

# **lifeline**

**alarms & security  
services**



**Protecting Homes & Businesses**



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We partner with the leading industry specialists bringing our customers the best in fire & security solutions.

# Welcome

**At Lifeline, we protect people, their homes and business. Our belief is that everyone should feel safe and secure, wherever they are. That is why more people choose to protect their homes, families and businesses with us.**

Using innovative technology, leading industry products, employing the best people and operating to the highest standards, our solutions provide total 'Peace of Mind'. Who we entrust with our safety and security is vital to our peace of mind and re-assurance both at home and at work. We look forward to working with you and protecting what means most to you. Lifeline protect some of the most iconic locations and attractions on the Island, as well as Marinas, ports, prestigious homes, businesses and world class venues.

Thank you for inviting Lifeline to become your security solutions provider. You may ask why Lifeline is the automatic choice for most people, so here are just some of the reasons.

Lifeline is a multi award winning privately owned family based company, specialising in the design, installation and maintenance of Electronic Fire & Security Systems. Established in 1990 and based at Newport, on the Isle of Wight, the design team, engineers and customer support staff are renowned for the extensive depth of expertise and experience. We invest in young talent too, and so far have trained three successful apprentices.



Lifeline prides itself on a personal and individual style of service uniquely delivered to each

of the members of our highly valued prestigious client base. Lifeline is ISO 9001 Quality Assured for the

Design, Installation and Maintenance of Electronic Fire & Security Systems. This NSI NACOSS Gold and BAFE SP203 accreditation is the highest possible standards available in the Fire & Security Industry within the UK. We are protectors of the environment too and have implemented a fully accredited EN14001 Environmental System to reduce our impact and we are working on EN18001 Health & Safety System and EN27001 Data & Information Security Management Systems.



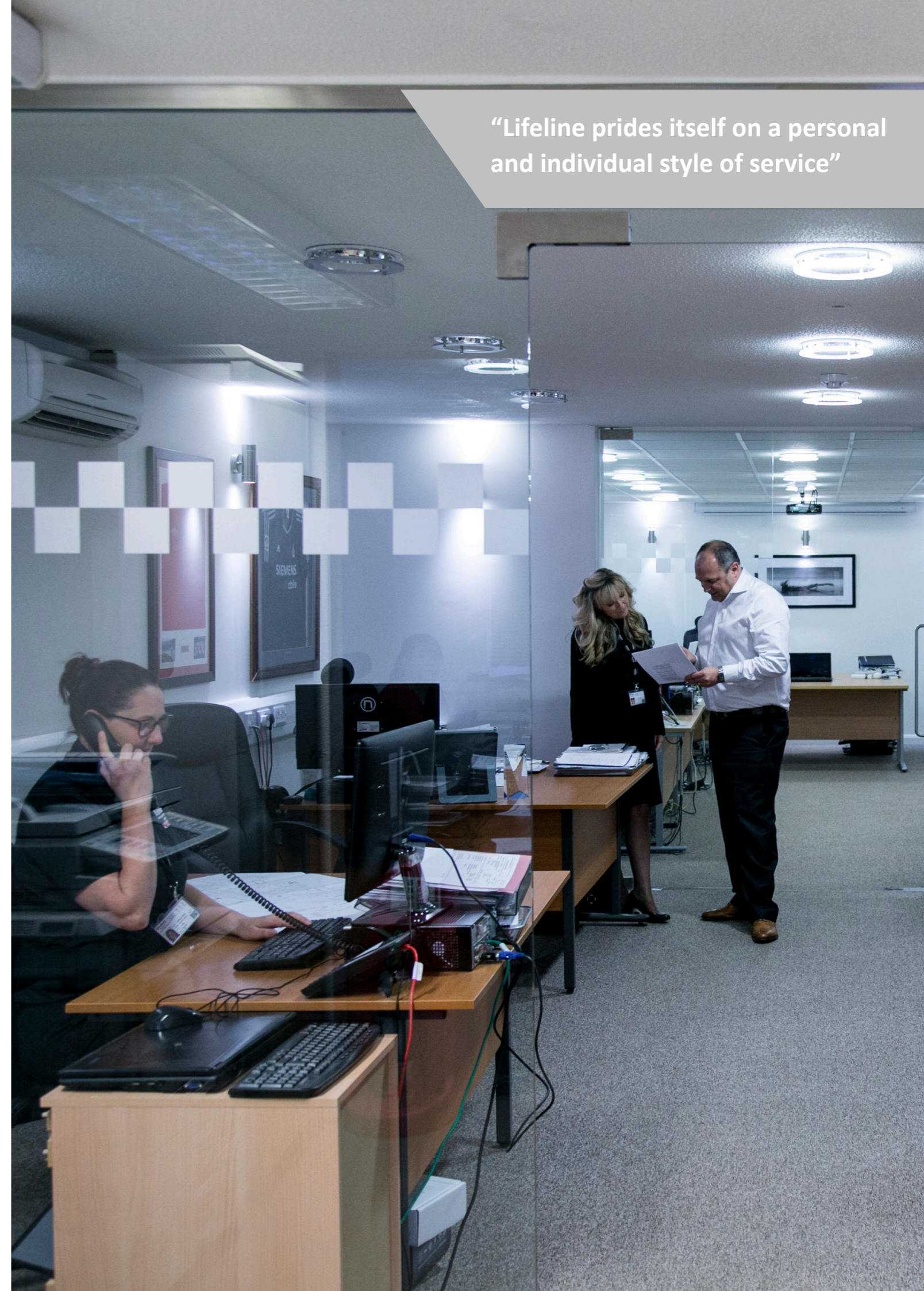
**Lifeline receiving the coveted NSI NACOSS Gold Award**

