



Emergency Resolution 24/7

Provided by the accredited Alarm Receiving Centre
& nationwide branch network of SitexOrbis

About SitexOrbis

Rated number one by our customers and available nationwide, SitexOrbis is the UK's leading provider of 24/7 property and people protection.

For over 25 years we have been trusted to provide award winning integrated property and people security services to thousands of public and private sector clients across Europe.

Continuous innovation in new products, investment in our services and our people ensures that we are constantly developing and that we are able to meet all our clients' requirements, no matter what they may be.

24/7 Alarm Receiving Centre (ARC)

You can't always be on the end of the line when an emergency happens, but we can.

At our 24/7 ARC in Wirral, Cheshire, we handle an average of 35,000 calls every month to ensure effective business continuity for our customers.

Following significant investment in 2009 to support our clients with best in class emergency resolution and alarm monitoring services, SitexOrbis now holds BS5979 CAT II status, ensuring all processes and procedures fully comply with external auditing in line with stringent British Standards.

To complement this, BS8484 accreditation for Lone Worker devices and services is also held. All staff are CRB and PNC (Police National Computer) checked and regularly trained to handle a range of issues sensitively and correctly.

Our key services include:

- Emergency call handling and resolution
- Lone worker protection
- Intruder alarm monitoring, CCTV monitoring, fire alarm monitoring
- Anti-social behaviour support line
- Accident and incident helpline

Benefits to our customers include:

- Call and data records admissible in court
- Online administration tools
- Web based management reporting



Response & Resolution Services

Did you know 60% of calls from tenants about repair work are made out of hours? This is when contractors charge premium rates and have fewer staff on-hand to respond.

The SitexOrbis 24/7 helpline can not only save you money but increase levels of satisfaction with tenants.

About the service

Our highly trained operators are on-hand 24/7 to provide a quick and efficient response to each event. Personalised greetings prompt pre-agreed service levels specified by you.

SitexOrbis' bespoke software allows for call filtering and ensures that genuine emergency repairs are managed by the appropriate contractor within the quickest time possible.

How it helps

- Allows your business to operate 24/7
 - A reliable and efficient response
 - A nominated greeting, specific to your company
 - Records of the details of thousands of contractor service agreements to ensure the correct support services are mobilised
 - Contractor data to enable performance refinement

What our clients say

“ In a nutshell we are able to provide a seamless service 24 hours a day through SitexOrbis, which joins ASB reporting with the repairs and maintenance service, so that our customers can get the help they need with one call, and from one operator. There are many advantages and no disadvantages. ”

Key benefits

- Seamless - as if landlords were responding
- Cost and time efficient - landlord protocols followed by highly trained staff with software filtering non-emergency work
- Provides real-time reports - web based portal



out of hours



24/7 response



online portal



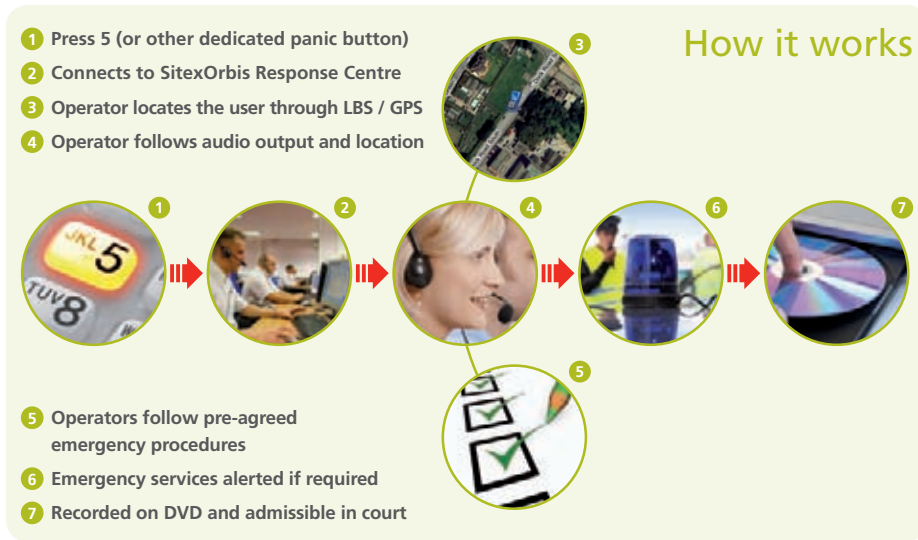
Lone Worker Protection

Do your staff work alone? Could they be in a position where they may face difficult or dangerous situations during their working day?

About the service

Protecting your people need not be complicated or expensive. SitexOrbis provides a British Standard accredited lone worker protection service that has been fully tested and proven over the past ten years.

Our code5® solution uses current mobile technologies, specialist and rugged devices, smart phones and PDAs all enhanced with protection features. Facilities include; real time web access for reporting staff activities, bespoke services and response protocols designed for your business, all backed up by our highly skilled response team working 24/7.



What our clients say
“Managers can go home feeling confident their staff have completed their day's work safely.”

