



Fire and Security Protection
for your Business





SSAIB check the following so that you don't have to:

- Personnel have been security screened to the relevant British Standard.
- Competence and experience of management and staff.
- Insurance cover is relevant to the level and nature of work undertaken.
- Premises are adequate for their activity and that the security of documentation and records is ensured.
- That best-practice standards are maintained and that staff are competent to install fire and security systems.
- That sufficient staff and resources are employed to provide the services offered.
- Compliance with all relevant British or European standards and codes of practice.
- Identity cards are carried.

SSAIB's skilled assessors regularly check all of the above and the quality of workmanship undertaken to ensure that standards are maintained.

Trust

When it comes to protecting your business from the impact of crime or fire you can't afford to take any chances. The correct choice of fire or security protection system and system provider is vital.

Having a fire or security systems provider in whom you can trust will ensure peace of mind for you and demonstrate to your Insurer that you have acted responsibly to protect your business. This need not be a matter of luck. It can be an informed choice if you select an SSAIB registered company.

This leaflet will advise you why it is important to choose an SSAIB certificated provider and what to consider when selecting a system.

Confidence

SSAIB only certificate companies who demonstrate competence and financial probity in the management of their business. Certificated providers must also demonstrate technical competence and ethical conduct when it comes to providing fire detection and alarm or security services to your business.

SSAIB certification means that you can be confident in the quality of service provided to protect your business from the potentially devastating consequences of fire or crime.

Increasingly Insurers require evidence that all reasonable steps have been taken to mitigate risk and/or ensure the safety of personnel within the workplace. An SSAIB certificated provider will meet or exceed your Insurer's requirements.



For increased confidence when buying a fire or security system you should:

- Use only SSAIB certificated companies.
- Always agree a written specification.
- Ascertain what repair or call out cover is provided.
- Ensure that you are given a Certificate of Conformity for your system. This confirms that the system has been installed to all relevant standards.
- Confirm whether you have bought or leased the system.
- Have your system regularly maintained; this may be a condition of cover.
- Seek and follow up references.
- Where a Police response is required, ensure that your provider can obtain a Police unique reference number (URN) for the installation as this essential to verify the alarm and initiate a Police response. Only certificated providers are able to obtain Police URNs.

If you are in doubt and need advice when purchasing a fire or security system, contact SSAIB on **0191 296 3242**.

To find an SSAIB certificated company, or to verify if a company is SSAIB certificated, visit their website at **www.ssaib.org** or alternatively contact SSAIB on the number given above.

SSAIB's credentials

Founded in 1994, SSAIB is a not-for-profit Certification Body operating in the security and fire systems sectors. It was established to promote and encourage high standards of installation and service. There are currently around 1,300 companies registered with SSAIB, providing a wide range of intruder alarm, CCTV, alarm receiving and monitor services, fire detection and alarm systems and much more.

SSAIB is subject to independent Accreditation by UKAS (the United Kingdom Accreditation Service), the sole accreditation body recognised by the Government to assess organisations that provide certification services. This means that SSAIB has been evaluated and demonstrated competence and impartiality in its approach to fire and security systems certification.

All SSAIB certificated providers installing intruder alarm systems are certificated in accordance with the ACPO (Association of Chief Police Officers) and ACPO Scotland unified Policy, which is supported by Insurers.

Police response

Police forces in the UK will only offer a response to verified alarm signals from a monitored alarm system which has been granted a Police URN (Unique Reference Number), the aim being to provide an effective response to genuine intruder alarms. Monitored systems can only be installed by certificated providers and must be subject to a maintenance agreement. Excess false alarms will jeopardise Police response. The Police will continue to respond to 999 calls as appropriate.

SSAIB certification is recognised by the Police, therefore SSAIB-certificated providers can obtain Police URNs for the systems they install.

Fire response

The Fire Service is adopting an approach modelled on the ACPO Policy outlined above. To obtain a response from a monitored fire alarm system, it will be necessary to have a URN issued by the Fire Service and this will only be available to certificated providers. A maintenance agreement will also be required. Excess false alarms will jeopardise a Fire Service response. The Fire Service will continue to respond to 999 calls as appropriate.

Your satisfaction

SSAIB's remit as a Certification Body is to ensure that your interests are protected. This is achieved by allowing only those providers who meet their exacting standards of quality and performance to be certificated by SSAIB.

However, if you are dissatisfied with the service you receive from a certificated company in terms of the system failing to comply with the agreed specification, with standards applicable to the system, or the work has not been carried out to an acceptable standard, SSAIB will investigate the complaint. If substantiated, SSAIB will require the installer to rectify the cause of the complaint.

- **Intruder Alarms**
- **CCTV**
- **Access Control**
- **Fire Alarm and Detection**
- **Keyholding and Response Services**
- **Guarding Security Services**
- **Alarm Receiving Centres**

Contact us

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