Lifeline is known as the largest, most technically advanced electronic fire and security provider on the Isle of Wight. We protect the properties of hundreds of first and second homeowners on the Isle of Wight, as well as leading businesses. Lifeline were the first business on the Island to gain Quality in Business Status from the Isle of Wight Chamber of Commerce.



We continue to work for, and closely with, most major businesses and local authorities on the Isle of Wight, working alongside these successful organisations as they have expanded locally too. Lifeline expertise is now in demand across the south of the UK. We look forward to including you to our growing list. See our website for further examples [www.lifeline-security.co.uk](http://www.lifeline-security.co.uk)

**"Lifeline prides itself on a personal and individual style of service"**



We work on the Island, for the Island and with the Island.

- Island Owned
- Island Employment
- Protecting Island Homes & Businesses

## Partners

Currently we officially partner and work with these and many other world leading manufacturers. No other Fire & Security provider can offer the peace of mind that these official working partnerships can bring.

At Lifeline, we aim to provide the most reliable and technologically advanced Fire & Security solutions at a price that reflects true value for money. We choose our manufacturer and industry partners carefully, considering both performance and reputation as well as responsibility. Over years these relationships then help us deliver to you leading technology with the full backing and support of the manufacturers. This means we work closely with them when designing systems and we can call upon their direct support at any time.

### Protecting properties

Lifeline protect properties across all spectrums of life, including leisure, education, manufacturing, retail, domestic and industrial.

**HIKVISION**

**emcs**  
Independent

**CSL**  
CONNECTED • SECURE • LIVE

**Pyronix**  
HIKVISION

**Texecom**  
Designed to Perform



# Fire & Security Solutions

At Lifeline, included within our portfolio is the delivery of electronic Fire and Security Solutions. With value added features, Lifeline can provide a complete Fire & Security package that minimises the contractors you require and offers value for money with high quality service delivery.

## Intruder Alarm Systems

Lifeline design, install, maintain and monitor alarm systems for business and home owners. As an NSI Gold Accredited installer, our systems comply with the latest insurance company and police requirements.

## Monitoring

The key to protecting your property effectively is to act fast. That is why we provide specialist monitoring of your fire and security system. In the event of activation, systems will contact our monitoring station, who in turn will contact your authorised keyholder. Signals can be transmitted using IP, telephone lines or GPRS. This provides solutions even where there is no telephone line.

