder alarm will ensure that you can be confident you are partnering with a professional and competent service provider.

We have a dedicated team of more than 250 highly trained service engineers operating in local teams throughout the country, who will regularly check your system is in full working order. Our engineers, who are professionally trained, will work around your business needs whilst working to the highest health and safety standards.

## What is included in a maintenance visit?

- Controls – checking control unit performance
- Visual inspection – inspecting all major components and cabling for signs of deterioration
- Sounders – measuring power and testing
- Remote signalling – testing signal with monitoring centre
- Power test – checking battery and remote power supply unit condition and performance
- Detectors/equipment and fittings – checking condition, connections, coverage and performance

Each visit is fully documented by our expert team who will also advise on any future works required.



# Intruder service, maintenance and monitoring contract



## Intruder<sup>360</sup>

### Fixed price service, maintenance and monitoring

Intruder 360 is a comprehensive, fully-inclusive package of fixed price intruder alarm maintenance and monitoring services for your existing system with the benefits of:

- One supplier
- One contract
- One monthly direct debit payment
- One fixed price for the three year contract
- One solution to save you money and give you peace of mind

### What's Included?

STANDARD PACKAGE	<b>Transfer Services</b> <ul style="list-style-type: none"> <li>• Preliminary system health check and inspection</li> <li>• New grade 2 single path signalling installed – no line rental or call charges apply</li> <li>• New Chubb Sounder and Secure Document Box installed</li> <li>• Includes Police (URN) transfer fee if applicable</li> </ul>
	<b>Alarm System Maintenance and Monitoring</b> <ul style="list-style-type: none"> <li>• Attendance and labour – two service visits per year with emailed inspection certificates</li> <li>• Replacement of all non-consumable parts and panel batteries</li> <li>• Call outs for faulty systems</li> <li>• 24/7 Alarm Monitoring Service with keyholders and/or police notified of all activations and alerts</li> <li>• Access to <a href="http://www.mysite.chubb.co.uk">www.mysite.chubb.co.uk</a> giving you 24 hour access to your keyholder and system date</li> </ul>
	<b>Fire Risk Assessment</b> <ul style="list-style-type: none"> <li>• Online Fire Risk Assessment (one year licence*)</li> </ul>
OPTICAL SIGNALLING UPGRADE	<b>eConnect GPRS/PTSN (Grade 3)</b> <ul style="list-style-type: none"> <li>• New grade 3 dual path signaling equipment installed with SMART SIM and high gain aerial</li> <li>• Increased security with secondary path providing a confirmed alarm if primary path is compromised</li> <li>• Meets the latest standards and increased insurance requirements</li> </ul>
	<b>eConnect IP/GPRS (Grade 4)</b> <ul style="list-style-type: none"> <li>• New Grade 4 dual path signaling equipment installed using the internet as the primary path</li> <li>• Plug and Play configuration, only a network point near the alarm panel is required (within 3m)</li> <li>• No line rental or call charges to pay for as the secondary path is GPRS with SMART SIM</li> </ul>
OPTICAL KEYHOLDER CARE	<b>Keyholder Care</b> <ul style="list-style-type: none"> <li>• Supports your EH&amp;S Duty of Care by offering peace of mind</li> <li>• Activated by the Alarm Receiving Centre when your keyholder is alerted to attend your site</li> <li>• A unique reference number is sent to the keyholder via SMS Text</li> <li>• Agreed time window for the keyholder to attend, return home and report back to the ARC</li> <li>• If not achieved the agreed escalation plan is activated</li> </ul>

\*Suitable for low to medium risk businesses, medium to high risk businesses will require upgrade to a Fire Risk Assessment Consultancy



