

open for delivery



Amazon Key
Cloud Gateway

AUTHORISED BUSINESS PARTNER



amazon key

business

open for delivery

Key for Business is a more convenient, efficient way for residential multi-unit buildings to receive Amazon deliveries. It eliminates the need for building managers to provide driver entry and receive Amazon packages.



Streamlined deliveries

Drivers get one-time building access, via the Amazon cloud, and deliver packages without the need to be buzzed in. Building staff spends less time managing deliveries and more time keeping residents happy.



Smart and secure

Multi-factor authentication via the Amazon cloud ensures delivery drivers are verified in real time and can only access buildings when delivering Amazon packages.



More accurate deliveries

Delivery accuracy increases, and drivers leave packages in the location that works best for you and your residents.



Free of charge

The Key for Business device integrates seamlessly with your existing access system. Plus, the device, installation, and maintenance are provided free of charge.

AUTHORISED BUSINESS PARTNER

NACD

ACCESS • COMMUNICATIONS • CCTV

+44 (0)1442 211848
estimating@nacd.co.uk

www.nacd.co.uk
f nacdLtd

Unit 8, Heron Business Park, Eastman Way,
Hemel Hempstead, Hertfordshire, HP2 7FW

How it works



NACD Ltd installs the Amazon Key smart device that seamlessly integrates your building's existing access system with the Amazon delivery app. Once installed, delivery drivers press the Key for Business access button on their delivery app to gain authorised, time-limited building entry, and deliver packages to your desired location.

Pairs easily

The Key for Business device works seamlessly with:



Fob readers



Call panels



Remote openers



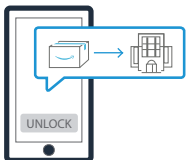
Coded gates



Motorised gates and doors

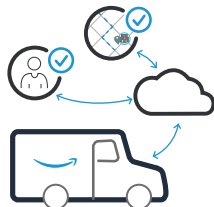
What to expect on delivery day

1



Drivers request building access through the Amazon delivery app.

2



Amazon confirms the driver's ID, route, and time of the request.

3



Once verified, the driver receives time-limited access to the building.

4



The driver delivers packages to your desired location and exits the building.



Security FAQ

What is the business problem we're trying to solve with your services?

Allows Amazon delivery drivers entry through access-controlled perimeters – gates, doors, package rooms into semi-public spaces for package delivery. Residents get their packages in a timely manner without properties having to employ 24 hr concierge services/building managers. This is done by installing an internet connected device on-premise.

Is this a Software or Platform or Infrastructure as a Service?

Infrastructure as a Service provided free of cost.

What data will you keep for the company?

- The data required from the company (only in certain cases) is an access card that authorizes entry through an access-controlled perimeter of the property. The credentials from the card are stored in the device (not on any AWS databases) and is not retrievable even by Amazon after that. The card is then returned to the property manager. The credentials on the card can be revoked at any time by the owner thus revoking the access granting capability of the Amazon Key's device.
- In most cases this credential may not be required either. This depends on the kind of access control system present on-premise.
- Other data included is public data such as property name, address, picture of the access point enabled by the device. and business data provided by you to us such as the property manager's name and email address.

What data is being exchanged and how frequent?

Data is only exchanged once during setting up of device (as mentioned above).

What does the property manager/owner need to do make these interfaces work?

In certain cases, providing the access card for the perimeter in question is required from the property owner/manager.

Who installs the device at the property?

We use third party installers for installing the device.

Who is responsible for cyber security within your organization?

AWS and AWS IoT organizations are used for ensuring Amazon Key for Business security.

Can you provide your IT Security Policies?

You can find them at <https://aws.amazon.com/security/>

What are your data protection capabilities?

AWS is the most security-sensitive organization and has all the cutting-edge data encryption and protection technologies in place. The access card provided to configure the device would be returned to the property owner/manager once the Key for Business device is provisioned with its credential. The credential is stored within the device installed on premise and never





leaves it and is not stored on AWS servers. Even Amazon does not have a way to query it from the device.

The cloud control of the device is securely managed by the AWS and AWS IoT infrastructure.

Who manages user accounts and their capabilities?

Not applicable – we do not manage the properties' users.

What is covered in your IT security incident response plan?

- In the instance something is reported we can manually disable the device certificate, which prevents the device from communicating to the cloud or the cloud communicating with the device.
- We can communicate breaches to the Company the same day we acquire such knowledge. If the installation requires an access card, the property managers can then simply deactivate the credentials.

What are your network security capabilities at a high level?

