

General Terms & Conditions

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All customers are subject to a credit check and approval by the East of England Co-op Society, registration number IP01099R, registered at Wherstead Park, The Street, Wherstead, Ipswich Suffolk IP9 2BJ.

The customers attention is particularly drawn to the limitations of liability as set out in section 4.0 of these general terms & conditions.

1.0 Terms of Working

Service commence date	Service begins on the pre-agreed start date as stated on your signed documentation or quotation.
Agreement length	Unless indicated otherwise on your signed documentation. Upon entering an agreement Co-op Secure Response will provide services for 3 years, and the agreement will automatically renew each year for an extended period of 12 months. Unless the contract is terminated see section 5.

2.0 Governing Law, Working Together and Partnerships

Governing Law	Any dispute or claim arising or in connection with this agreement, its subject matter or formation (including non-contractual disputes or claims) shall be governed by and in accordance with the law of England & Wales.
Jurisdiction	Each party agree that the courts of England & Wales shall have exclusive jurisdiction to settle any dispute or claim arising or in connection with this agreement, its subject matter or formation (including non-contractual disputes or claims).
Dispute resolution	<p>If a dispute arises then the parties shall follow the below procedure:</p> <ul style="list-style-type: none"> • Either party shall give written notice of the Dispute, setting out its nature and full particulars, together with relevant supporting documents. On service of the Dispute Notice, the Head of Security of the Supplier and a Director of the Customer shall attempt in good faith to resolve the Dispute; • If the Head of Security and Director of the Customer are for any reason unable to resolve the Dispute within 10 days of service of the Dispute Notice, the Dispute shall be referred to the Society Deputy Secretary of the Supplier and the Senior Director of the Customer who shall attempt in good faith to resolve it; • If the Society Deputy Secretary of the Supplier and the Senior Director of the Customer are for any reason unable to resolve the Dispute within 10 days of it being referred to them, the parties will attempt to settle it by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the parties, the mediator shall be nominated by CEDR Solve. To initiate the mediation, a party must serve notice in writing ("ADR notice") to the other party to the Dispute, requesting a mediation. A copy of the ADR notice should be sent to CEDR Solve. The mediation will start not later than 30 days after the date of the ADR notice. • No party may commence any court proceedings in relation to the whole or part of the Dispute until 90 days after service of the ADR notice, provided that the right to issue proceedings is not prejudiced by a delay. • If the Dispute is not resolved within 90 days after service of the ADR notice, or either party fails to participate or to continue to participate in the mediation before the expiration of the said period of 90 days, or the mediation terminates before the expiration of the said period of 90 days, the Dispute shall be finally resolved by the courts of England and Wales in this Agreement.
Working together and partnerships	Each party accepts that it acts on its own behalf. Nothing in these terms and conditions, is intended to establish any formal partnership or joint venture between any of the parties, or authorise any party to make or enter into any commitments for or on behalf of any other.
Confidentiality	Our security solutions are designed to protect business although building a successful working relationship relies on trust. We require a mutual understanding that neither party will disclose any

	<p>technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature.</p> <p>When it is essential, you may disclose our confidential information to an end user, provided that you secure the end user's agreement to keep it confidential. You are permitted to disclose such information to employees, officers, or advisors who need to know it for the purposes of meeting your obligations under this agreement.</p> <p>Both parties are responsible for ensuring that anyone whom discloses the other's confidential information complies with this requirement.</p>
Customer responsibilities	Without our prior written consent, you may not employ any person who is, or has been engaged as our employee until 12 months after our agreement termination.

