



**E.S.S.**

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protecting people & property

# About us

We are Essex Security Services Limited. Established since 1979, we are based in Loughton and have - since our inception - been dedicated to the supply, install and maintenance of security systems.

With a reputation for high standards of client service, product quality, staff training and working practices, it is of no surprise that E.S.S. numbers public limited companies, the education sector, NHS Trusts and prestigious commercial enterprises among our clients. Delivering an individual quality service to each of our clients has brought their commitment and allowed the steady growth of the company.

With over 35 employees, Essex Security Services are certified installers with the National Security Inspectorate (NSI) to Gold standard and are approved by all the major insurance companies.

In fact, Essex Security Services was one of the first leading independent security companies to join the BSIA (British Security Industry Association) taking an active role in establishing standards. We were also one of the first security companies to achieve BS 5750 (ISO 9001: 2008) - a sure sign of our commitment to quality assurance in a most demanding service industry.

Our intent is to fully address all of your security needs and we pride ourself on having the knowledge and technical expertise to advise you appropriately.



ISO 9001: 2008  
FS 21878



# Service delivery

We at E.S.S. fully understand the need to have a flexible approach to each clients individual needs.

The E.S.S. service standard begins when the client books a quotation. A member of our technical sales team visits your address, and provides a quotation based upon our best understanding of your individual security requirements.

Once you place the order, our technical installations team liases with you to confirm when we may install your new system then sends to your address the staff with the best technical knowledge and ability to fully meet your needs.

With the installation complete, you will be fully trained on how your security system works and given any

paperwork necessary to set up connections with the 24 hour alarm receiving centre.

Subject to the taking of a service contract, you will be visited to keep your security system fully functional and to maintain it for many years to come.

The vast majority of technical queries can be addressed over the telephone, but should you require an engineers attendance you will be sent a member of staff who has the technical knowledge necessary to fully address your problem.

At E.S.S. it's not just about the supply of a security system: it's about keeping that security system fully functional and trouble-free for you to ensure the maximum return on your investment.

# Service quality

With a vast client base including NHS sites, PLCs, housing associations, education sector and residential security installations, E.S.S. is equipped to fully meet the service expectations for all types of contract.

E.S.S prides itself in its ability to understand the clients priorities in maintaining 24/7 site accessibility,

providing 24/7 remote monitoring of security systems and site response.

We typically offer a rapid response to all residential and business sites.

Our engineering staff have the technical knowhow to address a diverse range of issues while on site and - given the backup of office staff - have immediate accessibility

to whatever technical knowledge is required to fully identify and resolve an equipment issue.

Service staff are equipped with mobile communicators allowing access to system specifications and previous call history to ensure that they have full access to all relevant information about the site they're attending.

# Products

Essex Security Services has a multi-disciplined team of technical sales and engineering staff. We can specify and install Access Control Systems, Call Systems, CCTV Systems, Disabled Refuge Systems, Door Entry Systems, Fire Alarms and Intruder Alarms. We can also supply peripherals such as fire safes.

## Access Control

Do you need to restrict access to your property and prevent unauthorised entry? Perhaps you wish to ensure that employees can only enter the building during working hours?

At E.S.S. we have been installing access control systems for over 30 years - from properties with a single point of entry to large sites such as office blocks, schools, colleges, hospitals and factories.

Our state-of-the-art technology enables you to control who comes and goes using digital keypads, proximity readers or swipe card readers. We also install and maintain audio and video door entry systems. Access Control systems can be fully integrated with CCTV and Intruder Alarms, offering ease of management and comprehensive protection.



## CCTV

Protecting your business and staff is a top priority. Closed Circuit Television surveillance is no longer a luxury - for many businesses it is essential, whether as a deterrent or as a record of evidence.

Today's CCTV digital technology is highly sophisticated. E.S.S. install and maintain CCTV systems of all sizes, from a single camera up to large multiple camera systems operated remotely with connection from alternative locations.

We also provide specialist services such as car number-plate recognition, covert systems and full telemetry operations with pan, tilt and zoom controls. E.S.S. are well positioned to consult on, and install, full I.P. CCTV systems both small and large.

Our systems protect shops, warehouse, offices, hospitals, schools, colleges and many other large commercial and residential sites. Why not ask what we can do for your business?





# Door Entry Systems

Would you like the ability to communicate with persons before they enter your premises? Perhaps you'd like to see them, to ensure they are who they say they are before they have the chance to cost you and your business money?

Door Entry Systems provide a cost-effective means of doing just that. With a choice of audio or video entry systems and electronic locks to suit virtually any type of installation, E.S.S. can supply a system that meets your needs.

