



O. Heap & Son (Derby) Limited
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MD112/2025 Security System Servicing

Site address:	All Customer Sites where CCTV, Access Control and/or Intruder Alarm systems are serviced	Document created	09/03/26
Location of works	All Customer Sites where CCTV, Access Control and/or Intruder Alarm systems are serviced	Document created by	Ioan Ilie
Start date	09/03/26	Document approved	09/03/26
End date	09/03/27	Document approved by	Ioan Ilie

1. Description of work

This Method Statement relates to servicing of security systems - Access Control, CCTV and Intruder Alarm systems. Strict adherence to this method statement is critical to the health and safety of all engaged in the work. The Security Manager must authorise any deviation. Operatives will be trained in accordance with NACOSS Gold requirements.

2. Sequence of events

2.1 Security System Servicing

ARRIVAL ON SITE

Upon arrival at site, the engineer is to introduce himself with a valid ID to the named customer contact or their representative. A brief outline of work to be carried out at this visit should be discussed before commencement of works.

PRE-SERVICE CHECKS

Verbally confirm with the site contact, that no new Automatic Transmission Equipment (ATE) has been connected since the last service visit to the system.

Ensure all site personnel have been informed of the service by the site contact (if applicable).

Obtain the system Log Book for inspection and completion in accordance with the latest versions of BS8243 & PD6662.

FALSE ALARMS

The Engineer will confirm, from the customers log book (where applicable for I&HAS):

Number of unwanted false alarm signals recorded since the last visit

Cause of False alarms can be identified

SYSTEM FAULTS

Any identified pre-existing faults, the technician will ensure premises management has been made aware before commencement of service, and notify the office for appropriate action to be taken at the time of the visit.

CHANGE OF STRUCTURE

A visual inspection should be made to check whether any structural or occupancy changes have affected the efficiency of the existing system.

AUTOMATIC ALARM RECEIVING CENTRE (ARC) LINK

The ARC must be informed prior to commencement of works and the system taken off line. This action should be undertaken by the servicing engineer and reference number for the call / the contact's name and time of request recorded on the service sheet. If no restore time is given this should be confirmed and any further extension of time should be confirmed.

On completion of the service the security system link must be verified with the ARC operative confirming the last test, system reset and to confirm that the security system communication is now live.

INSPECTION & SERVICING

The system logbook should be examined. It should be ensured that any faults recorded have received the appropriate attention.

A visual check of the Security system Control Panel/Recorder should be made to confirm its 'NORMAL' status prior to commencement of service. Any faults indicated should be recorded in the logbook and initial investigation into the cause of any 'FAULT' indication made. The customer contact should be informed.

All servicing and maintenance procedures will be carried out in accordance with the latest versions of BS8243, BS8473, PD6662 and in conjunction with NSI SSQS101 requirements.

CONTROL AND INDICATING EQUIPMENT**PANEL LOCAL ISOLATION**

A Suitable unswitched fused spur should be present in the vicinity of the equipment served. If this is not the case then this should be documented on the service sheet. A recommendation sheet should be fully completed, detailing what materials/parts are required to rectify the non-compliance.

FUSES

The fuse at the spur shall be checked for correct size – if it is anything other than a 3 amp rating then this must be replaced and booked out as a consumable.

CONTROL PANEL

An OHeap self-adhesive panel label will be fitted to the Security system control panel cover. The label will cover the following items:

Office Telephone Number

Emergency Telephone Number

Customer Reference Number

Confirm no faults are indicated, visual confirmation of connections to any Auxiliary Relay outputs – any unidentified connection should be investigated prior to testing.

The operational status of the system should be confirmed before any disconnection or Engineer Test Mode is activated.

Internal fuses to be inspected for deterioration or loose carriers. All indicator lamps should be tested for correct operation.

On all inspection visits the security system control panel and remote PSU batteries (if applicable) should be automatically changed for new unless it can be proven that they are within 5 years of age.

