

How do I protect my business and staff?

With our dedicated 24 hour service, on notification by your central station we will immediately respond to your premises. Both an external and internal search will be carried out. The premises will be left secure by our staff. On the next working day, in business hours, we will contact you to ensure everything was carried out to your satisfaction and see if we can be of any further assistance.

WE WILL NOT LEAVE YOUR PREMISES UNTIL WE ARE CERTAIN EVERYTHING IS SECURE.

- See *Surety Keyholding guarantees.*

How long does it take to set-up / move the keyholding service?

A matter of days dependant on current arrangements which we can discuss on enquiry. It is a simple, straightforward process with which we are happy to assist with.

Police Requirements

Intruder Alarms

The ACPO Policy (Association of Chief Police Officers), requires that every alarmed premises must have at least two keyholders, one must be available and have transport.

Each keyholder must be contactable and have transport at all times. They must be able to respond quickly to an attendance request, day or night. Should you not comply with these requirements; the Police will withdraw response from your premises. Your alarm receiving centre is not allowed to inform the Police of any alarm activations unless the keyholding information is available.

When **Surety Keyholding Ltd** is appointed **ALL** of the above requirements are met.

Other Security Providers

If your present provider becomes insolvent or you are not happy with their services, we will honour the arrangement you had with them for a nominal administration fee until the end of the current contract and then quote you for future business requirements.

Care and Attention

We take over the responsibility outside normal hours, minimising the risk to you or your employees. This allows you and your staff to concentrate on the day to day running of your business.

Tel: 0161 246 6042

Tel: 01625 619 101

Website: www.suretykeyholding.co.uk

Email: enquiries@suretykeyholding.co.uk



Surety Keyholding Limited

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Cheadle Royal Business Park

Cheadle Royal Cheshire SK8 3GP

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Surety Keyholding Ltd gives you:

- CARE AND ATTENTION
- PEACE OF MIND
- 24 HOUR ALARM / CCTV RESPONSE
- 365 DAYS PER YEAR
- REDUCES STAFF RISK
- REDUCES LOSS OF WORKING HOURS
- FAMILY RUN OFFERING THE PERSONAL TOUCH

Security Solutions for your business needs

Ask yourself

Would you want to receive the services of an efficient, fair and friendly run business?

Remove the worry

Do you find attending your premises to alarm activations interferes with YOUR quality leisure time?

Surety Keyholding provides the answer

We guarantee an immediate response to alarm/CCTV activations and, if necessary, secure your property by our vetted, reliable and committed staff.

Why do I need a keyholder?

An alarm signal is purely a signaling device, and is only effective as the response to it. As per the ACPO Policy, the police may withdraw response given a number of variables. By using Surety Keyholding Ltd, you can now have a professional, unique and personal response service without exposing you or your staff to unnecessary risk whilst complying with the terms of your insurance.

An increasing number of insurance companies are advocating the use of professional keyholding services to remove risk from personnel.

Why be called out at 3am! Enjoy your well earned sociable evenings without disturbance! **Peace of Mind with Surety Keyholding Ltd.**

New Appointment

Surety Keyholding is delighted to announce the appointment of **Mr John Hall** (former Director of the original *North West Keyholding*.) John brings with him over 20 years experience in the security industry and is looking forward to hearing from customers 'old and new'.

SURETY KEYHOLDING LTD Guarantee:

- 🔑 **Immediate Response**
- 🔑 **24 Hour Cover, 365 days per year**
- 🔑 **Premises not left insecure or unalarmed**
- 🔑 **We WILL wait for the attendance of the police, alarm engineers etc or your staff.**
- 🔑 **Glaziers / boarding up arranged as necessary**
- 🔑 **Locksmiths arranged if needed**



Trust is Earned....

"Having used Surety Keyholding our company has found them to be very reliable, helpful and completely trustworthy".
Canterbury of New Zealand.

Have you addressed the issues?

Issues to consider with regards to an alarm activation at your premises:

- 🔑 Are you also aware 'It is the employer's duty to assess risks to lone workers and take steps to avoid or control risk where necessary?' (Working Alone in Safety: HSE)
- 🔑 Have the present keyholding staff received any training?
- 🔑 Is it fair to ask them to risk disturbing an intruder or to be disturbed after hours?
- 🔑 How long would they have to wait for an engineer?
- 🔑 Are they able to give 100% the next working day?
- 🔑 Is acting as a keyholder in their contracts?
- 🔑 What happens if they are off sick, on holiday or out for the night/weekend?
- 🔑 Are they able to cover public holidays including Christmas?
- 🔑 Are you aware of the Corporate Manslaughter and Corporate Homicide Act 2007 (CMA)?

Some companies have monitoring, 'red care', 'dualcom' and/or CCTV, do they still need keyholders?

YES, a keyholder will be required to attend the premises, deal with all eventualities which could include broken windows and locks, wait for an engineer and reset the alarm as necessary. None attendance could have a detrimental effect on insurance and policing terms.

With Surety Keyholding Ltd, WE attend, so YOU can relax.