3.0 Charges, Fees and Payments

Payment terms	<p>Invoices issued to the customer must be paid within 30 days of receipt. The amount payable is indicated on your invoice. All prices quoted are exclusive of VAT.</p> <p>40% deposit is required ahead of any installation or hardware purchased.</p> <p>Monitoring charges are payable annually in full at the commencement of each year of service.</p> <p>Maintenance charges are payable annually in full at the commencement of each year of service.</p> <p>All other costs are payable by monthly invoice e.g. Alarm response services.</p> <p>If providing maintenance, and replacement equipment is required, providing its of low value and in stock during the visit, verbal confirmation of additional cost acceptance can be agreed, it will be invoiced during the following month. An invoice for parts used will be issued after the scheduled visit; alongside the maintenance report.</p> <p>Any fees related to the connection, operating and maintaining of all communications links and infrastructure will be payable at time fees are incurred.</p> <p>Fees for the supply or use of high-level access equipment required for works to be completed safely will be payable at time fees are incurred.</p>
Non-payment	<p>If due payment is not made, interest on the overdue amount will be incurred at the rate of 4% per annum above Barclays Bank Plc's base rate. Interest will accrue daily from the due date until actual payment of the overdue amount.</p> <p>If providing monitoring services, and fees are unpaid we reserve the right to remove any monitoring services and/or equipment installed without liability.</p>
Standard rates	<p>For any additional services, customers will be charged our standard rates. To see current standard rates, see our up to date pricelist.</p> <p>Any variance to these rates will be listed in your bespoke your quotation.</p> <p>Our fees do not include expenses which shall also be chargeable at standard rates.</p>
Price increases	<p>We may review and increase (or decrease) our annual charges and fees, or our monthly service charges. We will not increase our charges more than once in any 6-month period. We will give written notice of any such increase one month prior to the introduction of any new fees.</p>

	If any price increase is not acceptable to you, you may terminate our agreement by giving one month's written notice, which will only take effect from the commencement of the new fee rates being enforced.
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4.0 Liabilities

Our liabilities	<p>We will be liable to pay to you on demand, where we accept liability. This includes all reasonable costs, charges or losses sustained or incurred that arise directly or indirectly from any instance of fraud or gross negligence on our part, once those costs have been confirmed in writing.</p> <p>Our total liability will be limited to the lower of, total value of your annual fee paid or £100,000.</p> <p>We are not liable for loss of sales or business, agreements or contract, anticipated savings, damage to goodwill or any direct or consequential loss.</p> <p>We are not liable for any loss or damage suffered as the result of a defect or malfunction of your equipment, phone lines, or other signalling methods used to transmit signals to the ARC.</p> <p>Our services are designed to minimise the risk to you and the end user, we do not give any guarantee or warranty or make any representation that the services and systems put in place will always work accurately or correctly e.g. In the event of Force Majeure or events that are beyond our control, see section 6. However, we will work with you to minimise and identified risk that arises.</p> <p>We have no control over, nor any responsibility for, customer equipment or systems at the premises not installed by us and are not under any obligation to examine or inspect them. That said, nothing limits or excludes our liability for death or injury caused by our negligence, fraud or misrepresentation.</p>
Customer liabilities and responsibilities	<p>You agree to compensate us against all liabilities, costs, expenses, damages and losses suffered or incurred by us as a result of your actions or inaction which results in a claim made against us by a third party.</p> <p>Any costs, charges or losses sustained or incurred by us that arise directly or indirectly as a result of fraud or gross negligence on your part will be payable by you, following confirmation of these costs in writing.</p> <p>Where you accept responsibility, and where you act on behalf of an end user, you agree that we will be entitled to contact them directly for the purposes of performing our role effectively.</p> <p>It is the customers responsibility to insure the premises and its contents.</p> <p>In the event work begins prior to the start date, the customer is liable for the costs incurred.</p>