## Keyholding

One of our unique facilities is the provision of keyholding services. Customers can have complete confidence that when they are unable to attend, then Lifeline will. Should your system activate, then we will attend to investigate the cause and correct where necessary.

## CCTV

CCTV is becoming one of the most effective deterrents against crime. CCTV provides 24 hours surveillance of your chosen subject. We will discuss with you the best solution using a combination of cameras, lighting and recording equipment. In addition, we can provide you with remote viewing

access via PC, laptop or smart device.

## Fire Detection & Alarm Systems

Lifeline are BAFE (British Approvals for Fire Equipment) approved for the Design, Installation, Commissioning and Service of Fire Detection and Alarm Systems. The SP203 scheme ensures third party inspection of our work. Systems can also be added to our monitoring station to invoke emergency response day or night.

## Access Control

Access control systems make managing people and gathering visitor data easier. Record who enters or leaves a building or area. Restrict and control movement and access to sensitive areas. The range of Access Control solutions from Lifeline are from basic Voice entry phones to Biometric PC based systems.

## Portable Fire Appliances

Trained and certificated engineers provide full service and replacement support from portable fire fighting equipment. Complementing our portfolio this service provides a complete Fire and Security solution from one highly respected provider.

“Lifeline went beyond our expectations during an uncertain transition period providing a professional reassurance that our cover would be maintained. Weekly call point testing is now much quicker – no waiting on the phones to get the alarms put on test.”

– Nicki Smith, P E Composites Ltd.





“Using dedicated software, our engineers can instantly and securely send data and details of their attendance direct to your inbox.”

# Intruder Alarms



Home owners and business owners alike recognise the importance of protecting their properties. Most people choose Lifeline to deliver this security solution. Lifeline provide Intruder Alarm Systems to meet insurance company and police approval.

## Home Owners

Home Intruder Alarm Systems fall into two categories, those that signal ‘off site’ to gain intervention, and those that just make a noise ‘on site’. Using the latest and most modern technology most of our customers choose systems that signal to our monitoring station. This means they have total confidence that their home is protected when needed most. Lifeline engineers are available to respond to emergencies 24 hours a day.



Many residential Intruder Alarm Systems are wireless. This means limited disruption to your home and ease of installation. Your system can also be controlled by a smartphone app for total control.

Lifeline protect hundreds of businesses of all sizes. We understand that each business has its own individual requirements and so every system is designed to meet those needs. Intruder detection systems are designed to meet the strict requirements of insurance companies, police and NSI NACOSS regulations.

## Business Owners

Every business has something worth protecting. As an example this could include such things as stock, cash, goods, data, intellectual property, production, appointments and bookings and IT equipment are just a few.

Lifeline has decades of experience in designing, installing and maintaining Intruder Alarm Systems for use in commercial and business applications. Lifeline protect small retail shops, single room offices all the way through to schools, colleges, manufacturing facilities, production plants, offices, business centres and showrooms.

## Smart Phone App

Connecting your security systems to our smart device apps provides you with complete control. Be alerted of deliveries at the door, entry into outhouses, or simply if the alarm has been set or unset. This type of information is proving invaluable for business owners who need to be sure that their premises are protected, as well as home owners for whom peace of mind is priceless.

## Monitoring

Unless there is a specific reason not to, Lifeline recommend that all Intruder Alarm Systems are monitored. Your premises are protected 24/7. Skilled operators monitor your system for signs of activity from the detection devices installed.

Detection can invoke police response to alarm activations (subject to requirements and policies), Fire Brigade, emergency medical attention and even personal attack. Signals can be sent using a number of leading technology methods using our communications partners CSL Dualcom.

**“Your systems are monitored 24/7 to provide total security. Detection is only one part of the solution. Latest communication technology ensures intervention to alarm activations.”**

“With regards to technology... Lifeline stand out as the more forward thinking and current in this area. We want [Lifeline] onside for the ongoing projects that our company here and the group wider has planned.”

– Darren Oatley - Plant & Facilities Manager APS Group.