STANDBY BATTERY

The condition of panel cells should be tested with the Intelligent Battery Tester meter. Ensure all connections are secure and free from corrosion. The cells should show no sign of leakage or swelling. Panel batteries are to be replaced if failed or every five years. New panel batteries will have the new OHeap battery labels applied and completed fully. All new batteries installed shall be from the same

manufacturer and size. All readings shall be documented on the service sheet.

The battery voltage charge rate shall be tested and documented again on the service sheet.

SIMULATED MAINS FAILURE TEST (I&HAS only)

The mains supply should be disconnected from the control panel and the I&HAS tested on full load to simulate mains failure. The quiescent current and the alarm load should be taken and recorded on the service sheet. Once the readings have been established then a battery calculation will be applied to confirm correct size batteries for the system.

ANCILLARY DEVICES (I&HAS)

VOLUMETRIC DETECTORS

All volumetric detectors are to be functionally tested by walk testing in the area of detection and confirming operation and correct circuit indication of each at the CIE. Preventative checks should be carried out at each detector to ensure a clean cover and surrounding area, cable entry holes are sealed and there is no ingress in or around the detector by insects etc.

DOOR/SHUTTER CONTACTS

All door and shutter contacts are to be functionally tested by opening of the door to ensure the magnet clears the contact and operates the circuit confirming operation and correct circuit indication of each at the CIE.

HOLD UP DEVICES (HD)

Each HD should be functionally tested by the operation of the push buttons to ensure each device operates correctly and indicates at the CIE with the correct circuit. Each device should be restored to its non-alarm condition after successful operation.

AUDIBLE AND VISUAL WARNING DEVICES (WD)

Each WD should be checked for correct operation during setting, unsetting and alarm periods. Care should be taken if there has been alterations to the building structure as WDs should be heard at all times during the exit and entry times and at the final external setting location.

Self Actuating devices should be checked in addition to the above by the removal of the hold off supply to ensure correct operation in the event of a mains failure.

ANCILLARY DEVICES (Access Control)

EMERGENCY BREAK GLASS POINT (Access systems)

Each unit should be tested for correct operation and should be clean and free from obstruction. Confirm the locking mechanism is released upon operation. After each successful test ensure each unit is restored to re-enable the locking mechanisms.

TOKEN READERS AND REQUEST TO EXIT (RTE) DEVICES

All readers and RTE devices should be checked for correct operation, securely fixed and free from any damage and wear and tear.

LOCKING MECHANISMS

All associated locks and strikes should be checked for correct operation, securely fixed and free from any damage and wear and tear. In addition, depending on lock type it may be necessary to lubricate any moving parts and ensure any locking/fixing bolts are secure and have been coated in a screw thread locker.

AUDIBLE AND VISUAL DEVICES

If fitted, then each "door ajar" device/contact should be checked for correct operation and indication back at the CIE and/or PC if fitted.

FIRE CONDITION

Each door locking mechanism should be checked and verified for the correct operation in response to a fire condition.

ANCILLARY DEVICES (CCTV)

CAMERAS

Examine any supporting brackets and towers for signs of corrosion or damage.

Each camera should be checked for it's physical condition and housing for signs of deterioration due to environmental conditions.

Check the field of view is correct, lenses are correctly focused, correct operation of any auto-iris lenses and housings are clean.

Check the operation of infra-red units.

MONITORS

Each monitor should be checked for it's physical condition and cable connections.

The screen should be cleaned with a suitable soft lint cloth and monitor cleanser.

Each monitor should be checked for operation of the controls and adjusted for best picture.

CONTROLS

Check physical condition and cable connections.

Check full operation of and clean keyboards as necessary.

Check operation of switchers and multiplex controllers including external alarm interfaces when fitted.

Check time/date settings and adjust if necessary.

RECORDING DEVICES

Check condition and clean as necessary.

Check operation of controls and test recording.

