



Security Protection  
for your Home



## Trust

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

Having a 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 home. 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 use an SSAIB certificated provider and what to consider when selecting a security system for your home.

## Confidence

SSAIB (Security Systems and Alarms Inspection Board) only certifies those 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 security services for your home and your family.

SSAIB certification means that you can be confident in the quality of service provided to protect your home. Also, increasingly insurers require evidence that all reasonable steps have been taken to mitigate risk. An SSAIB certificated provider will meet or exceed your insurer's requirements.



### For increased confidence when buying a security system you should:

- Use only SSAIB certificated companies.
- Always agree a written specification.
- Select the right system for your needs. Intruder alarms come in many varieties; some are simply audible deterrents to intruders, others might be linked to monitoring centres which verify the alarm and initiate a Police response.
- 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.

If you are in doubt and would welcome advice when purchasing a 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](http://www.ssaib.org)** or alternatively contact SSAIB on the number given above.

## SSAIB's credentials

Founded in 1994, SSAIB is not-for-profit certification body operating in the security systems sector. It was established to promote and encourage high standards of equipment, installation and service.

There are currently around 1300 companies registered by SSAIB providing intruder alarm, but also CCTV, alarm receiving and monitor services, fire detection and alarm systems and much more.

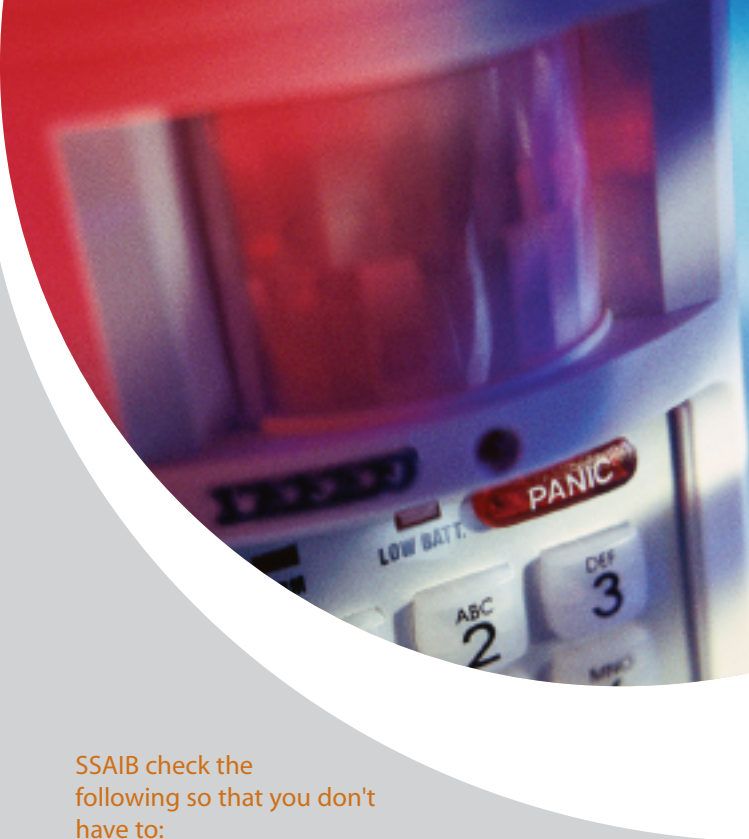
SSAIB is subject to independent accreditation by UKAS (the United Kingdom Accreditation Service), the sole accreditation body recognised by the Government to assess organisations that provide certification services. This means that SSAIB has been evaluated and has demonstrated competence and impartiality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

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

## Police Response

Police services in the UK will only offer a response to verified alarm signal from a monitored 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 approved by the Police therefore all of its certificated providers can obtain URNs for the monitored systems they install.



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

- Personnel have been 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.
- That sufficient staff and resources are employed to provide the services offered
- Compliance with all relevant standards and codes of practice, British or European
- 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.

## 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**
- **Guarding Service**

## Contact us

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