Lifeline staff are on call 24 hours a day. So when you are on holiday, out for a drink or off the Island , Lifeline Keyholding Service is the answer.

# Keyholding



Many of our clients choose to subscribe to our Keyholding Services. This means that you do not have to worry about who is on call, whether or not they are a lone worker, or simply if you trust your home or building to someone else.

Simply put, in the event of an alarm activation, Lifeline staff will attend to investigate the cause of the activation, and carry out corrective action to the alarm system where possible and necessary. This has proved invaluable to many business and home owners who have properties on the Isle of Wight who need a keyholder they can trust. All attending Lifeline personnel will be SIA Licensed.

This service is not designed to be a security guarding service, security patrols or method of apprehending would be intruders, but simply a convenience for customers to know that a professional would attend in the event of alarm activation.

Emergency contacts and escalation procedures are agreed prior to the commencement of Keyholding agreements.

Lifeline staff are on call 24 hours a day. So when you are away on holiday, out for a drink, off the Island or just wish to place the responsibility with someone else, Lifeline Keyholding Service is the answer.

Take the strain out of being a keyholder, contact us now for details or to arrange for keyholding services to your Lifeline Alarm.

“We are delighted to be back working with [Lifeline]. The adoption process (of the Fire & Security Systems) has gone very smoothly. Engineers were prompt, courteous and kept me informed of what work they were carrying out. They were tidy and adhered to all our requirements with regards to ESD protection. A very professional team.”

– Kevin Rose, Accounts Manager & Security Controller, DDC Electronics Ltd.

This unique aspect to our product line up, means that Lifeline can provide the most comprehensive portfolio to its customers. You can leave your home or business in our safe hands knowing that it is secured.

It also means that your alarm activation is responded to and acted upon with rapid response. Working closely with Lifeline is a really professional experience. Contact us to see how you can benefit from our advice and expertise and protect your property.



# CCTV Systems



**CCTV is now recognised as one of the most effective deterrents against criminal activity. No matter what size, Lifeline have a CCTV solution for you.**

Lifeline are experts in CCTV design, using the latest professionally manufactured systems from industry leaders. Lifeline are the only official Isle of Wight partner for the world's leading CCTV manufacturer, HIK Vision. This means we can offer high quality at competitive costs.

## Beyond the video

The developments in technology means that CCTV is now so much more than just capturing video. CCTV offers a range of security options for home owners, small and larger businesses. The simple appearance of cameras on the outside of the property act both as a deterrent and also provides surveillance of activity. Inside and outside the building, CCTV provides protection against theft, walk-in burglaries, break-in, lone workers, car park management, vandalism and many other solutions.

## CCTV Designed by Experts

No matter what size CCTV system you require, Lifeline has a solution for you. Whether this is a single camera or multiple camera CCTV system, the delivery of high-quality, high definition images is standard. Using intelligent system design our experts will design the system specifically to suit your requirements. Rather than adopting a DIY one camera does all approach, we design and select cameras from our partners range to carry out each specific function. This might be to compensate for backlight, low light conditions, fast moving images, identify faces or other equally as challenging environments.

## CCTV Support Services

We will support your system both physically and remotely. We can monitor the condition of the cameras, hard disk, time and date stamp and recording capacity so that you do not need to worry about a thing. In fact, we will know about any problems before you do. Our team will also provide you with support to use remote viewing software, smart device apps and gain the best out of your system.