AWS is the most security-sensitive organization and has all the cutting-edge data encryption and protection technologies in place <https://aws.amazon.com/security/>

What are your security controls?

- The device prevents physical read out of memory.
- We have certificate-based policies.
- We utilize a very low-level open source kernel not requiring any anti-virus since it also does not allow third party applications.

How many users will be accessing your service?

Users are all the Amazon's delivery drivers delivering packages to the property's residential buildings.

How will end-user access your applications?

End user access will be done using a mobile application.

What third party company has verified this device to meet or exceed security standards and guidelines?

The security has been vetted by Amazon's Information Security group and penetration tested by a 3rd party security company (Déjà vu).

How is the firmware managed to update these devices for future proofing/prevention from hacking years down the road?

Yes, we have ability to perform authenticated firmware OTA using AWS.

Does the device have the capability to collect/record audio from the intercom units?

No, the device integrates only to the circuitry pertinent to gate/door actuation. It does not have capability to interact with any audio or analog signals.

Does the device have the capability to track each time the door is opened?

Only if the door is opened using the device.

Does the device have the capability to track any tenant information?

No, the device has no concept of tenants or residents and cannot track them.



Installation Agreement

DELIVERY ACCESS AGREEMENT

1. Amazon Obligations:
 - 1.1. Amazon will provide one or more access control devices (along with related equipment, software, and applications, "**Equipment**") that will provide delivery providers authorized by Amazon with access to enter Locations (as defined below) to deliver packages, parcels, and other products and/or services (the "**Services**"). Amazon will retain ownership of all Equipment.
 - 1.2. Amazon will determine whether any proposed Location is suitable for Equipment installation and operation. Amazon or its designees will install the Equipment at Locations approved by Amazon, at Amazon's sole discretion.
 - 1.3. Amazon will maintain and repair the Equipment to the extent reasonably determined by Amazon
 - 1.4. At Company's request, Amazon will update building-level delivery instructions indicating what location packages should be delivered to (ie, parcel room).
2. Company Obligations:
 - 2.1. Company will designate and authorize one or more apartment buildings, commercial buildings, complexes, and/or multi-family dwellings that are owned, leased or managed by Company (each, a "**Location**"), for Amazon to install the Equipment and use it to provide the Services. Locations may be added or removed from time to time by mutual agreement of the parties.
 - 2.2. Company will provide Amazon and its representatives with access to each Location to evaluate its suitability and to install, maintain, repair, uninstall, and remove the Equipment.
 - 2.3. For each Location, Company will provide Amazon with one or more device(s) (including fobs or electronic keys) that enable access to such Location. Company will allow Amazon to incorporate such device(s) into and/or record the unique access protocol contained in the device(s) on or into the Equipment and will indemnify and defend Amazon from any claim alleging any infringement, misuse, or misappropriation of such access protocol. Amazon will return the device provided by the Company (including fobs or electronic keys) once installation is complete.
 - 2.4. Company will not and will not permit any other person to modify, relocate, unplug, disassemble, attempt to reverse-engineer, or tamper with the Equipment.
 - 2.5. Company will notify Amazon at kfbcx-uk@amazon.com regarding any Equipment support issues.
 - 2.6. Company represents and warrants that: (a) it has full authority to enter into this Agreement and to provide the required consents to Amazon hereunder; (b) it will notify any relevant third parties including owner(s), tenant(s) or manager(s) of the Locations as to the installation and operation of the Equipment, as required; and (c) Company and its financial institution(s) are not subject to sanctions or otherwise designated on any list of prohibited or restricted parties or owned or controlled by such a party, including but not limited to the lists maintained by the United Nations Security Council, the US Government (e.g., the US Department of Treasury's Specially Designated Nationals list and Foreign Sanctions Evaders list and the US Department of Commerce's Entity List), the European Union or its member states, or other applicable government authority.
3. Data Protection. Each party undertakes to comply with their obligations under the General Data Protection Regulation and any applicable local regulations, codes of practice and best practice guidance issued by any applicable authorities.
4. Disclaimer of Warranties. Amazon provides the equipment "as is" and makes no warranties of any kind. To the fullest extent permitted by applicable law, Amazon expressly disclaims all warranties, whether express or implied, including warranties of merchantability, non-infringement, title, or fitness for a particular purpose. Amazon does not warrant that the equipment will operate uninterrupted or error-free.
5. Limitation of Liability. Neither party shall be liable to the other for any indirect, consequential or special damages, all of which terms include, without limitation, pure economic loss, loss of profits, loss of business, depletion of goodwill and similar loss. In no event will either party's liability under this Agreement exceed £50,000. Notwithstanding the foregoing, it is understood that Company is not waiving or limiting and right it may have to seek damages against a delivery driver due to actions committed by such delivery driver who accessed the Location using the Equipment.
6. Term and Termination. This Agreement will begin as of the Effective Date and will continue until terminated by a party. Either party may terminate this Agreement, in whole or with respect to any Location, at any time upon 10 days' notice to the other party. Section 4 (Disclaimer of Warranties), Section 5 (Limitation of Liability) and Section 8 (General) will survive the termination of the Agreement. Upon termination of the Agreement, Company will allow Amazon or its designees to uninstall and remove the Equipment.
7. Confidentiality. The parties will comply with any existing nondisclosure agreement between them. If no such agreement exists, the parties (i) will protect and keep confidential the existence of this Agreement and its terms, and (ii) any information solely obtained from the other party in connection with this Agreement or related to the Equipment that is identified as confidential or proprietary or that, given the nature of such information or the manner of its disclosure, reasonably should be considered confidential or proprietary ("**Confidential Information**"). The parties will use such Confidential Information only for the purposes of fulfilling its obligations under this Agreement and upon termination will destroy such Confidential Information. Company will not use any trade name, trademark, service mark, logo, commercial symbol, or any other proprietary rights of Amazon or any of its affiliates in any manner (including in any client list, press release, advertisement or promotional material) without Amazon's prior written consent.

