

# KEY HOLDING & ALARM RESPONSE

at the forefront of security  
**AVANTGUARD**

## WHY USE US?

- Local, trusted and reliable
- Minimise loss and damage
- Professionally trained officers
- Vetted and screened officers
- Full audit trail

As your Keyholder we provide a professional and rapid response to your premises when your alarm activates.

You or your staff need never lose sleep as our experienced response officers will attend on your behalf.

We carry out a full inspection and ensure your premises are safe and secure before resetting your alarm. Avantguard's response services remove risk from you and your staff.



## KEY SECURITY

Your Keys are allocated a Unique Reference Number so that only our personnel know the link between your keys and your premises.

- Keys kept at a secure location
- Key safes in vehicles
- GPRS tracked vehicles
- Full usage audit trail

## SUPPORT SERVICES

In the event of a genuine incident at your premises, we can arrange the following support services to ensure that your premises remain secure:

- Boarding services
- Emergency glazing
- Emergency locksmiths
- Emergency plumber
- Temporary guarding

## OTHER MOBILE SERVICES

Avantguard's response team can also provide the following additional services:

- Locking and unlocking premises
- Mobile security patrols
- Vacant property inspections
- Fire alarm tests
- Escorted entry for contractors, lone workers etc.



Avantguard Security holds SIA approved contractor status for the provision of security guarding, keyholding and alarm response.

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# OUR ALARM RESPONSE REPORTS ARE EASY TO READ AND PROVIDE YOU WITH DETAILED INFORMATION – A CLEAR AND CONCISE RECORD

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## Alarm Response Report

To: Joe Bloggs

Client	Sample Client	Date	04/05/2012	Report No.	108
Location	Your Premises	Alarm Received	10:10	Started	10:11
Address:	Your Street	Arrival	10:17	Left the Location	11:35
	Your Town				
	Your Postcode				

Security Officer	John Smith
Alarm Response Requested by	Southern Monitoring
Alarm Class	Confirmed
Alarm Type	1 - Intruder Alarm Activation
Activated Zone/Sensor	Z1027, Z1029

Events and Actions

- ⚡ 4 - Intruder, Reported 10:23, 04/05/2012
  - ✔ Action: Area / Zone Checked
  - ✔ Action: Contacted Police
  - ✔ Action: Informed Supervisor / Manager
  - ✔ Action: Intruder Arrested
  - ✔ Action: Alarm Reset
- ⚡ 9 - Broken Window, Reported 10:23, 04/05/2012
  - ✔ Action: Arranged for Emergency Boarding

Pictures

Notes

**10:31, 04/05/2012, of John Smith**

ON ARRIVAL AT SITE I UNDERTOOK AN EXTERNAL INSPECTION AND FOUND A BROKEN WINDOW. WITHIN THE BUILDING I NOTED FLICKERING TORCHLIGHT SO I CONTACTED THE POLICE. POLICE ARRIVED ON SITE AT 10:30. I UNLOCKED THE PREMISES AND DISARMED THE ALARM. POLICE ARRESTED INTRUDERS AND TOOK THEM AWAY. CLIENT INFORMED OF THE SITUATION AND EMERGENCY GLAZERS CONTACTED. GLAZERS BOARDED DAMAGED WINDOW. CLIENT ASSESSED THE DAMAGE AND THEN LEFT SITE. ALARM RESET, REARMED AND THE PREMISES LEFT SECURE.

THIS IS A SAMPLE REPORT ONLY

1 / 1

	Report No.
	108
Arrival	Left the Location
10:17	11:35

We record important times so you have a clear chronology of events

John Smith	
Southern Monitoring	
Confirmed	
1 - Intruder Alarm Activation	
Z1027, Z1029	

We highlight the zones that have been activated so you can easily investigate and analyse for faults.

- Events and Actions
- ⚡ 4 - Intruder, Reported 10:23,
    - ✔ Action: Area / Zone Checked
    - ✔ Action: Contacted Police
    - ✔ Action: Informed Supervisor
    - ✔ Action: Intruder Arrested
    - ✔ Action: Alarm Reset

We summarise the details and the actions that we undertake when attending an alarm. This is easy for you to read and our system stores this as statistical data for easy analysis via the client web portal.

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We write detailed notes giving you all of the additional information that you need about how we have dealt with your alarm activations.