5.0 Contract Termination & Renewal

Termination	<p>We may terminate, either in whole or in respect of a particular premises, with immediate effect by giving written notice to the customer if:</p> <ul style="list-style-type: none"> If we are unable to secure or retain the connections or privileges necessary for the transmission of signals between the premises, the ARC, or the authorities.
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	<ul style="list-style-type: none"> If the customer fails to pay an amount by the date it becomes due and remains in default more than 15 days after being notified to pay. Similarly, if either party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they become due. <p>Either party may terminate the agreement with immediate effect if:</p> <ul style="list-style-type: none"> Either party commences negotiation with all or any group of its creditors with a view to rescheduling any of its debts, or if a petition is filed, a notice is given, a resolution is passed, or an order made for or in connection with the winding up of that other party. A breach of any terms or conditions which cannot be rectified within a period of 15 days after being notified in writing to do so. An application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the other party; A person becomes entitled to or appoints a receiver over the assets of the other party or if the other party suspends or ceases all or a substantial part of its business.
Contract renewal	After 3 years of service, the term will be automatically extended for a further year at the end of each renewal, unless written notice is given no less than three months before the end of the current term.
Upon termination	<p>We require the return all of our equipment and materials. Until this happens you will be solely responsible for their safe keeping. In turn, we will safely and quickly remove or return all customer equipment, software, documentation and any other in-put material. We will destroy or return service instructions and keys within seven days of the end of the agreement.</p> <p>You will be required to pay all of our outstanding unpaid invoices and interest for the services supplied. For services which no invoice has been submitted, we may submit an invoice, which will be payable immediately on receipt.</p>

6.0 Force Majeure

Force majeure	<p>This is any natural or unavoidable catastrophes that interrupts the expected course of events and restrict the provision of services. We cannot be responsible for:</p> <p>Acts of God, flood, drought, earthquake or other natural disaster; epidemic or pandemic; terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations; nuclear, chemical or biological contamination or sonic boom; any law or any action taken by a government or public emergency service, including without limitation imposing an export or import restriction, quota or prohibition, or failing to grant a necessary licence or consent.</p> <p>In addition, the evacuation of the ARC in response to an emergency alarm; interruption or failure of utility services including but not limited to the Cloud but excluding the supplier's or Customer's internally controlled systems; weather conditions causing alarm/mobile response to be slow and/or restricted, and road conditions causing alarm/mobile response to be slow and/or restricted.</p> <p>If we're prevented, hindered or delayed from providing services due to a force majeure or event listed above we shall not be in breach of our contract or liable for any such failure. If it continues for more than 2 weeks the customer may terminate the contract by giving one weeks written notice.</p>
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7.0 Your data and data protection compliance

Our commitment and compliance	<p>We are committed to protecting personal data of our customers, suppliers and employees.</p> <p>We fully comply with all relevant requirements of the 1998 Data Protection Act and General Data Protection Regulation (GDPR) legislation and shall take any steps reasonably required by us to maintain this compliance at all times.</p> <p>To see our full East of England Co-op Society privacy statement, see www.eastofengland.coop/privacy</p>
Your data and information	<p>To comply with GDPR, there must be a lawful basis for us to collect, process and store any personal data that you provide us with. In addition to the above, for customers of Co-op Secure response, this includes but is not limited provision of our services, for the prevention and detection of crime and fault reporting.</p> <p>The data provided by you, that we hold includes but is not limited to the following company information:</p> <ul style="list-style-type: none"> Company name, address and contact details, legal ownership and registration details, company background and activity, premises details and provision of assets stored, working and opening hours. <p>Customer and end-user contact information:</p> <ul style="list-style-type: none"> Contact name, job title, business/residential address, business/residential phone number, mobile number and email address. <p>Other information:</p> <ul style="list-style-type: none"> Call recordings, alarm and activity logs, and CCTV footage. <p>We need to store the above when providing our services, to undertake activities such as alarm handling, identification and detection of crime, answering queries and complaints, co-ordination of working and non-working hour provision of our services.</p> <p>All information gathered is retained confidentially by Co-op Secure Response, for the lifetime of the working agreement and then for the minimum legal requirement thereafter. We may disclose your information without your consent if we are required to comply with a legal obligation or request (such as a criminal investigation).</p>
Marketing offers and member updates	<p>Individuals can complete details to receive money off coupons and exclusive East of England Co-op member offers and updates.</p> <p>If you choose to do this we promise to treat your details with the utmost care, and never sell distribute or lease your data to other companies to use for their own marketing purposes.</p>
Changing your data or preferences	<p>If you have any questions about the information held, or wish to request access to, or makes changes to your stored personal data please contact enquiries@secureresponse.coop</p>

