

# Chubb

## Your Complete Guide

Integrated Fire and Security Solutions



# 200

YEARS OF SERVICE

*Making the world safer, protecting people and  
giving customers peace of mind.*



# Chubb Integrated Fire & Security Solution



## Tailored Technology-enabled, End-to-end, Fire and Security Solutions

Chubb provides a One-Stop Design & Build Integrated Solutions that address the fire and security management traditional and state-of-the-art needs which can definitely support your business in *achieving operational cost savings, extending the life of your equipment, exploiting investments, improving your client's experience, maximizing the opportunities, minimizing the risks, heightening performance, and more.*

Being renowned for quality products and expert advice, Chubb has earned an impressive reputation for safety and skill in fire & security management practices. Our precise and reliable fire safety & security solutions support most fire-related needs and as part of a leading security technology solutions' provider, we have the resources and sustainability to innovative customize solutions to suit any specific requirements.

# Chubb Fire & Security

## Protecting your world

Chubb is one of the world's best-known providers of fire safety and security solutions for businesses and organizations nationwide. For over 200 years, our mission has been to make the world a safer place by protecting our customers with essential systems, equipment and services. Chubb in Singapore has been established since 1972 and has a BCA L6 grading for Fire Protection. With the increasing demands placed on your business, Chubb is a partner you can trust, for protection of your assets and people.



## Our products and services – **fire**

### Preventing fire

**Fire Training** – ensures your people understand about risk, how to avoid a fire, know what to do and how to react should a fire break out to keep them safe.

**Site Audits** – enable our experts to provide best advice in identifying and overcoming risks, whilst keeping you compliant.



### Detecting fire

**Fire Detection Systems** – enable the early stages of a fire to be detected even before it takes hold.

**24/7 Fire Alarm (DECAM) Monitoring** – being entrusted with over 6000 lines monitored covering intrusion, fire, facility, and medical monitoring including major Financial, Retail, Commercial, Residential, & Government installations, you can be assured that your facility is monitored with industry standard equipment and operational procedures.

### Containing fire

**Fire Extinguishers** – can help prevent a minor fire from becoming a major one.

**Hose Reels** – enable trained employees to contain a fire before the emergency services arrive.

**Clean Gas Suppression** – protect vital IT and electrical equipment from major damage.

**Water-based Suppression** – help to lessen the impact of fire and the dangers to staff and firefighters.

### Escaping fire

**Emergency Lighting** – helps to create a safe passage in the event of power failure and reduces the risk of injury.

**Voice Alarms** – enable clear instructions to be given and received and prompts a faster response from those under threat.

**Fire Safety Signs** – help to guide employees to the nearest safest exit.



# Our integrated solutions and services – **security**



## Preventing an incident

**Site Audits** – enable our experts to provide best advice in identifying and overcoming risks, whilst keeping you safe.

**Visible deterrents** – branded alarm sirens and CCTV warning signs make a clear statement that your site is protected.

**Systems Design** – ensures the systems and solutions we propose are applicable to your security concerns and operations.

## Detecting an incident

**Video Surveillance Systems** – enables incidents to be ‘seen’, recorded and acted upon when integrated with Chubb’s Remote Video Response Centre (RVRC), intelligent CCTV.

**Access Control Systems** – ensures you let the right people in and knowing who is in your premise at any particular time.

**Intruder Alarms** – provide a first line of defence, detecting when a security breach has occurred and acting as a deterrent.

## Responding to an event

**Intruder Alarm and CCTV Monitoring** – provides a 24/7 response in the event of an intruder being detected and ensuring that the Police are notified.

**Remote Video Response** – delivers additional services beyond security, including the remote opening/closing of gates to allow access out of hours.

**Key-holder Care** – the responsible way to safeguard your business’ key-holders 24/7.

**Evidence gathering** – to support a future prosecution.



# Why have a service and maintenance contract?

Having a regular service and maintenance contract in place for your fire and security equipment is essential for ensuring your system works when you need it most – in an emergency. Preventative inspections identify potential problems before they occur and can be supported with a rapid, prioritized response if required.

## Peace of mind

You depend on your fire and security systems to provide the earliest warning of fire or a security breach for your staff and visitors. So it makes sense that your systems are kept in optimum condition, with 24/7 emergency cover that you can always count on if needed.

