

KEYBURY NEWS

CUSTOMER NEWSLETTER ISSUE 13

KEYBURY STRIKES GOLD AGAIN IN INDEPENDENT REVIEW

Track record on response times "excellent"

Keybury Fire & Security has retained its top-rated Gold Intruder and Fire Alarm Installer seal of approval from the National Security Inspectorate (NSI) – excelling with its track record on all-important response times.

The independent tri-annual re-certification audit by the security industry's governing body is widely regarded as the toughest inspection test in the business.

Keybury Fire & Security became one of the first companies in the area to gain NSI gold recognition in 1987 – and has since maintained this coveted standard.

It equates to BS EN ISO 9001:2008 Quality Management System approval and covers all Keybury offices in Keighley, Skipton, Ilkley and Harrogate.

One area in which Keybury has an exceptional record is in its response times to out-of-hours alarm activations, reflected in official figures.

The average response time to alarm calls over the last three months was 45min 40 seconds.

Managing director Frank Gee explained: "Industry rules dictate that an alarm company must attend an activation within four hours yet we are aware that lots of people complain that they often have to wait hours for an alarm engineer from some security companies to be called out from different parts of the country. "That's certainly not the case as far as Keybury is concerned. Not only are we clearly meeting our response time obligations - not that we get many calls for out-of-hours assistance - but we are well ahead of the game and have statistical evidence to prove it. That's some track record."

Why NSI Gold is best

NSI provides the toughest inspection services to ensure that all its approved companies continuously meet the highest standards. While NSI Silver provides smaller and younger businesses with an opportunity to receive an appropriate level of approval, the Gold schemes are the most esteemed.

All NSI companies must:

- meet all relevant British and European Standards for technical performance.
- security screen all relevant staff (security companies).
- provide a high level of staff training and supervision to industry best practice standards.
- be comprehensively insured to protect customers and staff.
- be inspected every six months by professional auditors including, random site visits.

However, NSI Gold companies alone must:

- meet the industry specific ISO 9001:2008 Quality Management System Standard.
- demonstrate a long term track record of performance and evidence of reliability and stability.

The threat to every customer is the long-term undermining of standards by poor performers. It is NSI's motivation to separate the strong from the weak.

NSI approved companies must prove their competence on an ongoing basis. They may not always be the cheapest, but they are invariably the best.

Remember, too, that many insurers offer a discount where NSI Gold Systems are installed. Check with your insurers.

WHAT THE INDEPENDENT NSI INSPECTOR SAID ABOUT KEYBURY FOLLOWING THE LATEST RE-CERTIFICATION

- "Overall, workmanship is excellent, with all systems seen to be installed neatly ..."
- "None of your customers referred a complaint to NACOSS (National Approval Council for Security Systems) ..."
- "No improvement need reports were raised during this review period ..."
- "The quality management system has been implemented very effectively – it is in excellent shape ..."
- "All the key performance indicators for the execution of preventative maintenance, engineer response and false alarm management are very good ..."
- "Your compliance with the NACOSS Scheme criteria and, in particular, your implementation of your quality management system, is excellent ..."
- **"In summary, this is an excellent result. High standards have been set and I am confident they will be maintained during this next period of certification."**

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Keybury strengthens sales team to meet growing demand

Keybury Fire & Security has strengthened its sales force to meet growing demand for intruder alarm, fire alarm, CCTV and access control systems business. Adam Wray, 24, from Bingley, is the newest member of the team. He joins the three existing frontline players – managing director Frank Gee and directors David Lalor and Patrick Beebe, who between them have over 85 years' experience in the security industry. Mr Gee said: "We continue to win new business, both in the corporate and domestic sectors, and reinforce our footprint across our operational heartlands."



Top Team - Keybury Fire & Security's new regional sales representative Adam Wray is pictured top centre with his long-serving compatriots, from left, Frank Gee, Patrick Beebe and David Lalor

"We are also expanding in North Yorkshire, notably in the Harrogate area through our new district office and, most recently, York, where Adam Wray gives us a stronger on-the-ground presence. We are already winning new business in the York area. North Yorkshire is one of the biggest police divisions in the country and official figures show increasing demand for security provision, notably intruder alarm systems."

