

## **RISK MANAGEMENT GUIDELINES**

### **Checklist for Keyholders**

#### **Introduction**

*Always check before setting your alarm 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. 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 keyholder will be able to attend.**
- **All keyholders have mobile communications.**
- **All keyholders know the specific code and procedure to follow in a duress situation.**

#### **Remember**

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, i.e. 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 keyholder must attend the premises immediately. If necessary, call the alarm engineer, but the premises must not be left unattended until 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

where the lost signalling path is one leg of an approved dual-signalling system, the other leg remains available to transmit signals and no alarm activations have been signalled.

Royal & SunAlliance will tell you if these exceptions do not apply in your particular circumstances.

Record all incidents fully in the Record Book.

Do not let anyone work on your system unless you have checked their credentials with the alarm company.

## **POINTS OF CONTACT**

<b>INTRUDER ALARM</b>	<b>EMERGENCY TRADESMEN</b>
<b>Alarm Receiving Centre:</b>	<b>Glazier:</b>
<b>Alarm Company Emergency No:</b>	<b>Locksmith:</b>
<b>Alarm Company Daytime No:</b>	<b>Other Security:</b>
<b>Professional Keyholder:</b>	<b>Other Keyholders and Back Up/Advice:</b>
<b>Local Police Station:</b>	