## Our CCTV solutions include:

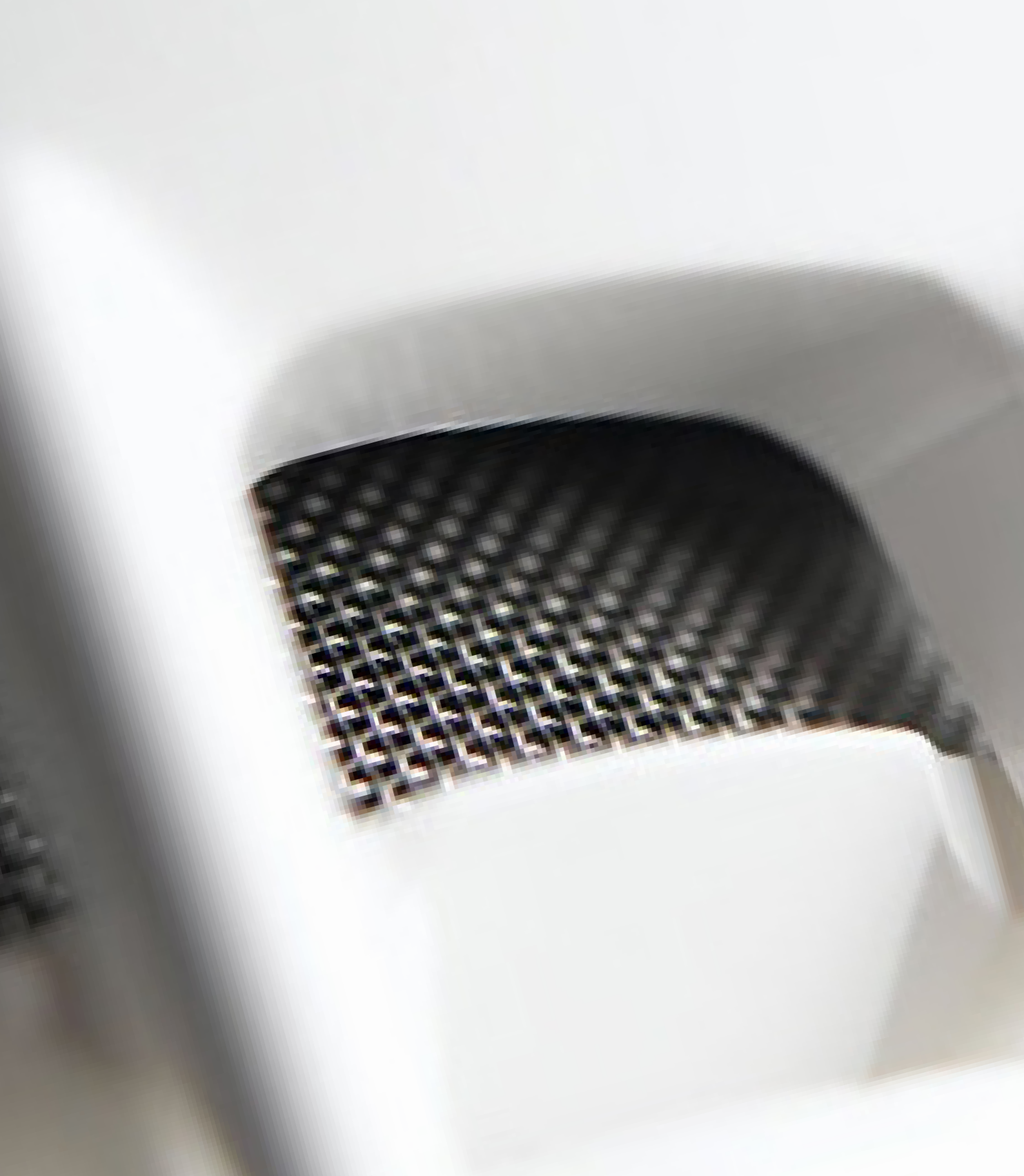
- Standalone CCTV systems
- Remotely Monitored CCTV, with local audio challenge on site
- High Definition CCTV
- Infra Red
- Night time vision
- Thermal Imaging
- ANPR/LPR (Automatic Number Plate Recognition or License Plate Recognition)
- IP CCTV (utilising your IT network to minimise cabling)
- Wireless Transmission & 4G Routers

## Quality standards

As NSI NACOSS Gold approved installers, all systems comply to the requirements of NCP 104 standard. This is the highest industry standard for CCTV currently in force in the UK.



**“Connecting your security systems to our smart device apps provides you with complete control.”**



The first and currently only Isle of Wight based company to be BAFE SP203 approved for the Design, Installation, Commissioning and Servicing of Fire Detection and Alarm Systems.

