

## Emergency Contact Telephone Numbers:

**POLICE, FIRE & AMBULANCE**  
**Dial 999/112 In an Emergency**

**GAS Emergency: 0800 111 999**

**ELECTRICITY Emergency: 0800 40 40 90**

**WATER Emergency:**

**Local Authority:**

**Alarm/CCTV Company:**

**Telephone No.**

**Contract No:**

**Alarm/CCTV Monitoring Company:**



**Telephone No. 0871 222 1233** <sup>24 hrs</sup>

**Contract/S.I.N No:**

**Guarding Services Supplier:**



**Telephone No. 0871 222 1233** <sup>24 hrs</sup>

**Glazier/Boarding Up Service:**

**Locksmith Service:**

## Other Useful Contact Telephone Numbers:


**Your personal safety is of paramount importance.**  
**If you are unsure of a situation move away to a safe distance and dial 999 to alert the police.**

This leaflet has been designed and produced by:



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An NSI Inspected Category 2 Central Station

Providing the Following Services:  
Monitoring of CCTV (Including BS 8418)  
Monitoring Intruder Alarm Systems  
Providing Vehicle Tracking Services  
Static Guarding Services  
Mobile Patrol Services  
Keyholding Services



## Introduction

Keyholders are those persons nominated to operate the electronic security systems at commercial premises and/or attend and take appropriate action after a security system activation or system fault.

Certain requirements are placed upon security system owners/users and keyholders by legislation, the police and insurers. At all times it is advisable to check whether the premises at which you work has specific variations to the general information offered in this information leaflet.

## Always check before setting your security system that:

- All doors and windows are properly secured.
- There is nothing in the area covered by movement detectors which is likely to cause false alarms, e.g. swinging signs, badly stacked stock that may fall over or limit the area covered by movement detectors.
- 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 do 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, re-read the instructions or call your installer and/or the IVP Alarm Monitoring Station for guidance: 0871 222 1233.
- There are no faults indicated on your systems panel.
- Where the system has been activated, the nominated keyholders can attend.
- All keyholders have mobile communications.
- All keyholders know the specific codes for the system and the code and procedure to follow in a duress situation.

## Remember:

**If you fail to set your alarm and/or camera systems correctly; not only are your premises at risk, but you may invalidate your insurance.**



## General Information:

- On receiving a telephone call from IVP or the Police to notify you that there has been an activation of your electronic security system, keyholders should always confirm the identity of the person making the call.
- Using the telephone numbers overleaf call back and verify the detail.
- Ensure that you have everything necessary with you before leaving home e.g. keys and cards for access.
- Make sure you take a mobile communication device e.g. telephone or personal radio (where applicable) Ensure the battery is fully charged or that you carry a spare with you.
- Advise the IVP Central Station which route you are taking and how long you are likely to be there. Arrange random times to call IVP Central Station to advise them of your safety and stick to them. If you don't call IVP will call you.
- IVP will call the police immediately if they cannot make contact with you.
- Upon arrival make contact with IVP before attempting any checks of the premises.
- If the police are already at your premises speak with them and ask what they have checked, then enter the premises with them, assisting them in getting to all areas. Your alarm/system zone sheet will indicate where the alert has come from. Don't forget to notify IVP when you arrive.
- If the police are not at your premises, drive slowly around your premises in so far as is possible. Ensure your doors are locked. Check as much of the premises as possible before entering.
- Make contact with IVP at no more than 15 minute intervals.
- If all appears quiet, enter your premises and check the relevant areas.
- If you find signs of a break in or are in any doubt as to the status of the premises: **LEAVE IMMEDIATELY** and contact the Police.
- Arrange to meet the police nearby, but away from the premises.
- Before re-setting any security system, ensure that the telephone lines are working, intruders may have cut the lines.

**Your personal safety is of paramount importance. If you are unsure of a situation move away to a safe distance and dial 999 to alert the police.**

## No Apparent Break In:

If all appears to be in order and the activation of your security system is to be put down to an operational fault continue with the following procedure;

- Call the Company who deals with your particular system. Obtain the name of the engineer and their estimated time of arrival.
- Notify IVP that all is in order. Arrange to make further calls as appropriate, but no more than 15 minute intervals.
- Check the identity of the engineer upon arrival; call the alarm company to verify the details if necessary.
- Insist on a complete repair of your security system if reasonably practicable. Only agree to part of the system being disconnected if the fault is identified and cannot be corrected within a reasonable time frame. (Keyholders must be aware of any insurance requirements that may apply in such circumstances)
- NEVER leave your premises un-protected. If necessary arrange for other staff to join you or relieve you as appropriate. Consider the use of a Guarding Company.
- If you are not responsible for the opening of the premises at the start of the next day ensure a note is left for this person advising them of the problem and instructing them of any further liaison that is required with the security systems company for further engineer attendance if this is necessary.
- Ensure that the system log book is completed with all of the relevant details; what has occurred, why it occurred, when it occurred, how it was rectified and who attended.
- When you are satisfied that you can leave the premises without further risk; set the relevant systems and secure the premises.
- Wait at the premises for a 10 minute period to ensure that the fault has been rectified.
- Ensure that IVP is contacted and that you let them know that the security system has been reset, and that you are leaving the premises.
- When next at the premises liaise with the person responsible for security advising them of the exact problem encountered and what was done to rectify it.

**These are general guidelines, your premises may already have a set procedure to follow.**

## Signs of a Break In:

If it is clear that there has been a break-in at your premises, the following gives guidance on what to do. These are only "Immediate Action Points" and your company may already have its own procedures;

- If the police are not in attendance, withdraw to a safe place and call them, arrange a well lit area away from the premises.
- Notify IVP of the situation.
- When you meet with the police tell them exactly what you have seen and where.
- Go with the police to the premises and assist them in checking the building. Follow their instructions. Do not forget to obtain a crime reference number for insurance purposes.
- Advise your department head or nominated person of the situation. Think about if your business can operate following the break in.
- Arrange for any emergency repairs to be made using the call out telephone numbers within this leaflet.

**Remember it is both dangerous and an offence to use a mobile telephone whilst driving unless using an approved hands free kit even in an emergency.**

## Other Options:

For the safety of your keyholders, you may consider the use of a BS 8484 approved Lone Worker Device, LWD's send a signal to an approved central station giving the location and status of persons working alone i.e. keyholder attending site out of hours.

Alternatively; Instead of your company asking staff members to be out of hours keyholders, you may consider the use of a professional keyholding service. A set of your keys are held in a secure location and in the event of an alarm condition a licensed keyholder attends your premises in order to make the relevant checks on your behalf. Subsequently arranging system resetting or emergency repairs to be made.

Full reports will be sent to you by email using the IVP Nexus™ System.

For information on these services or for more information regard keyholder safety please contact IVP for further information: **0871 222 1233.**