# Keyholder Care

## service contract

### Keyholder Care

#### The responsible way to safeguard your business keyholders 24/7

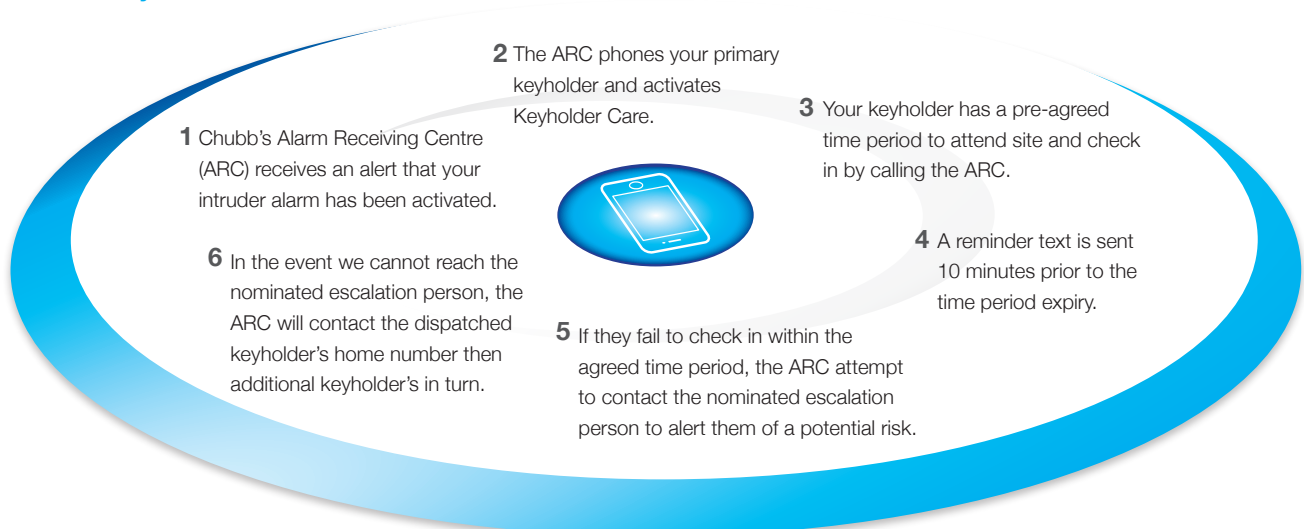
Keyholder Care is designed to protect your business keyholders who attend site to respond to alarm activations. Companies are required to protect their workers under The Health & Safety at Work Act and Chubb's simple yet highly effective Keyholder Care solution offers valuable peace of mind to both employers and keyholders alike.

#### Key customer benefits

- Peace of mind for both employer and employee
- Demonstrates a duty of care
- Simple and quick to set up
- No installation costs as utilises existing technology
- Suitable for any size business
- National coverage
- 24/7 protection, 365 days a year

### How does it work?

#### Chubb's Keyholder Care Solution





# CCTV service and maintenance contract

Regular and professional servicing of your video surveillance (CCTV) system is essential to ensure your cameras and hardware are working to optimum performance and your business is properly protected.

As part of a service contract, Chubb undertakes an extensive preventative inspection of your system with each maintenance visit checking:

- Cameras and housings – checking connections, coverage, movement (if Pan, Tilt, Zoom), performance and focus
- Brackets and fixings – examining for signs of corrosion or damage
- Recording device – checking quality and accuracy of playback/retrieved images
- Telemetry and display controls – checking operation and adjust for best picture
- Operation – performing site and lighting assessment
- Alarm inputs – confirming operation and response

All work carried out as part of a Chubb security service and maintenance contract is recorded on-site on the engineer's hand held device (Certificate of Inspection), along with arrival and departure times. The service engineer will also report any deficiencies in the system and recommend work required to maintain full, trouble free operation. A copy of the Inspection sheet is left with the customer.



# Access Control service and maintenance contract

## Access Control service and maintenance contract

Access Control systems can be critical to ensuring the safety of employees, visitors and the general public, limiting access to business sensitive or hazardous areas and from a security point of view so that you know who is present on site. You will want your system to be working at optimum performance and partnering with Chubb will ensure this essential system is regularly and professionally maintained.

As part of an Access Control service visit, a specially trained Chubb engineer will inspect all parts of your system to prevent problems from occurring. Areas inspected include:

- Door mechanisms and readers – cleaning and checking units and connections
- Visual inspection – inspecting all major components and cabling for signs of deterioration
- Control unit – checking performance
- Keypads – checking for correct operation
- Display and software\* – checking functions and performance
- Operation – performing site assessment
- Power – testing power supply and back-up unit condition and performance
- Alarm inputs – checking operation and response

Each visit is fully documented by our expert team who will also advise on any future works required.

\* if applicable



# Our accreditations

Chubb in the UK is audited and certified by our Third Party Certification Body the **National Security Inspectorate** (NSI) for:

- **BS EN ISO 9001** Chubb Security Systems
- **BS EN ISO 9001** Chubb Portable Fire Extinguishers
- All of our branches are certified to the **NSI Fire Gold Scheme** standard
- Our fire extinguishers are certified by **BAFE** (British Approvals for Fire Equipment)

Chubb is a member of the relevant industry bodies including:

- **BSIA** (British Security Industry Association)
- **FIA** (Fire Industry Association)

In addition, all of our products comply with the highest relevant British and/or European Standards.



## Chubb offers complete **fire** and **security** solutions to businesses and organisations across the UK.

We can install new fire equipment and detection systems or continue the servicing and maintenance of your existing equipment. Our products and services include:

### Fire

- Fire Risk Assessment
- Fire detection & alarm
- 24/7 Fire alarm monitoring
- Fire extinguishers & fire safety products
- Fire suppression systems
- Fire safety training
- Maintenance & monitoring
- Emergency lighting & safety signage
- Hose reels and dry/wet risers



Chubb provides a full range of security products and services to ensure customers benefit from a safe working environment, secure property and protected assets. This includes:

### Security

- Intruder alarms
- Wireless locks
- Access control for single door to multi-site systems
- CCTV & HD IP systems
- Integrated security systems
- Service and maintenance
- 24/7 Security systems monitoring
- Key holder protection services



Call **0800 32 1666**