



Newton Mearns Baptist Church Key Holder Policy

For obvious reasons, the security of the building is very important, and therefore this policy has been drawn up for all key holders outlining the protocols which are to be followed. They are relatively simple but extremely important.

Please do read this carefully and **follow the procedures EVERY time you use your keys.**

If you have any problems or queries regarding the opening or closing of the church building, please contact the Care & Assurance Deacon.

Keyholder Responsibilities

- Remember, your keys have been issued to you personally, not the group you might be working with. Keys that you have been issued with are YOUR responsibility.
- Please do not lend your keys to anyone else unless absolutely necessary. It is always helpful, and sometimes necessary, to undertake to be the keyholder on someone's behalf rather than simply lending them your keys.
- Keys must only be lent to a responsible individual who clearly understands the opening/lock up procedures described below. Make sure that this person does not pass your keys on to anyone else, but that the keys will only be used and looked after by this person.
- If you do lend your keys, it is your responsibility to check that the recipient has read these guidelines and undertakes to follow them. Please also ensure that your keys are returned to you as soon as possible. It is your responsibility to get your keys back.
- If you no longer need keys, please return them to the office. Please do not pass them on to someone who might, for example, be taking up a role you may be relinquishing. It is essential we maintain an accurate record of who has keys at any given time.

Entry Procedure (via Side Door)

- Unlock the upper lock (rotate key approximately 1½ turns anti-clockwise).
- The lower lock should never be unlocked.
- Unlock DOOR using the keypad with the same code as the burglar alarm. This will release the DOOR. Note that only this code will work for the door entry system.
- Turn off the alarm by entering the code.
- Enter the building and pull the side door firmly closed.
- Unlock the inner vestibule door and proceed into the building.



Exit Procedure (via Side Door)

- ▮ Check round the entire building to ensure all windows are secure, blinds are closed, the front doors are properly locked using the keys hanging in the cupboard next to the left hand door and fire exits are closed properly. Please do not assume others will have done this; this has been the root cause of many of the night time call out events.
- ▮ Ensure all internal doors are closed and locked.
- ▮ Proceed to side door vestibule and, following the instructions on the locking-up procedure sign at the side-door, lock the internal door.
- ▮ Set the alarm by entering the code.
- ▮ Exit the side door and push firmly closed.
- ▮ Lock the upper lock only (rotate key approximately 1½ turns clockwise). **THE LOWER LOCK SHOULD NEVER BE UNLOCKED.**

Burglar Alarm

- ▮ If you accidentally trip the alarm, you should turn off the alarm by entering the code.
- ▮ Immediately phone G4S (phone number is in the side door vestibule). Any delay in phoning G4S will create a fault record and an emergency call out.
- ▮ G4S will require you to verify your authorisation by providing the pre-agreed code word (if you have forgotten the code word, please contact the office).

Alarm Callouts

If you have agreed to put your name on the alarm callout list you may be contacted by G4S to respond to an alarm activation. Please note that the Police will not attend automatically due to the high number of false alarms. Their monitoring station will call the first person on our rotational call out list, who will then be responsible for calling the Police if necessary. In the event of an alarm call out, please note that the lower lock of the side door should not be opened.

If you trigger a false alarm on entering the building, you will need to let G4S know by referencing the codeword.

- ▮ DO NOT attend the alarm callout on your own. Work through the callout list until you find someone able to accompany you, or find another person.
- ▮ When you arrive at the premises, first walk round the outside of the building to see if there are any signs of a break-in. If so, DO NOT ENTER THE BUILDING but immediately inform the Police that an intruder may still be on the premises. Wait in your car for the Police to arrive. DO NOT challenge an intruder escaping from the building.
- ▮ If there are no signs of a break-in it is likely to be a false alarm or alarm fault. Unlock the side door to let yourself into the building, then immediately re-lock the door as described in the Entry Procedure and close it firmly behind you. Enter the alarm code to cancel the alarm.
- ▮ Check round the building for possible causes of a false alarm, for example, fire doors not tightly shut.

- || Secure the building and attempt to re-set the alarm. If this is unsuccessful MAKE A NOTE OF THE MESSAGE ON THE KEYPAD before locking up and leaving the building.
- || At the earliest opportunity, inform the Care & Assurance Deacon of the incident, record the details on the accident and incident reporting form, and pass this to the office within 48 hours.

Important Points to Note

- || It is a frequent occurrence for keyholders to set the alarm and exit the building when the front doors have been left unlocked. It is **ESSENTIAL** to check that the front doors are locked **EVERY** time you lock up, even if you have not used the front doors yourself.
- || Other frequent locking-up issues include
 - Leaving lights on in the ladies toilets - remember to check the toilet area and not just the cloakroom
 - Leaving extractor fans running in the toilets
 - Leaving the urns switched on
 - Forgetting to lock internal doors, especially in the side exit vestibule - lock every door
 - Leaving the building without setting the alarm.

This must never be done, even if the building will only be empty for a short time.

As well as the obvious security implications of leaving the premises un-alarmed, other keyholders who encounter this situation when they enter via the side door may assume incorrectly that they are not alone in the building.
- || A frequent cause of lost keys is simply forgetting to whom you have lent them. Always make a note of who borrows your keys and when they are returned, using the calendar app on your phone or simply writing it down, even if you are certain you will remember. This information will be invaluable when keys are lost or in the event of a security incident.
- || Never leave the side door unlocked or wedged open, even to give access to other members of your group who are arriving after you. Instead ensure that others in the group have a means of contacting you while you are in the building, for example by mobile phone
- || Always keep the front doors locked unless the vestibule is occupied. Never leave an unlocked door unattended.

If You Lose Your Keys

They are most likely still with the person who last borrowed them or might already have been handed into the office. **Please inform the office immediately you discover your keys are missing,** giving details of the set number, when you last saw them and who has recently borrowed them. If you suspect your keys have been stolen or have been lost in other circumstances, you must inform the Church Office and the Care & Assurance Deacon **as a matter of urgency.**

Either way you must also complete an accident and incident reporting form and pass this to the office within 48 hours

If your fob becomes damaged, or is broken off, you should ask the Church Office for another one.