# Fire Detection & Alarm Systems



It is well documented that a large percentage of businesses that suffer from a fire, either do not fully recover or survive the following twelve months. The disruption to their day to day operation is so great that the damage (not just to the property or contents) is beyond repair.



## Continued effective coverage

At Lifeline, we work alongside many businesses and business owners to not only find the right Fire Detection and Alarm System for their property, but also to keep it in optimum working condition and ensuring continued effective coverage. Each location is different, and by working closely with you and your Fire Risk Assessment, we can deliver the right Fire solution for your property. Where practical, we recommend all Fire Alarm Systems to be monitored. This way you and your staff are protected during normal daytime operations, and your

business and livelihood is protected overnight. Lifeline carry out weekly testing as well as semi-annual service inspections.

We are highly qualified and experienced in creating fire detection solutions for all types and ages of property, including modern premises through to listed and heritage buildings. Using leading manufacturers, we provide both wired and wireless solutions to deliver the best suited system for the property in question.

Lifeline are the first and currently only Isle of Wight based company to be BAFE SP203 approved for the Design, Installation, Commissioning and Servicing of Fire Detection and Alarm Systems. This is implemented by NSI. You can have the assurance that our work is inspected and audited by third parties to ensure the highest possible standards. Lifeline are also members of the Fire Industry Association.



The addition of Portable Fire Fighting Appliances to our range provides a complete solution.

- Portable Fire Appliances
- Wireless Fire Alarms
- Addressable Fire Alarms
- Conventional Zoned Fire Alarms

“Thanks for everything....as always you have been brilliant. I’m pleased to say that Lifeline and it’s employees are one of the best we deal with, keep it up!”

– David Hayles – Heatstar, HS Europe Ltd.

# Access Control Systems



**Access control systems makes managing people and controlling visitors easy.**

**Restrict access to your building**

**or to areas of sensitivity simply by controlling doors.**

## Manage people intelligently

Access control makes it possible to manage people intelligently and efficiently. The range of Access Control solutions from Lifeline start from basic Voice entry phones to Biometric PC based systems. Each application has a unique need so each system is designed to meet your needs. These requirements might range from simple

control of staff access, protection of assets, health & safety and visitor managements. Many customers control access to warehouses, workshops and other areas that might offer risks to visitors. IT managers like to control access to server rooms whilst other sensitive areas might include laboratories, design offices, R & D centres, data centres and pontoons and mariners.



## Access Control Media

Card/fob access control is one of the most commonly used methods. Cost effective solutions using smart-card/fob technology provides effective and efficient solutions in small business applications.

The use of Biometrics is fast emerging as an alternative solution in many industries. Biometrics offer many benefits over traditional security identification methods including accurate identification, greater accountability, user friendly systems and increased productivity. Biometrics use, facial recognition and finger print technologies for increased security.

A high quality, simple to use security solution where access control is required, is the use of an audio or video intercom. This is a perfect choice for many. Easily adapted to suit different applications, audio and video intercoms provide high quality, robust door entry combined with coded access. Newer systems offer the facility to forward callers to a mobile in their absence.



**“Lifeline Systems start from basic voice entry phones all the way through to Biometric PC based systems.”**

## Systems & Processes



At Lifeline, we invest in quality right from the very core. We have a reputation for delivering high quality service at every level.

Our Quality Assurance systems helps to guide our operations to offer the best in customer satisfaction. This is key to our success in a competitive environment. This extends to every aspect of our business making sure we have policies in place to comply with our legal obligations, whilst at the same time providing safe and meaningful working conditions for our staff.

We operate and maintain fully supported operating systems to provide full customer support. All records are securely confined within our Security Centre, and fully backed up using multiple layer encryption. Engineer visits and reports can be electronically sent directly to your inbox. This improves the quality of information we issue to you and means that we can work on live or 'real time' data, speeding up response times and keeping your fire and security system fully operational.

### Policies

Lifeline's values and principles are demonstrated in our commitment to our policies.