## Save money

Regular servicing will ensure your system works longer and results in lower system downtime. You will also save money by avoiding unscheduled call-outs.

## Legislation and Compliance

Current local code of practice require Fire Protection System to be maintained and covered under a formal maintenance agreement.

Annual Building Fire Certificate must be renewed for building occupancy and SCDF is still responsible for enforcement at the Safety legislation together with building owners, occupier, and person with overall management at a building.

## Minimise false alarms

Regular maintenance reduces the risk of false alarms, which not only saves money, but also prevents disruption to your business and protects your response levels with the emergency services.

## Stay covered

In the unfortunate event of a fire you will be required to prove that your fire safety equipment fit for purpose and also regularly maintained. Failure to do so could lead to prosecution under The Fire Safety Act.

Your insurance company will also usually require you to regularly maintain your Fire & Security System, and if appropriate protection is not in place, then any claim may be invalid. In addition, all Fire & Security systems that are linked to the Police or financed under a Lease Agreement must have a current service and maintenance contract in place.



# Why choose Chubb?

**The quality of our people, our standards and the breadth of service we provide are best-in-class:**

- **Fast and effective response –  
24/7 Emergency Call Out**

Fast, reliable support is vital in an emergency. You can rely on our dedicated team of field-based engineers operating 24/7. We operate 365 days of the year, ensuring that we are always here when you need us, protecting your world.

- **Highly-trained experienced engineers**

All Chubb engineers are qualified to industry standards and above and their training is regularly refreshed to keep them abreast of developments and changing technologies. All servicing work is carried out by following stringent quality control procedures and to the appropriate Local Code of Practice.

- **Quality of service**

Chubb is ISO9001 OHSAS 18001 & Bizsafe Star accredited.

- **Choice of contracts**

Chubb provides standard and fully inclusive contracts to suit your business needs.

- **Flexibility to service a wide range of systems**

Chubb's breadth of service and expertise means that engineers are capable of servicing virtually every fire alarm system and fire extinguisher on the market, regardless of make or manufacturer, so even if you have several different equipment suppliers, you only need one service provider – Chubb.

- **In-house Design Team**

Best engineering practices are employed starting with our team of highly trained Design Engineers and BIM Modellers whom we invest in to ensure latest and up-to-date technical skills & competencies.