Check time/date settings and adjust if necessary.

Check time lapse or FPS settings are correct.

SYSTEM WIRING

A visual inspection should be made to confirm that all readily accessible cable fixings are secure and undamaged. The mains supply into the panel should be checked for separation from all other cables.

ALARM RECEIVING CENTRE (ARC)

For any Security system connected via Automatic Transmission Equipment to an ARC, all relevant channels should be tested and conditions should be confirmed by the ARC as received and a restore status acknowledged before placing systems back on line.

BEFORE LEAVING SITE

At completion of the service works or interruption of service for a call out or leaving site at lunch time:

1. Remove scrap materials/ packaging/ tools, from site
2. Ensure all systems are returned to normal condition
3. Any disablement/ test mode has been restored to normal
4. Door Release / Auxiliary Circuits operational
5. Warning devices operational
6. ARC link is operational and restored to on-line condition
7. Control Panel indicates Normal Condition

8. Engineers shall take a photo of the panel to prove the system is left fault free.

3. Plant & equipment

Item	Used for	Special requirements
3-section Combination Ladder	Working at Height	Ensure ladder is on ladder register and displays an inspection date less than 12 months ago. Carry out visual inspection before each use to verify that the ladder remains suitable for use.
Electrical Test Meter	Meter is used for testing for Volts and Amps	Ensure the equipment has been calibrated and that the employee has received adequate training in the use of the equipment.
Step Ladder	Working at height	Step ladders to be inspected and listed on the ladder register. Normal safety precautions to be in place.
Battery Powered Drill	Powered fitting and disassembling of fixings,	
Hand tools (various)	For various tasks	

4. Safety precautions

4.1 Personal protective equipment (PPE)



High visibility warning clothing EN 471



Industrial Safety Helmet EN397



Safety footwear for Professional Use EN ISO 20345 (Class 1 SB, S1, S2, S3)

4.2 Safety responsibilities

Name	Responsibility
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4.3 Safety procedures

4.3.1 Asbestos

Any employees who come across any material they believe to contain asbestos are instructed to stop work until it has been established exactly what the material is.

If any existing surfaces are to be disturbed by the works, and if the building was constructed in 1999 or earlier, the operative will request a copy of the site asbestos survey report which must be provided by the duty holder.

4.3.2 Working Environment & Restrictions

Operatives will work from ladders or steps in accordance with HSE guidance INDG402. The work to take place while using a stepladder will be light and short duration.

4.3.3 Manual Handling

All staff and contractors have been instructed on the potential dangers of manual handling and have received manual handling training.

Staff and contractors will not lift items/ tools or equipment beyond their capabilities.

Heavy or awkward items will be broken down into smaller units or dual lifted where this is not possible.

It is the responsibility of the Supervisor to identify and control potentially dangerous manual handling situations as they occur on-site on a day to day basis.

5. Further information

5.1 Related risk assessments

MD112/2026 Installation & Servicing of Intruder Alarm, CCTV and Access Control Systems

5.2 Facilities affected by works

The client premises may not have a functioning alarm and detection system whilst the works are being carried out. further control measures will be put into place dependant on the complexity of the premises.

5.3 Foreseeable adverse affects and controls

There are no foreseeable adverse effects.

5.4 Monitoring systems

6. Supporting documentation

O. Heap & Son (Derby) Limited










Risk Assessment for






Installation & Servicing of Intruder Alarm, CCTV and Access Control Systems









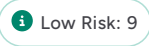
This Risk Assessment relates to the Installation and routine servicing of all Intruder Alarm, CCTV and Access Control Systems.