We can also integrate Door Entry Systems with comprehensive Access Control solutions allowing you to provide your staff with an electronic and traceable means of entering the building and an easy means of identifying where they were and when.



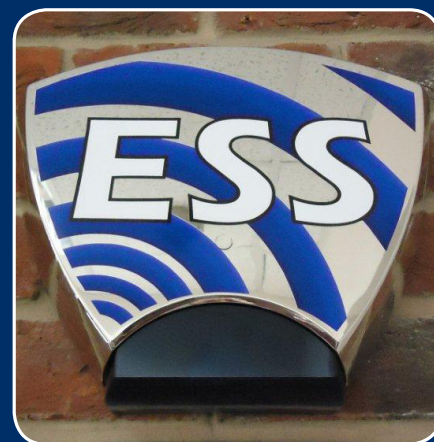
# Intruder Alarms

E.S.S. are one of the leading intruder alarm installers in the South East, trading for over 30 years and recognised by all major insurance companies.

Our Intruder Alarm installations are individually designed to suit your specific requirements or those of your insurer covering domestic, commercial and industrial needs.

Clients benefit from the high quality workmanship and state of the art technology that E.S.S. will provide. Intruder alarms are designed to be flexible and easy to operate in all situations.

Our systems are installed to relevant European Standards with policed response via our dedicated Alarm Receiving Centre (ARC) if required.



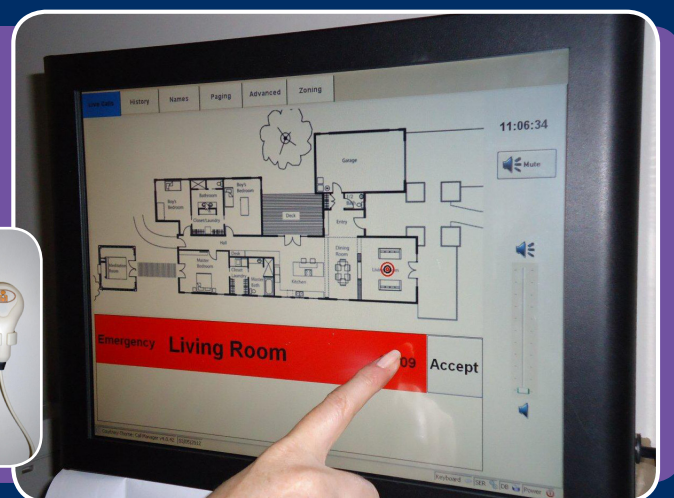
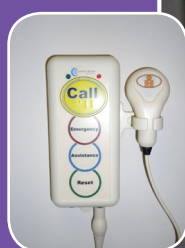
## Call Solutions

At E.S.S. we install Patient, Disabled and Staff Attack Call Systems for a number of private and public healthcare clients and frequently in conjunction with other security systems.

These integrate with computer systems allowing you to ensure that the call is dealt with as efficiently as possible.

Entirely free from complication in use, the call system meets all current guidelines and is proven within the industry.

As with our other disciplines, you can get a free quotation.



# Fire Solutions

In accordance with the fire regulations, any building that is used for business or entertainment, including homes with multiple occupancy (HMO) must have a properly fitted and maintained fire alarm and detection system. At E.S.S. we can offer a full range of fire related services and products.

- Fire risk assessments
- Fire alarm Maintenance
- Fire alarm Weekly Tests
- Fire alarm Evacuation Tests
- Fire extinguisher Sales, Servicing and Maintenance
- Fire alarm and detection system design, installation, commissioning and verification
- Emergency lighting
- Fire signs and notices
- Emergency telephone/refuge systems

# Fire Alarms

Fire regulations over the past few years have changed dramatically with the introduction of The Regulatory Reform (Fire Safety) Order 2005 (which came into force in October 2006) the legislation placed a mandatory duty of care on the person responsible for the running of a business, Office, factory or any other non-residential premises to ensure that a risk assessment is carried out and where required the fire alarm installation and maintenance is carried out by a competent person or company.

Here at ESS we have BFPSA/FIA certificated technicians directly employed by us to ensure that all of the fire alarm work undertaken is fully in accordance with all of the current British and European standards (BS5839 part 1 + A2 2008, part 6 2004 and EN54) and along with our experienced design team we can advise your business or organisation on the various types of fire alarm equipment that best suits your requirements.

As Suppliers and Installers of brands such as Honeywell, Advanced Electronics, C - Tec and Apollo to



name but a few, you are assured of the very best quality for your Fire Alarm Solution.

Our after care service can include standard or fully comprehensive maintenance contracts with access to our dedicated 24 hour emergency response team operating 365 days a year and covering all of our systems, new or existing at very competitive rates.