How it helps

- Upholds employers' duty of care under Health and Safety at Work Act
- Gives staff and employers peace of mind
- Raises staff morale, retention and productivity
- Recordings can be used in court
- Full audit trail

Key benefits

- Low monthly cost per user
- Easy to use
- Integrates with existing mobile technology
- Highly trained operators monitor, record, locate and respond
- Adheres to your pre-agreed emergency protocols
- Real time user activity report



Anti-Social Behaviour (ASB) Support Line

Our 24/7 UK based operators, who are experienced in handling sensitive situations, make it easy for witnesses to give the essential evidence required to successfully manage anti-social behaviour.

About the service

ASB includes a range of events such as harassment, vandalism, joyriding, and assault, and SitexOrbis has guidelines for response:

Tier one

An evidence diary can be generated and collated, available immediately online.

Incidents: criminal damage, vandalism, noise nuisance, harassment.

Tier two

Where new and existing cases require immediate response, statements are logged and where available calls are transferred to an ASB co-ordinator.

Incidents: physical assault, racial abuse, domestic violence, breaches of orders and injunctions.

Tier three

Agreed escalation processes are strictly followed and operators may call emergency services when necessary.

Incidents: physical attacks, riots and gun crime.

How it helps

- Each incident is recorded through our secure website
- Evidence can be built up and is admissible in court
- Gives a full picture of events to Community Safety Teams
- Provides a continuous service to tenants

Key benefits

- 24/7 response by experienced operators
- Calls can be conferenced to ASB teams and emergency services summoned
- Accurate record of events accessible through secure website
- Enables victims to diarise events
- Callers are left assured that a member of the ASB team will be in touch
- Language Line and Type Talk - socially inclusive service
- DVD recordings used as evidence in court proceedings
- Procedures followed in line with KLOE6 guidelines



Our 24/7 Services

Security

- Sitex steel / Polymer screens
- Masterguard keyless door
- Security doors
- Emergency boarding
- Meter box / letter box covers
- Fencing and bollards
- Mobile site security patrols
- Risk assessments
- Bespoke security solutions
- eMAKS (electronically Managed Access Key Systems) **NEW SERVICE**
- Communal access doors

Alarms & Monitoring

- Temporary radio and GSM wireless intruder alarms
- Videofied alarm with visual verification **NEW SERVICE**
- 24/7 alarm monitoring and reporting
- Nationwide emergency response
- Battery powered in excess of 9 months battery life
- Sequential verification
- Alarm peripherals - PIRs, boiler tamper, smoke detectors, loop guard, water detectors, vibration sensors and sirens
- Remote access to arm/disarm

Clean & Clear

- Internal and external cleaning and clearance
- Specialist cleaning (e.g. body fluids and human waste removal)
- Removal of hazardous materials
- Drug den cleaning, needle sweeps
- Pest control and disinfection
- Fly-tipping and bulk waste removal
- Graffiti removal
- Landscaping work
- Licensed waste carrier
- Garden clearance and tidy
- Communal area cleaning
- Infection Control **NEW SERVICE**
- Mould Eradication **NEW SERVICE**

Regeneration

- Pre-demolition security steel screens "Permascreen"
- Kitchen and bathroom strip outs
- Disconnection of services
- Removal of gas bottles and other dangerous goods
- Hazardous material disposal
- Demolition or repair work
- Property inspection
- Rubbish clearance, white goods removal
- OEC - online energy compliance **NEW SERVICE**

Response & Resolution

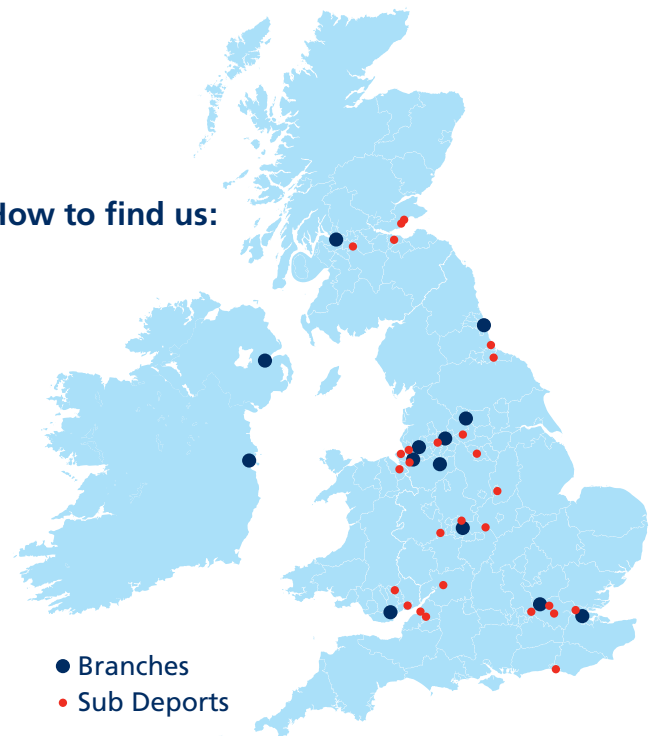
24/7 Call Handling & Resolution

- Bespoke repairs and maintenance service
- ASB support with live web reporting
- Accident and incident reporting
- Void property facilities management

24/7 Intelligent Alarm Monitoring

- Lone Worker Protection
- Social and welfare alarm monitoring
- CCTV monitoring
- Hosted access control
- Intruder alarm

How to find us:



- Branches
- Sub Depots

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