8.0 Accreditations & Compliance

ARC Accreditations	<p>Co-op Secure Response has, and will maintain the following accreditations:</p> <ul style="list-style-type: none"> Fully accredited by the National Security Inspectorate (NSI) ARC meets strict European standards for alarm monitoring.
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	<ul style="list-style-type: none"> • All employees/colleagues are screened and vetted prior to their appointment in line with the BS7858 standard. • Most hold formal independent qualifications, such as Security Industry Authority CCTV licences and Security Industry Authority Door Supervisor and Guarding certificates. • Operate within the British Security Industry Association's (BSIA) code of practice for the installation and remote monitoring of detector activated CCTV systems. • BS5979 – Structure of the ARC • BS8418 – Video Motion Detection • BS8484 – Lone Working • All third parties are NSI/SSAIB approved to carry out key-holding and alarm response responsibilities on our behalf.
Installations Accreditations	Any third-party installation supplier will be approved by us and will hold relevant accreditation e.g. SSAIB or NSIs
compliance	<p>The ARC complies with the relevant requirements of any SSAIB code of practice for system monitoring and the National Police Chiefs Council Policy (NPCCP).</p> <p>From time to time, may need to change the scope of our services to comply with any applicable safety or statutory requirements, provided that such changes do not materially affect the nature, scope of, or agreed charges.</p> <p>While on site, we will comply with all reasonable health and safety, security policies as advised, provided that these policies are brought to the attention of our personnel in advance.</p>

9.0 Notices

Procedure	Any formal notice provided in relation to the Terms & Conditions should be sent to Co-op Secure Response, Wherstead Park, The Street, Wherstead, Ipswich, Suffolk, IP9 2BJ
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10.0 Our Monitoring Services

10.1 ARC (Alarm Receiving Centre) & Overview

ARC Monitoring	<p>Co-op Secure Response Services owns and operates the fully accredited Alarm Receiving Centre (ARC) at Wherstead Park, Wherstead, Ipswich, Suffolk IP9 2BJ.</p> <p>We monitor security at remote sites by CCTV, alarm or sensor alerts to manage responses to security breaches. We provide affordable protection services keeping employees and property safe.</p> <p>We provide remote monitoring from the ARC, 24 hours a day, seven days a week – except for during planned maintenance windows.</p> <p>Depending on our agreement with us, we monitor:</p> <ul style="list-style-type: none"> • CCTV Cameras • Intruder Alarms • GPS Tracking Devices • Lone Workers & Panic Alarms • Access Management of Gates & Intercoms <p>We can also monitor fire, environmental and building control systems which alert on changes in power, heat, smoke, refrigeration, light levels, laser beams, vibration, wind speed, rain and other conditions. To find out more about these bespoke services contact our Security Project Manager, at Wherstead Park on 01473 786120.</p>
ARC maintenance work	<p>Any planned maintenance at the ARC will usually take place between 11am and 2pm – Customers will be notified one week in advance if any planned works are due to take place.</p> <p>Six-hours' notice will be issued ahead of any unplanned maintenance works.</p>

10.2 Security Intruder Alarm, CCTV and Sensor Monitoring Services

Our Service	<p>Our services can commence when all necessary equipment and input material has been installed and/or confirmed as working satisfactorily by Co-op Secure Response and the customer.</p> <p>If applicable, any keys required have been provided and your escalation policy terms have been agreed.</p> <p>We will undertake the monitoring of your security system(s) services as listed in 10.1.</p>
Customer responsibilities	<p>Co-operate with our experts, provide timely access to your facilities and appoint a representative who has the authority to make decisions relating to our services.</p> <p>Provide all information necessary for us to deliver our service to you. We may suspend our services if you fail to provide information or inform us of any changes. Ensure that we are not prevented from delivering our services and responsibilities as we regret we cannot be liable for any costs, charges or losses sustained or incurred as a result of any such delays.</p> <p>Ensure equipment is in good working order and fit-for-purpose. Obtain and maintain all necessary licenses and consents to comply with UK legislation relevant to our systems, services and the use of in-put material e.g. local authority or planning permissions.</p>

