



RISK MANAGEMENT GUIDE

KEY-HOLDER'S ALARM CHECKLIST

Introduction

The guidelines shown below are designed to help all people who have responsibility for your alarm as key-holders, to do the right things when called upon. Calls for their services are usually infrequent but can often be in stressful circumstances when a cool head and good routine are vital.

Always check before setting your alarm that:

- All doors and windows are properly secured.
- There is nothing in the area covered by movement detectors that is likely to cause a false alarm, e.g. birds, swinging signs or badly stacked stock which may fall over, or limit the area normally covered by the detector, e.g. stock stored in front of it.
- You have gathered your personal possessions, or anything else you need, so that you can leave as soon as you have set the alarm. If you forget something, ensure that the system is fully set, i.e. the exit procedure has been completed, before commencing the entry procedure.
- You can set the system. If necessary, you should re-read the instructions or call the alarm company for advice.
- There are no faults indicated at the alarm control equipment.
- Where there is an activation, the key-holder will be able to attend.
- All key-holders have mobile communications.
- All key-holders know the specific code and procedure to follow in a duress situation.

Some reminders

- If you do not fully set your alarm, your insurance cover may be invalidated.
- If you cannot fully set the alarm (including any associated means of signalling such as telecommunication), you must call the alarm company. You should not leave the premises unattended until the fault has been put right and the alarm set correctly.
- If the alarm is activated, or any signalling path is lost whilst the alarm is set, you or your appointed key-holder must attend the premises immediately. If necessary, call the alarm engineer, but the premises must not be left unattended until it is physically secured and the alarm system is fully reset including the designed methods of remote signalling.

The only exceptions to the requirement to attend would be:

1. where the activation constitutes an unconfirmed alarm signal from a confirmable alarm system provided that the system can be fully reset automatically or remotely by the alarm company
2. where the lost signalling path is one leg of an approved dual-signalling system. The other leg must remain available to transmit signals and no alarm activations have been signalled

MORE TH>N BUSINESS will tell you if these exceptions do not apply in your particular circumstances.

- Record all incidents fully in the alarm's Record Book.
- Do not let anyone work on your system unless you have checked their credentials with the alarm company.

Points of contact

Useful Telephone Numbers

Alarm Receiving Centre		Other Security	
Glazier		Professional Key - holder	
Alarm Company Emergency		Other Key - holders	
Locksmith		Local Police Station	
Alarm Company Daytime		Back - up and Advice	

IMPORTANT

The information set out in this document constitutes a set of general guidelines and should not be construed or relied upon as specialist advice. Therefore **MORE TH>N BUSINESS** accepts no responsibility towards any person relying upon these Risk Management Guidelines nor accepts any liability whatsoever for the accuracy of data supplied by another party or the consequences of reliance upon it.