Each of these policies are designed to ensure that we meet or exceed the expectations and requirements of our stakeholders, customers, staff, suppliers and the environment. Our aim is to have an overall beneficial impact wherever and with whoever we work.

You can down load a copy of these police here  
[www.lifeline-security.co.uk/about-us/policies](http://www.lifeline-security.co.uk/about-us/policies)

- Quality & Business Policy
- Health & Safety Policy
- Customer Service Policy
- Equal Opportunities Policy
- Environmental Policy
- Life Cycle Perspective Policy Statement

**98%** Customer Satisfaction



**98% of customers rated the service they had received from Lifeline as either Extremely or Very Satisfied.**

Source Survey Monkey 2017

"Thanks again to you and your team. They have been polite, pleasant and efficient throughout. The thing that impressed me most however, was that within a very short space of time, you proactively adopted our system on a temporary basis to ensure that we had continuous monitoring cover. It was just one less worry for a fairly permanently-hassled Managing Director to have to deal with."

– Chris Perkis, Managing Director, Staddlestones Garage.

"Robust Quality Systems ensure the service we deliver to you is of the highest standard, whilst maintaining personal and professional relationships. "

"We enjoy a professional and friendly relationship with all of our valued customers. Contact us now to see how you can join the Lifeline customer family."

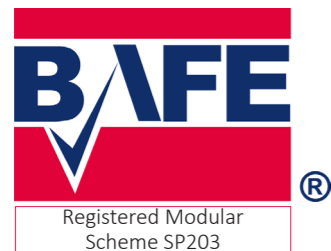


# Accreditation



## The National Security Inspectorate (NSI)

Lifeline are accredited with NSI Gold Certification for Intruder Alarms, CCTV and Access Control Systems. This is the highest standard available in the UK. We remain the first and only NSI Gold Accredited company on the Isle of Wight.



## British Approvals for Fire Equipment (BAFE)

BAFE is the registration body for companies that achieve third party accreditation for fire protection services. This demonstrates commitment to quality. Lifeline are the first and only Isle of Wight based company with BAFE SP203 accreditation for the design, installation, commissioning and maintenance of Fire Detection and Alarm Systems.



## Quality in Business

This is a scheme set up and run by Isle of Wight Chamber of Commerce. Recipients of this accreditation demonstrate the highest quality of standards in business. Lifeline were the first business in the UK to be awarded this.



## Fire Industry Association

The FIA is the largest fire protection trade association in the UK with 700+ members. It is a not-for-profit organisation and a major provider of fire safety training. It's objective is to promote, improve and perfect fire protection methods, devices, services and apparatus. Lifeline are members and supporters of the FIA.



“Lifeline are Multi award winning, both nationally and locally - delivering high quality.”



**“We invite all customers to visit our facilities and offices.”**

## In the Community

**Lifeline is a valued and respected member of the business community here on the Isle of Wight.**

Each year members of the team at Lifeline take part in presentations to the local businessmen and women as well as public events. Events have included Cyber Crime conferences, ‘Practical Lessons for Better Business’ and Business Expo’s .

Every two years we have our Open Day in which we invite customers, VIP’s, dignitaries and support partners to showcase the best in the industry. This event has now become part of the business calendar. All in attendance enjoy refreshments, entertainment and an opportunity see and meet all involved with the Lifeline team.



### Supporting Local Charities

Lifeline are keen supporters of local charities and support the local business community in helping others. We help to support and sponsor events such as The Star Wars Premier by Wighfibre in aid of UKSA, Lifeline have made equipment donations to schools, clubs and other charitable organisations as well as supporting WightAid.

### Chamber of Commerce

Lifeline are huge supporters of the Isle of Wight Chamber of Commerce. Managers and Directors regularly take time out to support events, breakfasts meetings, Expos and other networking activities to assist the local business community.



“We have used Lifeline to provide security solutions for many years on all the properties we have owned on the Island. They are highly professional, knowledgeable and consistently provide excellent service from the initial site visit, right through installation and commissioning. The team are really enthusiastic about their craft and provide excellent value for money.”

– Michael & Ruth Green Topsy Wight



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Protecting Homes & Businesses

