

## CASE STUDY

# Equipment Activation for Local Council Emergency

Churches Fire & Security provide vital planned preventative maintenance and remedial works to several properties owned by a Midlands council. This includes fire extinguishers, fire alarms, emergency lighting, smoke detection, refuge alarms and 24/7 alarm monitoring.



## OUR APPROACH AND EMERGENCY RESPONSE

For over 10 years, we have worked with the council at the numerous properties they manage, providing dedicated support from our experienced Key Customer Support Team, Account Manager and technicians.

Maintaining fire safety services in accordance with the latest British Standards, our technicians work to a planned maintenance program across a large number of locations. This program has been developed with key personnel from the customer to ensure that the fire safety needs are met, and compliance is adhered to at all times.

In October 2022, a large fire broke out at a council-owned recycling centre. Thankfully nobody was injured, however several pieces of fire-fighting equipment that we maintain were activated, including smoke detection, the fire alarm system and alarm monitoring.

Thanks to meticulously planned processes, the activation of the fire alarm system at the recycling centre sent an immediate alert to the Alarm Receiving Centre (ARC) on-site at our company headquarters.

The operator handled alert was handled with composure and precision, ensuring the site were made aware of the fire in well-under the specified industry response time of  $\leq 30$  seconds in such scenarios.

The day after the incident, when the fire had been brought under control by the emergency services, one of our alarm technicians attended site to disable the fire alarm system and return the site to a temporary operational state.

## BENEFITS OF WORKING WITH CHURCHES FIRE & SECURITY

- ✓ National fire and security protection
- ✓ Compliance assurance
- ✓ Easy access to customer portal
- ✓ Prompt response to call out requests
- ✓ 24/7 alarm monitoring managed in-house at our headquarters