Chubb Qualified Service Professionals



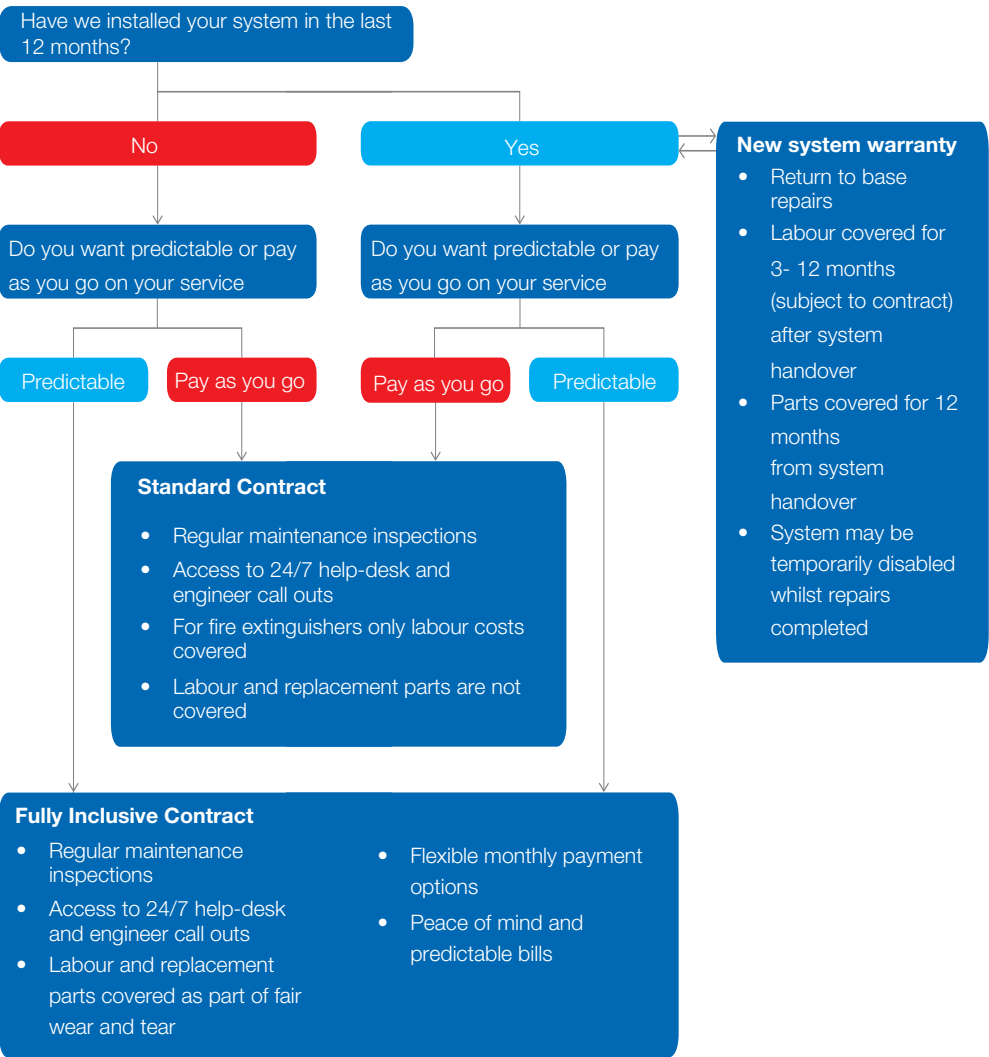
Chubb Professional Design Team

# Types of service and maintenance contracts



Chubb provide standard and fully inclusive contracts on all of our fire and security systems. The fully inclusive contracts are ideal if you want to pay a fixed cost and nothing else for the life of the contract (subject to terms and conditions). Standard levels of cover offer inspection visits and access to our call-out services with all parts and labour charged at our contracted rate.

## Choosing the contract that best suits your need.



## What is not covered or at extra cost?

Faults due to misuse, accidental and deliberate damage, or caused by third parties would not be covered, neither would certain consumable items, such as batteries, infra-red lamp bulbs or hard disks. Service contracts would also not cover the cost for the replacement of end-of-life and beyond repair parts (i.e. parts over 5 years old) or for when specialized access equipment, such as inspection platforms or scaffold towers, is required.

# Fire Training

Training ensure occupiers on-site are confident in case of emergency. Guidance recommends that training should be repeated as necessary – usually once or twice a year. This should preferably include practical exercises.

Consistent with this advice, Chubb recommends that key, nominated members of staff are trained to use firefighting equipment. Chubb provides a range of fire training options for employers to ensure that employees understand fire prevention and are familiar with fire regulations.

Chubb's objective is to provide delegates with a sound knowledge of effective fire safety practices. Our training courses will:

- Give all round knowledge of what to do in the event of a fire
- Ensure staff can evacuate safely in an emergency, and assist the escape of customers, visitors, patients or pupils
- Provide specialist training to highlight the risks and methods of fire prevention
- Give instruction on the colour coding of fire extinguishers and which type is safe and appropriate to use
- Provide practical demonstrations at which delegates are able to participate in extinguishing a number of controlled fires using a range of different extinguishers
- Deliver courses on or off site to suit the needs of the employer

## The full list of fire training provided by Chubb includes:

Location	Description
Customer site	Practical Use of Fire Extinguishers — 1 Hour — 20 People Max
Customer site	Practical Use of Fire Extinguishers — 1 Hour — 20 People Max, x2 In a Day
Customer site	Practical Use of Fire Extinguishers — 1 Hour — 20 People Max, x3 In a Day
Customer site	Fire Alarm Panel Base Operation





# Fire detection and alarm contracts

Chubb's fire service and maintenance contracts are a cost-effective way of managing your maintenance visits on your fire alarm and emergency lighting systems, whilst giving you peace of mind that your equipment will work when it is needed most – in the event of a fire.