	<p>We recommend that alarm systems use a form of dual path signalling to minimise the risk of signals not being transmitted to the ARC. If CCTV systems make use of your own networks, we accept no responsibility for network issues.</p> <p>You should inform us in advance if any maintenance or testing to be carried out at your premises. E.g. change to IP address, broadband, network provider or system configuration.</p> <p>To ensure adequate network capacity ahead of purchase. Maintain the network and communication channels used and notify us immediately of any network issues or outage that may affect the system or unit working effectively.</p> <p>Clearly display CCTV or alarm monitoring signage on your site, to meet regulations.</p>
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10.3 GPS Tracking Monitoring

Our Service	<p>A wireless charging or hard-wired Global Positioning System (GPS) tracking unit is monitored to track the device's movements and determine its location.</p> <p>The recorded location data is transmitted to the ARC. This allows the location of the device to be displayed against a map in real time, or downloaded at a later date, to help with the detection and investigation of crime or theft.</p>
Activation Service	<p>On a map we will draw, a geo-fence around the home location of the device, if the device is removed from within the area, it will activate an alert to the ARC operators. In the event of an alert, the ARC operators will activate your pre-agreed escalation policy.</p>
Customer responsibilities	<p>To keep the tracking device on good working order.</p> <p>If wireless version, it is the customers responsibility to charge it on request from the ARC.</p> <p>To ensure adequate network capacity ahead of purchase. Maintain the network and communication channels used and notify us immediately of any network issues or outage that may affect the system or unit working effectively.</p>

10.4 Lone Worker Monitoring

Our Service	<p>We offer a choice of effective lone worker monitoring systems, we can help you choose the most appropriate device or monitoring software. We tailor our support for your lone workers depending on the level of risk, and if they are public facing, mobile or in a fixed location.</p> <p>We can provide a physical man-down unit and 2-way communication device, that registers if the wearer falls, or it can also be used as a panic button or pull chord to notify in they are in danger.</p> <p>Alternatively, we monitor computer-based registration for workers. This software enables a lone worker to register as safe at agreed intervals, can also be conducted over the phone line using a PIN number. This service works well for reception or lone workers in a retail environment.</p> <p>We will provide simple easy to use instructions on how to use any system purchased or installed by us.</p>
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Activation Service	In the event of an alert, we will activate the agreed escalation policy.
Customer responsibilities	<p>To use the system as per instructions provided. To keep the system in good working order.</p> <p>If required to do so, to check in at the required time to avoid false alerts.</p> <p>To ensure adequate network capacity ahead of purchase. Maintain the network and communication channels used and notify us immediately of any network issues or outage that may affect the system or unit working effectively.</p>

10.5 Access Control – Gates and Intercom Monitoring

Our Service	We provide a free out of hours access control monitoring service with a maintained CCTV monitoring service. Up to a maximum of 10 activations a week.
Activation service	Although the monitoring service is free to maintained CCTV monitoring customers, each activation. Over 10 a week will incur a small charge. For up to date prices see our current pricelist, available from any member of the team.
Customer responsibilities	<p>Provide all information necessary for us to deliver our service to you. We may suspend our services if you fail to provide information or inform us of any changes. Ensure that we are not prevented from delivering our services and responsibilities as we regret we cannot be liable for any costs, charges or losses sustained or incurred as a result of any such delays.</p> <p>You should inform us in advance if any maintenance or testing to be carried out at your premises. E.g. change to IP address, broadband, network provider or system configuration.</p> <p>To maintain the network and communication channels used, notify us immediately of any network issues or outage that may affect the system or unit working effectively</p>