## Emergency Lighting

In accordance with the requirements of BS5266, emergency lighting systems should be periodically tested and inspected to ensure that all luminaires function according to the design, lighting levels, duration and are positioned (including signage) correctly for use in "power-loss situations".

ESS offer a comprehensive testing and assessment service to include the following:

- Battery discharge test

- Lumen level output assessment
- Survey to assess adequate coverage
- Compatibility with BS requirements
- Client training to carry out interim testing

Having carried out testing, the results are presented in a high quality report which includes the following documentation:-

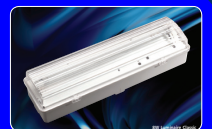
- Asset Register (inventory of all items tested, together with locations)
- Test Data (results of tests carried out on all

luminaires)

- Detailed instructions to client regarding interim testing requirements
- Log Book

We can also keep your building up to date with all of its necessary signage at the same time in accordance with The Health and Safety (Safety Signs and Signals) Regulations 1996.

Contact us for a free no obligation survey.





## Disabled Refuge and Emergency Telephone Systems

For most people, a simple instruction like “please leave the building by the nearest available exit” can be acted upon quickly and easily. But for wheelchair users, the disabled and infirm, this isn’t always the case.

Current Building Regulations recognise this and insist all new non-domestic buildings with more than one storey provide ‘refuge’ areas – relatively safe places where people who cannot easily use fire escapes and evacuation lifts can call for assistance and wait until help arrives.

Simple, effective two-way communication in these areas is essential, firstly to assist rescue teams in determining where assistance is required and secondly to reassure people help is on the way.

Communication systems in refuge areas are known as Emergency Voice Communication (EVC) Systems. E.S.S. install equipment that is suitable for use in all types of EVC application – be it a disabled refuge, fire telephone or stadium marshalling system.

Incredibly easy to use and offering true duplex speech, our systems meet and exceed the requirements of standards such as BS 5839 part 9 in all areas and are hugely cost-effective.



# Fire Extinguishers

Regular maintenance is essential and under the Regulatory Reform (Fire Safety) Order it is up to the Responsible Person to ensure that your fire extinguishers are regularly serviced. British Standard Code of Practice BS 5306 Part 3 recommends that your fire extinguishers are serviced at least annually by a competent person to ensure that they will always function in an emergency. Here at ESS all of our engineers are fully BAFe trained and can assist in answering any questions you may have.

ESS provide professional Fire Extinguisher Servicing & Maintenance for all types of extinguishers, including water, powder, CO2, foam and wet chemical. All our services are to British Standard BS5306 and therefore meet current insurance company requirements. Our engineers will visit on a regular basis to ensure your equipment is kept ready for the moment you really need it and are happy to advise on any of your fire safety queries.

Why not contact our specialist surveyors for a free, no-obligation, site survey?



# Innovation

E.S.S. stays ahead of technological developments via an active input process from all major manufacturers and suppliers through the security industry.

We were among the first to install IP CCTV equipment commercially; we have been among the first to install IP Access Control equipment and our new range of intruder alarm panels are fully IP enabled allowing for remote and local configuration via a LAN or WAN.

Our internal computer system sends, with a click of a button, service jobs to field engineers ensuring an efficient response to your issue and the most effective use of resources.



Engineers PDA



Nortech Access Control system



# Capabilities

Essex Security Services has, over the last 33 years, developed an extensive knowledge base covering all types of security equipment. If an intruder alarm fitted 20 years ago malfunctions, we have got the answer either from a member of engineering staff or from within our extensive archives.

All staff are provided training on the current relevant technology as well as formal training in health and safety, iPAF, CSCS and so on.

Our teams ability to provide the required and diverse service excellence to our client base is at the heart of Essex Security Services.

E.S.S. management fulfills a duty to its existing team by ensuring that any new recruits joining the company have the correct approach, attitude and ability to compliment our ways of working. A sophisticated recruitment vetting and retention procedure is adopted, with full CRB checks carried out by senior management.

Our existing operational capacity means mobilisation activities for new installations or contract maintenance such as staff, equipment, information systems and training are in place and ready for use.

E.S.S. firmly believe that their staff are fundamental to the high standards of service delivery achieved and therefore support them with an extensive programme of training and development.

