

Engineer Attendance SLA – Fire Alarm & Security Systems

1. Emergency Call-Outs (24/7)

- **Critical Alarm Activation / System Fault Affecting Life Safety or Security**
 - **Response Time:** *Within 4 hours* from the time of call (24/7)
 - **Example:** Total system failure, repeated false alarms, fire alarm activation, confirmed intrusion, CCTV system down in high-risk environment

2. Urgent Call-Outs (Business Hours)

- **Partial System Fault / Impaired but Functional System**
 - **Response Time:** *Within 1-3 working days*
 - **Example:** Zone fault, intermittent sensor issue, power supply error, access control failure for critical door

3. Routine Non-Urgent Call-Outs

- **Non-Critical Issues / Performance Concerns**
 - **Response Time:** *Within 3–5 working days*
 - **Example:** Minor detector faults, nuisance alerts, minor programming requests, camera re-alignment

4. Planned Maintenance Visits

- **Fire Alarm Systems (BAFE SP203-1 Compliant)**
 - **Response Time:** As per contract – *typically every 6 months (Category M/L) or quarterly (Category P)*
 - **Booking Notice:** *Minimum 10 working days' notice*
- **Security Systems (Intruder, CCTV, Access Control)**
 - **Response Time:** As per contract – *typically annual or bi-annual*
 - **Booking Notice:** *Minimum 10 working days' notice*

Additional Notes

- **Working Hours Defined:** Monday to Friday, 08:00 to 17:00 (excluding Bank Holidays)
- **Out-of-Hours Charges:** Apply to Emergency or Urgent responses requested outside normal working hours unless included in service agreement
- **Force Majeure:** SLA times may be impacted by severe weather, national emergencies, or third-party access delays