Reference number	MD112/2026
Assessor	Ioan Ilie
Date completed	09/03/26
Review Schedule	Annually
Review date	09/03/27
Approved date	09/03/26
Approved by	Ioan Ilie
Affected site(s)	O. Heap & Son (Derby) Limited (DE21 7AZ)






Hazards and controls






 Hazard: Work at Height (Max 5 metres)		
Who can be harmed/how?	Controls in place	Risk rating
<p>Members of the Public, Operators, Visitors</p> <p>Risk of falls whilst working at height</p>	<ul style="list-style-type: none">  Correct Type Of Ladder Is Used At All Times Correct Type Of Ladder Is Used At All Times  Employees Are Trained In The Use Of Ladders Employees are trained in the use of ladders  Ladder Register & Inspection Regime In Place All ladders and equipment are inspected at regular intervals and checked before use  Ladder/Step Ladder Visually Inspected Prior To Use Ladder/Step Ladder Visually Inspected Prior To Use  Ladders are not used in extreme weather conditions Ladders are not used in extreme weather conditions due to the risk posed by winds, lightning etc.  Ladders Stored Securely Ladders are stored securely to prevent unauthorised use  Only Authorised Employees Work At Height Only persons that have received adequate training are authorised to work at height 	<p> Medium Risk: 18</p> <p>Likelihood: 2/9 Severity: 9/9</p>








 Hazard: Asbestos		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of ill health due to exposure to asbestos dust whilst working with or close by A.C.M.'s.</p>	<ul style="list-style-type: none">  Asbestos Awareness Training Given Operatives are provided with asbestos awareness training to recognise Asbestos Containing Materials.  Asbestos Management Survey Carried Out Asbestos Management Survey Carried Out  Asbestos Register Briefed/Observed Operatives are provided with information on the whereabouts of Asbestos Containing Materials on site 	<p> Low Risk: 9</p> <p>Likelihood: 1/9 Severity: 9/9</p>




 Hazard: Electricity (240 volts)		
Who can be harmed/how?	Controls in place	Risk rating
<p>Operators</p> <p>Risk of injury due to contact with live electrical components.</p>	<p> Damaged Electrical Equipment Taken Out Of Service If electrical leads on equipment are damaged the item is taken out of service immediately</p> <p> Electrical Cable Management In Place Electrical cable management in place ensuring no trailing wires in the workplace reducing trip risks</p> <p> Electrical Distribution Board Access Is Secure Unauthorised access to the electrical distribution board is prevented</p> <p> Electrical Equipment Visually Checked Before Use Electrical equipment is visually examined for damage before use.</p> <p> Electrical Lock Off Procedures In Place Electrical lock off procedures In place with operatives suitably equipped & trained</p> <p> Electrical Supply Isolated At Mains/Breaker Electrical Supply Isolated At Mains/Breaker</p> <p> Electrical Work Carried Out By Competent Workers Electrical Work Carried Out By Competent Workers</p> <p>Isolate power The fire alarm panel is fitted with a keyswitch to isolate it from the mains supply. Once this is switched off, the panel can be worked on safely. The remainder of the system works on very low voltage and there is no risk of injury arising.</p>	<p> Low Risk: 9</p> <p>Likelihood: 1/9 Severity: 9/9</p>





 Hazard: Fire		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of injury caused by naked flames, faulty electrical equipment, arson, explosion or chemicals.</p>	<p> Fire Assembly Point Place of safety in the event of a fire or another emergency situation</p> <p> Fire Marshals In Place The appointment of fire marshals and appropriate training given</p> <p>Fire Monitoring while alarm system disabled The customer will be made aware whenever the alarm system is disabled and will be asked to put in place alternative arrangements for raising the alarm in the event of a fire .</p> <p> Fire Risk Assessment In Place A fire risk assessment has been carried out denoting the fire hazards & appropriate control measures</p> <p>Fire Training Carried Out  Fire training (including evacuation) carried out at Induction and refreshed periodically</p>	<p> Low Risk: 9</p> <p>Likelihood: 1/9 Severity: 9/9</p>






