

# Keyholding and Mobile Response

## OUR SERVICES



Facilitating your needs

**MERCURY**  
SECURITY & FACILITIES  
MANAGEMENT

# Keyholding and Mobile Response

**Mercury 'Keyholding and Response' is a fully-insured service that guarantees a fast, sophisticated alarm response 24/7, 365 days a year.**

In other words, you can enjoy the peace of mind of knowing that whatever happens, your business is always in safe hands with Mercury Security & Facilities Management.

Our Keyholding and Response service increases the safety of your personnel and ensures alarms are monitored and managed rapidly, appropriately and safely.

## Benefits:

- Staff protected from potentially dangerous situations.
- Comprehensive 24/7/365 coverage, whatever the weather.
- State of the art monitoring via our NSI Gold approved Command & Control Centre ensures immediate action.
- Rapid response by a SIA/PSA licensed Response officer who will liaise with Police and Emergency services.
- All keys and alarm codes kept under stringent and secure custody at all times.
- False alarms managed, logged and resolved.
- Bespoke, comprehensive and confidential site procedures developed with each client.
- Escort service also available to work side by side with your personnel on alarm notifications.

All Mercury Security Mobile Response vehicles come with the latest GPS tracking systems installed. As a result, we can dispatch our nearest patrol vehicle to your premises as soon as we receive the alarm notification.

When it comes to ensuring the safe storage of keys and alarm codes for our client's premises, we take our responsibilities very seriously; not only are all client keys and alarm codes at our NSI Gold approved Command & Control Monitoring Centre or within secure vaults in our GPS-tracked Mobile Response vehicles, we also have keyholding and Response procedures which comply with BS 7984.



## Mercury Security Response

In the event of an alarm activation at your premises, our NSI Gold approved Command & Control Monitoring Centre will dispatch an experienced, SIA licensed, and fully-trained Response Officer to attend. As well as conducting a detailed inspection on-site, as per the comprehensive site assignment instructions, the Response Officer will also liaise with Police and the emergency services, if necessary, re-secure the property and provide a detailed report to you within 24 hours.

## Mercury Security Escort Service

If you, or a staff member, wish to respond to an alarm notification at your premises, we provide an 'escort service' to ensure security back-up on arrival. A member of our Mobile Response Team will arrange to meet you or your staff at the location of the alarm activation. Here, our Response Officer will assist your staff in carrying out an accompanied inspection of your premises, resolving any issues, and re-securing the area. Finally, the Response Officer will complete any paperwork required for insurance or other purposes.



**If you want to discuss our Monitored CCTV Service  
in even greater detail contact us at: [info@msfm.biz](mailto:info@msfm.biz)**

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