8. **General.** Neither party will issue press releases or publicity relating to the other party, participation in the Services, or this Agreement without the other party's written consent. This Agreement constitutes the entire agreement between the parties relating to the Equipment and may be amended, modified, or waived only with the mutual written consent of the parties. Company may not assign this Agreement without Amazon's written consent. If a provision of this Agreement is held invalid under applicable law, such invalidity will not affect any other provision of this Agreement that can be given effect. This Agreement will be interpreted and enforced in accordance with the laws of England and Wales, without reference to any applicable conflict of laws. The parties submit to the exclusive jurisdiction of the courts of London. All notices hereunder will be in writing and will be sent by overnight courier or certified mail. Notices to Company will be delivered to the address set forth below. Notices to Amazon will be delivered to Amazon UK Services Limited, 1 Principal Place, Worship Street, London, EC2A 2FA with a copy to contracts-legal@amazon.com and ring-contracts@amazon.com.
9. I represent and warrant that I am an officer or authorized representative of the Company and have the necessary authorization and corporate authority to (i) execute and deliver this Agreement on behalf of the Company and (ii) bind the Company to the performance of its obligations hereunder.

Company	<input type="text"/>	Signature	<input type="text"/>								
Name	<input type="text"/>										
Title	<input type="text"/>	Date	<table><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y				

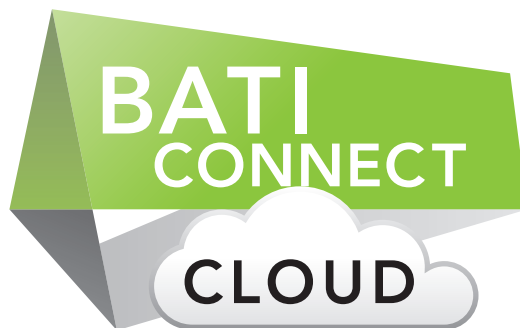
This agreement applies to all Locations listed below (please list all Building addresses with name and postcode):

Building name	<input type="text"/>	Building name	<input type="text"/>
Address	<input type="text"/>	Address	<input type="text"/>
Postcode	<input type="text"/>	Postcode	<input type="text"/>
Building name	<input type="text"/>	Building name	<input type="text"/>
Address	<input type="text"/>	Address	<input type="text"/>
Postcode	<input type="text"/>	Postcode	<input type="text"/>
Building name	<input type="text"/>	Building name	<input type="text"/>
Address	<input type="text"/>	Address	<input type="text"/>
Postcode	<input type="text"/>	Postcode	<input type="text"/>

Email the completed form to: amazon@nacd.co.uk

or

Post to: Contracts Department, NACD Ltd, Unit 8, Heron Business Park, Eastman Way, Hemel Hempstead, Herts HP2 7FW



24/7/365

www.baticonnect.com



+44 (0)1442 211848
contracts@nacd.co.uk

www.nacd.co.uk
f in [nacdltd](#)

Unit 8, Heron Business Park, Eastman Way,
Hemel Hempstead, Hertfordshire, HP2 7FW