11.0 Key Holding Services

Our Key holding service	<p>We ensure keys are held in a local secure location or van, registered and approved for safe key holding. With this service, a security guard can re-set an intruder alarm on your behalf without calling or disturbing the customer.</p> <p>Our mobile response guard will leave an activation report in the premises for your reference. Customers will be notified of alarm re-sets in writing, after the event.</p> <p>We will manage the safe keeping of you keys and ensure they are with an approved and accredited third-party key holder.</p>
Customer responsibilities	<p>Provide full and complete details in writing for each premises and at least two associated key holders.</p> <p>If anything changes in relation to their personal details, codes, duress words or duress numbers we require one working day's advance notice in writing. We cannot accept any liability for any direct or indirect losses related to a failure to provide these details.</p>

	<p>You are required to state any hazards or risks on your site/premises. This information will help guide our guards and ensure they can be made aware of what they may come into contact with at your premises. You should consider identifying:</p> <p>Pond, swimming pool, river frontage, dangerous animals, dogs, swimming pool, firearms (include air weapons), ammunitions, explosives, glass coping walls, razor wire, inspection pits, dangerous machinery, settlement tanks, gas cylinders, vats, toxic materials, basement, contagious samples, fragile roof, flammable substances, dangerous structure, fuel storage, low ceiling beams, chemicals, slippery floors, radio-active materials, furnace, asbestos, electricity sub-station, sprinkler system, ATM (automated teller machine) inside premises, security fogging device, smoke raid control, forensic marker/dye – anything else you consider that may cause risk.</p> <p>We have developed a form to help you write down and consider the applicable risks – www.secureresponse.coop/risks</p>
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12.0 Police URN Registration & Service

Police Registration Policy	<p>The Police in England, Wales and Northern Ireland will only respond to remotely monitored security systems that meet the requirements of their Policy and relevant British standards. To comply with these policies, a monitored alarm system must have a police Unique Reference Number (URN) issued against it.</p> <p>Police URN's will only be issued for alarm systems meeting the required standards installed by approved companies e.g. BS8418 (CCTV), BS5979 & EN50131 (intruder alarms).</p> <p>If the ARC requests a police response using your URN, in the event of 3 false alarms, the police may withdraw the URN from their system.</p>
Our Service	<p>In the event of a confirmed activation of your alarm system, the ARC will contact the local police via the local police control centre, on your behalf and will need to quote a valid URN.</p> <p>Where an URN has not been issued or has been withdrawn, the ARC will attempt to contact the key holders only. We can also send a mobile response to accompany or liaise with the key holder on site.</p> <p>At any time, a customer can complete a Subject Access Request form www.secureresponse.coop/subjectaccess to request the ARC video footage be downloaded from our systems for the purposes of crime detection or investigation. Please allow up to 14 days for this to happen.</p> <p>We will notify you if any emergency services request information from your system. Unless you have provided permission for us to provide information to the police on our pre-assessment form, we are unable to pass information or data from your system to them without your consent.</p> <p>Although be aware that the police can seize your system or data as part of their investigation without your consent.</p>
Customer responsibilities	<p>Where a URN has been provided to you by an emergency service, you are obliged to share that with us and inform us of any changes to it.</p>

13.0 Activation Management Service

Alarm activations service	<p>If confirmed alarm activation, the ARC will adhere to the pre-agreed customer escalation policy. Contact the appointed key holder / send a mobile response and/or request emergency services as appropriate.</p> <p>If false alarm, the ARC will take no action and note the alert as a False Alarm.</p> <p>If CCTV, cameras will be checked and if crime in progress, we will notify police and appointed key holder / send a mobile response as appropriate. We cannot guarantee the emergency services will attend or respond immediately, or indeed at all.</p> <p>You will be notified in writing of any response services incurred.</p>
False Alert Management	<p>If a detector or camera in the system exceed more than 20 False Alerts within 60-minutes we reserve the right to ignore all activations from it. If more than 40 within 60-minutes, we will isolate all detectors.</p> <p>When a detector, camera or premises is isolated we will attempt to notify the key holder or customer by telephone. As soon as is practical, we notify the customer or any relevant third party in writing via email.</p> <p>If escalation policy is to send a guard, and more than 4 False Alerts occur within 360 minutes (4 hours), causing dispatch of a mobile patrol we may ignore all activations from it. If this occurs, we will inform you that activations are being ignored so you can decide to authorise a static guard within the site; this decision rests with the customer, and you take the decision at your own risk.</p>
Customer responsibilities	<p>Keep false alerts to a minimum.</p> <p>Keep the system in good working order</p>