 Hazard: Vehicle Movement		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of injury through coming into contact with vehicles and plant moving around the area.</p>	<p> Hi Visibility Clothing Must be Worn Hi Visibility Clothing Must be Worn</p> <p> Segregated Vehicle & Pedestrian Routes Pedestrian and vehicle routes are marked and physically separated where possible</p> <p>Site Traffic Management Plan Training Given  Site Traffic Management Plan training is given as part of the induction in to the site.</p>	<p> Low Risk: 9</p> <p>Likelihood: 1/9 Severity: 9/9</p>







 Hazard: Adverse Weather		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of injury due to lightning strikes, high winds/heavy rain, snow and ice.</p>	<p> Ladders are not used in extreme weather conditions Ladders are not used in extreme weather conditions due to the risk posed by winds, lightning etc.</p> <p> Weather Conditions Checked & Planned For Weather conditions are considered, planned for and suitable clothing and equipment are provided.</p> <p> Work Is Postponed In Adverse Weather Conditions Work shall be postponed if weather conditions endanger health or safety</p>	<p> Low Risk: 8</p> <p>Likelihood: 1/9 Severity: 8/9</p>








 Hazard: Brick/Concrete/Silica Dust (RCS)		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of ill health due to harmful Silica dust created through cutting/sanding/carving brick, stone</p>	<p> Eye Protection Worn Eye protection supplied to BS EN 166 & relevant to the work activity hazard</p> <p> Eye Wash Station Provided Eye wash station provided for first aid treatment for debris/dust etc. in eyes.</p> <p> Natural Ventilation Provided For The Task Natural Ventilation Provided For The Task</p> <p> RPE - Disposable Respirator FFP 3 Protects against fine dust, mists & fumes (FFP1 - APF of 4; FFP2 - APF of 10 & FFP3 - APF of 20)</p> <p> Training For Respirable Crystalline Silica Given Training given for Respirable Crystalline Silica dust during working activity to CIS 36</p>	<p> Low Risk: 8</p> <p>Likelihood: 1/9 Severity: 8/9</p>






 Hazard: Noise levels at/above 85 dB(A)		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of hearing damage due to exposure to excessive levels of noise.</p>	<p> Hearing protection provided & worn Hearing protection available and to be worn whilst carrying out noisy work activities</p>	<p> Low Risk: 8</p> <p>Likelihood: 1/9 Severity: 8/9</p>





 Hazard: Working On Client Sites		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of injury/ill health etc. due to the lack of safety awareness on unfamiliar sites/surroundings.</p>	<ul style="list-style-type: none">  All Employees Receive Induction Training All employees receive induction training upon commencement with the Company  Visitor Rules System Operated Visitor Rules System Operated 	<p> Low Risk: 8</p> <p>Likelihood: 1/9 Severity: 8/9</p>









 Hazard: Hand Arm Vibration Dosage Level > 2.5m/s²		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Excessive exposure to vibrating tools may cause health issues such as Hand Arm Vibration Syndrome</p>	<ul style="list-style-type: none">  Hand Arm Vibration exposure monitored Hand Arm Vibration is controlled through the avoidance of power tool usage other than occasional usage of a drill for a few seconds at a time.  Hand Arm Vibration Training Given Information, instruction and training is given to employees using vibrating tools in the workplace.  Selection & Use of Low Vibration Equipment Company policy is to select & procure low vibration dosage tools & equipment 	<p> Low Risk: 7</p> <p>Likelihood: 1/9 Severity: 7/9</p>






 Hazard: Lone working		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>The health, safety & welfare of Lone Workers could be compromised without an assessment of risk.</p>	<ul style="list-style-type: none">  Lone Worker Risk Assessment Is Carried Out Lone Worker risk assessment is carried out and appropriate control measures applied accordingly  Lone Workers Contactable By Mobile Phone Lone Workers contactable by mobile phone to ensure that there are no health & safety issues.  Lone Workers In Regular Contact With Supervisor Lone Workers are in in regular contact with their Supervisor  Tracker Fitted To Vehicles Trackers fitted to vehicles for breakdown, training and safety purposes. 	<p> Low Risk: 7</p> <p>Likelihood: 1/9 Severity: 7/9</p>

