



# The responsible way to safeguard your business 24/7

Chubb Emergency Response (CER) is a leading provider of Keyholding, Mobile Patrol and Response Services in the UK. We are committed to excellence and provide tailored solutions that are both pro-active (preventative) and reactive, leaving you to concentrate on the core activities of running your business.

## Protecting your business 24/7

From the moment an alarm goes off, you'll be in safe hands. Our people will be with you every step of the way, making your business a safer place to work.

Our services are designed to help you reduce risks within your business, protecting your people and your assets.

## Keyholding Response Services

When an alarm goes off at your premises, and is confirmed as being 'genuine' by an Alarm Receiving Centre, you need an effective response. That effective response is Chubb.

We can manage all of your alarm activations and keyholder responsibilities through our mobile response units. It's a simple, hassle free and highly effective service that delivers value for money and total peace of mind. Our highly experienced team leave you safe in the knowledge that your premises are totally secure and most importantly, your staff are safe.

In the event of a serious incident occurring on site, we can organise and manage a wide range of support services including liaising with the emergency services, providing temporary guards, or arranging physical repairs with glaziers and locksmiths.

### We guarantee:

- To use fully trained and licensed response officers
- To respond to all alarm activations in the quickest practical response time
- To arrange physical repairs if required
- To react in accordance with your escalation procedure
- To remove your staff from the danger of dealing with alarm activations
- To limit potential liability claims resulting from serious incidents
- To help you exercise Duty of Care to the Health & Safety Executive
- To produce a detailed report of every attendance and the action for your perusal

**"By working with these specialists we can be sure that the security of our sites is in safe hands while our teams can focus on running the business".**  
*Tim Walter, Cannons Health Clubs*

## Mobile Patrol Services

Mobile Patrol and Keyholding Services from Chubb combine the best of both worlds: on the one hand, an effective and highly visible deterrent performing specific site checks at random times outside office hours; on the other, a rapid response service such that if there is a problem, and your alarm is ringing, neither you nor your staff are placed at risk.

As the costs are shared by other customers in the same patrol zone, the savings over a traditional full-time dedicated security guard are compelling.

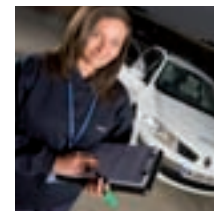
### With Chubb Mobile Patrol Services, we are committed:

- To perform randomly timed patrols
- To check for open doors, windows, signs of intrusion and vandalism
- To provide an early warning and response to incidents
- To alert the emergency services and your keyholder
- To organise and manage a range of support services
- To secure the site before leaving
- To produce a detailed report of all actions taken
- To utilise highly visible deterrence signage.

**"Chubb undertakes mobile patrols at random intervals throughout the night and at weekends. We see them as being our eyes and ears outside of office hours, by providing a physical presence and a visible deterrent to any would-be intruder".** *Simon Yates, Whittle Jones*



## Lone Worker Protection



New provisions within The Health & Safety at Work Act are explicit in giving companies a Duty of Care to protect their workforce operating out in the field. Chubb's simple yet highly effective SmartCall Lone Worker Protection solution allows organisations not only to meet the requirements of new legislation, but more importantly enables them to be sure of getting to any worker in trouble within a specified time period.

Mobile telephones carried by lone workers each have a Unique Reference Number (URN) and a dedicated phone line through to Chubb's ARC. The customer agrees a specific time period, for example hourly, for each individual to report in or be contacted. If, for whatever reason, the worker fails to report, then this is immediately flagged and the monitoring centre calls the individual's mobile.

If they fail to respond immediately, and then fail to respond again within a specified time period, then the situation is deemed to be an emergency, and mobile patrol officers are dispatched by Chubb's Emergency Control room.



There is no hard wiring or installation costs, and the remote workers can be genuinely 'mobile', moving from one location to the next.

### The key benefits of SmartCall Lone Worker Protection:

- Easy and quick to set up
- Utilises existing technology - no installation costs or delays
- Fully scalable - suitable for workforces of any size
- Nationwide coverage
- 24/7 protection, 365 days a year.

**"It is extremely easy to set up, and can be operating almost immediately. Unlike traditional 'fixed site' systems that relied on radio frequencies, for example, there is no hard wiring or installation costs, and the remote workers can be genuinely 'mobile' moving from one location to the next".** *Orange*

## Chubb – a name you can trust

Chubb provides security services to businesses of all sizes nationwide, with a highly skilled and experienced workforce, delivering at a local level, committed to your business.

Chubb also benefits from an in-house, dedicated CCTV and Intruder Monitoring capability – so whichever way you look at it, we've got it covered.

Chubb is the name you can trust.



## Accreditation

### Quality Assurance

The company is currently assessed to BS EN ISO 9001. Registration Number: GRD/G/5795. Date of Registration: 1st May 1999.

We have attained the National Security Inspectorate NSI Gold Award for Manned Security Services with respect of the following scope:



- BS 7984: 2001 'Keyholding and response services – Code of Practice'
- BS 7858: 2006 'Code of practice for security screening of personnel employed in a security environment'
- BS 7499: 2002 'The applicable requirements of Static site guarding and mobile patrol services – Code of Practice'

Chubb Security Personnel is a full and active member of BSIA and conforms to the Association's Code of Practice. Member Number: 306. Date of Registration: 11th January 1994.



Chubb is an approved assessment centre for Skills for Security basic induction courses and NVQ Level 2, Manned Guarding qualifications.



Chubb Security Personnel is a member of the Approved Contractor Scheme, which is managed by the Security Industry Authority (SIA). Member Number CHSEPEC01



[www.chubb.co.uk](http://www.chubb.co.uk)

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## Response Services

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For more information call  
**Chubb Emergency Response** on  
**07000 999 111** or visit [www.chubb.co.uk](http://www.chubb.co.uk)