14.0 Installation Services

Our Installation Services	<p>We will conduct a site survey and establish a system specification tailored to the site.</p> <p>We will submit to you a schedule of works, detailing the works to be completed and the itinerary of the equipment being installed.</p> <p>If required, we will submit RAMS – Risk Assessment & Method Statement – prior to any installation.</p> <p>One set of 2 x A4 size, Co-op Secure Response signage (usually made in Corex) will be supplied with any new installation, if further signage is required additional costs apply.</p> <p>Upon completion of an installation you will be issued with an equipment itinerary, if purchased all equipment listed will be included in our maintained service guarantee.</p> <p>Any third-party installation supplier will be approved by us and will hold relevant accreditation e.g. SSAIB or NSI.</p>
Equipment Guarantee	<p>With the purchase of any new equipment or hardware you will receive their 12-month manufacturer warranty.</p>

	We offer to extend this manufacturer's warranty to a maximum of 3 years, if you also purchase our maintained services at time of installation/purchase. The maintained service must remain in place for the 3 years for this extended warranty to be valid.
Customer responsibilities	<p>Prepare premises for the supply of our services, ensuring there is adequate electricity and network provision to allow equipment to work properly.</p> <p>Co-operate with our experts, provide timely access to your facilities and appoint a representative who has the authority to make decisions relating to our services.</p> <p>Provide all information necessary for us to deliver our service to you. We may suspend our services if you fail to provide information or inform us of any changes. Ensure that we are not prevented from delivering our services and responsibilities as we regret we cannot be liable for any costs, charges or losses sustained or incurred as a result of any such delays.</p> <p>As far as is reasonable, permit full and free access to premises and equipment with adequate and safe working space, as well as free access to any telecommunications facilities so we can perform our services.</p> <p>Provide information that is reasonably requested to allow us to perform our role, such as the location and existence of any buried cables, pipes, ducts or other similar items.</p>

15.0 Maintenance Services

Commence date	<p>If undertaken, service will commence at time of installation.</p> <p>Where we have not provided and installed equipment, prior to the start of the maintenance service we will conduct an initial survey, to assess the site, identify the scope of the system and the number of the cameras (working and not working). From this, you will receive a proposal of works required or the options available to bring your system up to standard.</p> <p>The initial survey will also discover any issues that need to be resolved before the maintenance services can begin (network or digital video record issues).</p>
Our Service	<p>We will undertake scheduled maintenance inspections at 6-month intervals for alarm systems, and once every 12-months for CCTV systems. Visits will take place during normal business hours (9am to 5pm, Mon-Fri).</p> <p>We offer to extend the manufacturer's equipment and hardware warranty to a maximum of 3 years, with the purchase our maintained services, if purchased at time of installation/purchase.</p> <p>An Alarm maintenance scheduled visit will consist of checking the status of the sensors, zones, battery, voltages and signalling to the ARC.</p> <p>A CCTV maintenance scheduled visit will consist of checking the status of the recording and monitoring equipment, cleaning and focusing all cameras plus completion of a walk test to ensure ARC signalling & activations.</p> <p>The engineer attending will conduct a dynamic risk assessment of the site, where works will be conducted, and notify of any issues or risks.</p>

