

CONTACT OUR CUSTOMER
DEVELOPMENT TEAM TODAY

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ALARM RECEIVING CENTRE

**PROTECT YOUR BUSINESS PREMISES WITH 24/7
ALARM MONITORING**

Additional protection from the threat of fire and unlawful entry with monitored systems



Trust Churches Fire & Security with the monitoring of your business. Contact us today on **0345 646 1760** to discuss your requirements.

Churches Fire
COMPLETE FIRE & SECURITY

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ALARM RECEIVING CENTRE

At Churches Fire & Security, our in-house Alarm Receiving Centre is manned 24/7 every day of the year.

WHAT IS AN ALARM RECEIVING CENTRE?

With CCTV, an intruder or fire alarm installed on your business premises, you can increase the level of protection with Alarm Monitoring through a dedicated facility.

In the event of an alarm trigger, a monitored system sends an alert to the purpose-built Alarm Receiving Centre (ARC) at a secured Churches Fire & Security location.



The ARC is fully managed 24 hours a day, 365 days a year by trained controllers, who assess and verify the incoming alarm alert before contacting the property owner, nominated key holders, and if applicable, the emergency services, to take the required action.

The state-of-the-art centre is NSI Gold Accredited, meaning it operates at the highest levels of compliance with the recommended Codes of Practice and British Standards.

HOW DOES THE ALARM RECEIVING CENTRE OPERATE?

Constructed in a protected location, the Churches Fire & Security Alarm Receiving Centre is accessed only by those with the correct security clearance.

A dedicated team of trained handlers work at the Centre, overseeing customer CCTV systems, fire and intruder alarms, ready to respond to any alarm activation.

When an alert is received, the following actions occur:

- ▶ A fire or intruder alarm is triggered at a customer premises
- ▶ Secure signal is sent from the customer control panel to the ARC at Churches Fire & Security
- ▶ An operative receives the alert and assesses the need to alert the business owners, or the emergency services
- ▶ Depending on the time and day of the alarm trigger, the operative will take actions specific to customer requirements, e.g. contacting the business to check for false alarms, alerting key holders if out-of-hours or informing the emergency services

If a CCTV system is connected, footage and audio recordings can be checked for the source of the alarm.



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BENEFITS OF ALARM MONITORING

- ▶ Immediate response to triggered alarms, minimising the chance of loss or damage
- ▶ 24/7 highly trained handlers
- ▶ Helps to meet business insurance requirements in commercial environments
- ▶ Peace of mind that premises' are monitored, especially when vacant
- ▶ Emergency services notified within seconds if necessary
- ▶ Total management of systems with one, trusted provider, removing the need to manage multiple providers
- ▶ Secured portal included as standard; customer can manage their account, view alarm history and note actions taken

SYSTEMS COVERED

The Alarm Receiving Centre at Churches Fire & Security is prepared to monitor a number of systems, including:

▶ FIRE ALARMS

Full system connection, alerting when any fire alarm is activated

▶ CCTV SYSTEMS

Visual observation of a business premises via cameras

▶ INTRUDER ALARMS

Total monitored management of a premises' intruder alarms

TRUSTED PROTECTION FROM CHURCHES FIRE & SECURITY

The Churches Fire & Security ARC is 100% dedicated to the management of our customer's sites.

Using the latest industry technology, and in conjunction with the personal touch, alarm triggers are handled in accordance with the required standards.

Monitoring at our ARC is NSI Gold Accredited, and operates to the most up-to-date British Standard EN50518.2019.



Possessing the highest level of accreditation in monitoring centres, alarm handling and management systems means that our working practices are subject to regular audits to ensure compliance.



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