## What's included in the Chubb fire service and maintenance contract:

- Support from our 24/7 customer service centre
- Availability of our engineers 24/7 365 days a year
- Routine Inspections (in accordance with Singapore Local Code Practice)
- 12-month warranty for additional fitted equipment
- Engineer call out charges, except when the system has been damaged by users or call out is due to customer mis-operation (comprehensive contract only)
- Four-hour response to all emergency call outs (subject to contract)
- False Alarm Management and advice regarding the latest standards

A Chubb service engineer will carry out a full maintenance inspection, complying with the guidance and methodology laid down in the Singapore Local Code of Practice. On completion of the inspection, the engineer will confirm the system status and all relevant details will be entered in to your fire log book.

## Emergency lighting

Chubb can also include your emergency lighting in to your fire alarm maintenance contract, and maintain your systems.

On an inspection visit, Chubb will ensure that all self-contained luminaries and internally illuminated signs are checked for proper function. The test involves a short period of simulation of a failure of the normal lighting supply, to ensure correct functioning throughout the entire building. The results will duly be recorded in the fire log book and any faults reported to the managing agents.



# Fire and Security monitoring contracts

Chubb's own Centralised Monitoring Station (CMS) monitors fire and intruder alarms as well as CCTV systems. We utilize advanced signaling technologies including IP monitoring, to guarantee a quick and effective response from the emergency services or a professional key-holder 24/7, 365 days a year.

## Fire alarm monitoring (DECAM)

Fire alarm monitoring by Chubb's dedicated network ensures a rapid response to any alarm activation.

In the event of a fire, the alarm sounds, and a digital signal is sent automatically to our CMS within seconds, enabling them to call the appropriate emergency response immediately.

## Intruder alarm monitoring

Chubb has been a leading provider of monitoring for intruder alarms in the Singapore for more than 30 years, and is still at the forefront of innovation and development. Our CMS ensures confirmed alarm activations always receive a priority response.

## CCTV monitoring

As well as monitoring intruder alarms, Chubb also provides remote monitoring of CCTV systems (analogue or IP). Cameras on their own simply view and record crime but when combined with a professionally delivered remote monitoring service from Chubb, the effectiveness of any camera system is raised to a new level by providing all the benefits of a manned on-site presence at a fraction of the cost.

Chubb's dedicated Remote Video Response service can monitor your site to deter intruders and initiate a response as required.



# Security System service and maintenance contracts

Chubb can provide standard and fully inclusive service and maintenance contracts that not only help you to meet your precise security needs but also ensure you comply with your insurance policy where such contracts are often a condition of cover.

Choosing Chubb to service and maintain your security system will ensure that you can be confident you are partnering with a professional and competent service provider.

We have a dedicated team of highly trained service engineers operating in local teams throughout the country, who will regularly check your system is in full working order. Our engineers, who are professionally trained, will work around your business needs whilst working to the highest health and safety standards.

## What is included in the Chubb Security and Maintenance Contract?

- Support from our 24/7 customer service centre
- Availability of our engineers 24/7 365 days a year
- Routine Inspections (subject to contract)
- 12-month warranty for additional fitted equipment
- Engineer call out charges, except when the system has been damaged by users or call out is due to customer mis-operation (comprehensive contract only)
- Four-hour response to all emergency call outs (subject to contract)
- Documented service sheet for every visit



## Chubb offers complete **fire** and **security** solutions to businesses and organisations across the region.

We can install new fire equipment and detection systems or continue the servicing and maintenance of your existing equipment. Our products and services include:

### Fire

- Fire detection & alarm
- 24/7 Fire alarm monitoring
- Fire extinguishers & fire safety products
- Fire suppression systems
- Fire safety training
- Maintenance & monitoring
- Emergency lighting & safety signage
- Hose reels and dry/wet risers
- Sprinkler/ Pre-action Systems
- VESDA Systems



Chubb provides a full range of security products and services to ensure customers benefit from a safe working environment, secure property and protected assets. This includes:

### Security

- Integrated Security Management System
- Video Surveillance System
- Access control for single door to multi-site systems
- Intruder alarm systems
- Wireless locks
- Integrated security systems
- Service and maintenance
- 24/7 Security systems monitoring
- Key holder protection services



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