	<p>All services we provide will be performed using skill and care. A maintenance report will be completed at the end of each visit to identify works completed and any future works to be made on the next scheduled visit.</p> <p>Any parts or equipment required to keep the maintained equipment in good working order will be payable at our standard rate, customers will be charged in addition to the usual fee for the service.</p> <p>If we do not provide a maintenance service, we are not responsible for the maintenance, correction and/or commissioning of your equipment, the systems and in-put material.</p>
Faulty Equipment	<p>If informed, maintained equipment is faulty, or has failed completely, we will attend as soon as possible. If informed outside of our normal business hours (9am to 5pm, Mon-Fri), we will usually attend within a maximum of 48 hours for a police-registered system or 72 hours for an unregistered system.</p> <p>Where possible we will restore faulty or failed maintained equipment while in attendance. When this is not possible, we will arrange for a further visit within normal business hours to complete the repair or remove the equipment or part for repair off site. If new parts or components are needed and are in stock with our on-site engineer, with your agreement we will conduct a repair on site without a return visit.</p> <p>Any spare, replacement parts or components provided by us will become part of the maintained equipment itinerary. Any parts or components removed in performing preventative or corrective maintenance and/or any additional services shall no longer be a part of the itinerary.</p>
Excluded Maintenance	<p>If we are performing or have performed services when it is established that the equipment failed or is at fault due to any of below, we may charge an additional fee.</p> <ul style="list-style-type: none"> • use of the equipment with a computer or materials which were not provided by or approved in writing by us • any maintenance or modifications performed by anyone other than us and our approved third parties • any changes to a building or site which may affect the equipment operation • if the equipment has been moved • a failure within the site's network infrastructure which causes the equipment to malfunction • if the equipment was used for anything other than that for which it was supplied • any system faults or defects which were present before this agreement began • any closed, locked or automated protocol equipment or software changing codes that may require replacement • a failure or surge in electrical power connected to the equipment • any neglect or misuse of the equipment • any accidental environmental or malicious damage to the equipment • any failure or interruption to data links or paths.
Customer responsibilities	<p>Ensure equipment is kept under suitable conditions and permit only trained and competent personnel to use it in line with the instructions provided.</p> <p>Prepare premises for supply of our services, ensuring there is an adequate electricity to allow equipment to work properly.</p> <p>Obtain all necessary licenses and permissions required for us to supply our services. E.g. notify the local authority or gain relevant planning permissions if required.</p>

	<p>As far as is reasonable, permit full and free access to premises and equipment with adequate and safe working space, as well as free access to any telecommunications facilities so we can perform our services.</p> <p>Provide information that is reasonably requested to allow us to perform our role, such as the location and existence of any buried cables, pipes, ducts or other similar items.</p> <p>Notify us as soon as possible if the equipment is operating incorrectly.</p> <p>Do not allow any other person to move, maintain, alter, modify or adjust the equipment without our prior written approval as this could lead to additional charges, and void any warranty of your system.</p> <p>Ensure trees, shrubbery or any vegetation do not impede/alter or prevent access to the cameras or equipment and their views. Inform us in writing if anything changes at the site, such as the building fabric, internal layout, or operating conditions which could inhibit the equipment working correctly.</p>
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16.0 Response & Guarding Services

Our Service	<p>We provide fully licensed operatives that are vetted, and provide uniformed security guarding services, including static guards, mobile response or dog handler units. Available on a permanent basis or ad-hoc service as you may need it.</p> <p>The priority for both our static and mobile guards is the safety and security of your business.</p> <p>A dog handler (also known as a K9 unit) acts in the same way as a static guard, although having a dog provides additional resource to manage events or security breaches.</p> <p>Professional response drivers provide our response services. They can respond to alarms or incidents that occur at your sites or business. You can trust them to respond quickly, safely and efficiently to problems as they may arise.</p> <p>Licensed store detectives are in plain clothes to blend in with the environment. They will actively detect, deter and detain persons committing external theft.</p> <p>We may use professional third-party security contractors to carry out these duties on your behalf.</p>
Customer responsibilities	<p>Provide access to the premises or property that requires protecting, inform us of any appropriate health and safety issues to be aware of e.g. slippery floors.</p> <p>Provide adequate on-site amenities including toilets and kitchen access. Where amenities are not available a dog handling unit may be provided as they contain their own welfare facilities.</p>