 Hazard: Manual Handling Activities (General)		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of injury whilst undertaking general manual handling activities.</p>	<ul style="list-style-type: none">  Manual Handling Risk Assessment Carried Out An assessment of the manual handling risk has been carried out for the task.  Manual Handling Training Given All relevant employees have received training on correct manual handling techniques  Protective Footwear Worn Whilst Manual Handling Suitable protective footwear is worn whilst carrying out manual handling activity.  Smaller Packages To Help Manual Handling Tasks Packs are broken down into smaller units/packages to make them easier to store and carry  Split Loads To Reduce The Manual Handling Risks Loads are split into lighter load weights to reduce manual handling risks 	<div style="border: 1px solid green; border-radius: 15px; padding: 5px; display: inline-block;">  Low Risk: 7 </div> <p>Likelihood: 1/9 Severity: 7/9</p>

 Hazard: People Movement (Risk of Trips & Falls)		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of injury due to a variety of access/egress hazards that can cause trips & falls</p>	<ul style="list-style-type: none">  Aisles & Gangways Kept Clear For Good Housekeeping All aisles and gangways kept clear to avoid slips and trips  All Staff Trained In Good Housekeeping Techniques All staff are trained in good housekeeping techniques & the standards expected in the workplace  Good Housekeeping Observed During The Task Good housekeeping standards observed & maintained by operatives throughout the duration of the task 	<div style="border: 1px solid green; border-radius: 15px; padding: 5px; display: inline-block;">  Low Risk: 7 </div> <p>Likelihood: 1/9 Severity: 7/9</p>

 Hazard: Poor Housekeeping		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of injury during access & egress due to poor housekeeping.</p>	<p> All Staff Trained In Good Housekeeping Techniques All staff are trained in good housekeeping techniques & the standards expected in the workplace</p> <p> Good Housekeeping Observed During The Task Good housekeeping standards observed & maintained by operatives throughout the duration of the task</p>	<p> Low Risk: 7</p> <p>Likelihood: 1/9 Severity: 7/9</p>

 Hazard: Work Equipment (Power Tools - Electrical)		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of injury by using electrically powered work equipment</p>	<p> First Aid Needs Assessment Carried Out Appropriate first aid facilities & personnel provided as a result of a First Aid Needs Assessment.</p> <p> Instruction Manual Has Been Read & Understood Users of the equipment work to the safe operating instructions in place for the equipment</p> <p> Low Voltage/Battery Electric Tools/Equipment Used Low Voltage/Battery Electric Tools/Equipment Used</p> <p> Only Competent Persons Can Operate The Equipment Only personnel with sufficient information, instruction and training can operate the equipment.</p> <p> Power Tools Carried Safely Power tools are carried about the workplace in their respective tool cases to prevent damage/falling</p> <p> Suitable & Sufficient Lighting Provided Suitable & sufficient lighting provided for the workplace activities</p>	<p> Low Risk: 6</p> <p>Likelihood: 1/9 Severity: 6/9</p>

 Hazard: Hand Tools		
Who can be harmed/how?	Controls in place	Risk rating
<p>All Staff, Operators, Visitors</p> <p>Risk of injury whilst using hand tools</p>	<p> Appropriate First Aid Provided Casualties treated by first aider until emergency help arrives</p> <p> Hand Tools Carried Correctly Hand tools are carried in a shoulder bag or holster attached to a belt to stop them falling.</p> <p> Only Competent Persons Can Operate The Equipment Only personnel with sufficient information, instruction and training can operate the equipment.</p>	<p> Low Risk: 4</p> <p>Likelihood: 1/9 Severity: 4/9</p>

Assessor's signature: Ioan Ilie

Approved by signature: Ioan Ilie