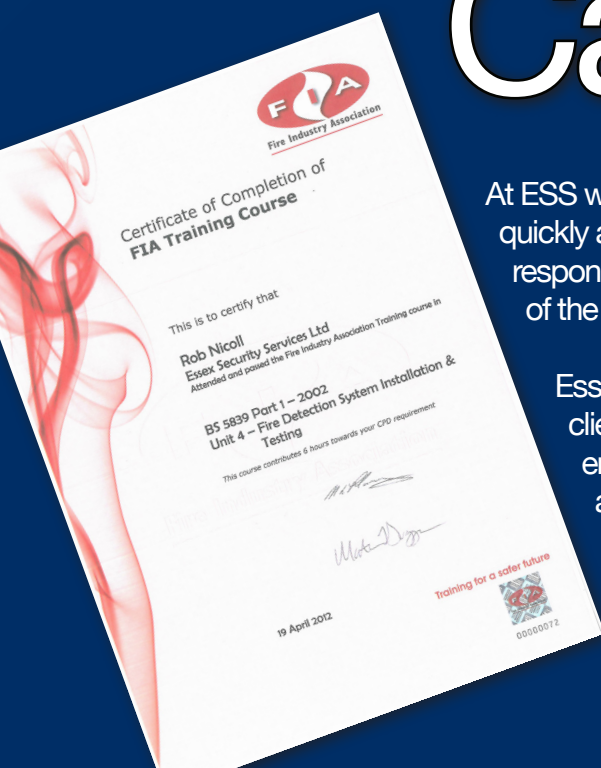


# Call Centre

At ESS we understand the importance of having a call centre that can respond quickly and efficiently to each client call. We pride ourselves on the quality and responsiveness of our call centre and their ability to resolve a significant number of the calls without the need to despatch an engineer.

Essex Security Services has a dedicated call centre fulfilling the needs of its clients. Staffed Monday to Friday 9am to 5pm or out of hours via our emergency call centre we always have somebody available who can address your issues and concerns.

The vast majority of issues and concerns can be addressed over the telephone. The call centre is supported by on-site engineers and the sales team so as to minimise delays in response.





# Notes

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# Contact us

Essex Security Services Ltd  
 154-156 Church Hill  
 Loughton  
 Essex  
 IG10 1LJ

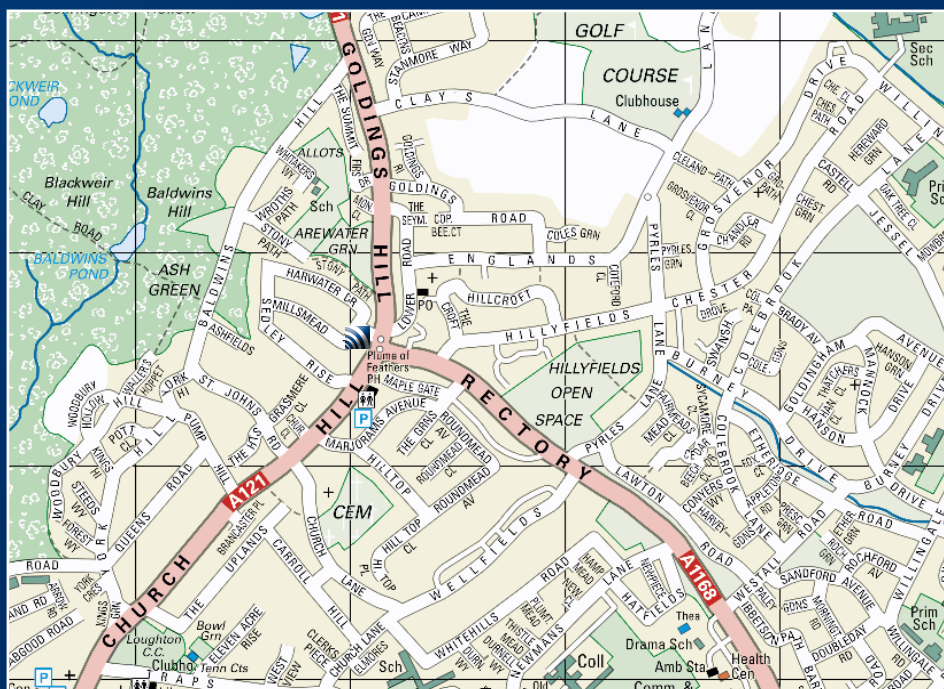
**Tel:** 0800 731 0455

**Fax:** 020 8502 2700

**Email:** [sales@essexsecurity.co.uk](mailto:sales@essexsecurity.co.uk)

**Web:** [www.essexsecurity.co.uk](http://www.essexsecurity.co.uk)

Directions: Take junction 25 off of the M25, then follow directions towards Loughton. When you reach the Wake Arms roundabout, turn right onto Goldings Hill. Follow this down until it becomes Church Hill, and our office is on your right.





Access Control Systems

Call Systems

CCTV Systems

Disabled Refuge Systems

Door Entry Systems

Fire Alarms

Fire Extinguishers

Intruder Alarms

**Electronic Security Specialists**

24 hour service

[www.essexsecurity.co.uk](http://www.essexsecurity.co.uk)



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