



## **CLIENT ALARM MONITORING INFORMATION**

### **AFTER HOUR CONTACTS/KEY HOLDERS:**

Please list at least 3 people (key holders) who have access to your premises (and alarm system) who are able to attend in case the alarm activates or a problem is found.

Please advise your key holders that we monitor your alarm system 24 hours/7 days a week which could require their attendance at any time.

### **PASSWORDS/VOICE CODES:**

We recommend you to use a password or voice code for anybody having ongoing access to your premises. You may choose one common word or code or you can allocate one for each individual. Using a password or voice code will help our Control Room operators to positively identify the person as authorized to be at your premises.

### **RESPONSE INSTRUCTIONS:**

The Control Room will always call your premises first if your alarm system activates (some exceptions apply) to establish if the alarm was activated accidentally. In case we are unable to resolve the situation by contacting your premises, you are required to choose a single response instruction for the operators:

#### **OPTION ONE- KEY HOLDERS TO ALL EVENTS:**

- 1/ Notify the first available key holder to attend.
- 2/ Do not notify a Patrol Guard to attend.
- 3/ Notify the Police on request, if no key holders are available or if a problem has been detected.

#### **OPTION TWO- KEY HOLDERS TO AUTHORISE PATROL.**

- 1/ Notify the first available key holder to attend.
- 2/ Notify a Patrol Guard to attend only if authorized by a key holder.
- 3/ Notify Police on request, if no Patrol Guard or key holders are available or if a problem has been detected.

#### **OPTION THREE- IF NO ANSWER KEY HOLDERS, SEND PATROL:**

- 1/ Notify the first available key holder to attend.
- 2/ Notify a Patrol Guard on request or if no key holder is available.

- 3/ Notify Police on request, if no Patrol Guard or key holders are available or if a problem has been detected.

**OPTION FOUR- PATROL TO ALL ALARMS (EXTERNAL):**

- 1/ Notify a key holder ONLY if a problem or genuine break & enter (B&E) has been detected or on events requiring internal inspection (i.e.: power failure, low battery, sector isolations).
- 2/ Notify a Patrol Guard IMMEDIATELY to externally check the premises.
- 3/ Notify police on request, if no Patrol Guard or key holders are available or if a problem has been detected.

**OPTION FIVE- PATROL TO ALL ALARMS (INTERNAL):**

- 1/ Notify a keyholder ONLY if a problem or genuine B&E has been detected.
- 2/ Notify a Patrol Guard IMMEDIATELY to internally check the premises. (The Patrol Company must hold keys to your premises).
- 3/ Notify police on request, if no Patrol Guard or key holders are available or if a problem has been detected.

**OPTION SIX-PATROL & KEYHOLDERS TO ALL ALARMS:**

- 1/ Notify a key holder AFTER a Patrol Guard has been notified.
- 2/ Notify a Patrol Guard IMMEDIATELY to check premises.
- 3/ Notify police on request, if no Patrol Guard or key holders are available or if a problem has been detected.

**STANDARD RESPONSE ACTIONS FOR VARIOUS ALARMS:**

**BURGLARY ALARM:** See options 1-6 above

**HOLD UP OR DURESS ALARM (COMMERCIAL PREMISES ONLY):** Police are notified immediately; premises are called 30 minutes later for follow up.

**PANIC ALARM:** Premises are called first; Police are called if there is now answer at the premises or on request.

**FIRE ALARM:** Premises are called first; Fire Brigade or key holders are called as arranged (refer authorization form).

**MEDICAL ALARM:** Premises are called first; Ambulance is called on request or as arranged or as last resort (refer authorization form).

**OTHER EVENTS:** As per options 1-6 above.

**Please note that Police will not be called first (except on hold up or duress alarm) as they will give priority to alarms where key holder attendance is confirmed. Where no key holders are able to attend, Police will normally place a lower priority on attendance. Police will only report back if a problem was found on the premises. We are not able to query their actions.**

**SUPERVISED DISARMING & ARMING TIMES:**

**(Commercial premises only, if applicable)**

To ensure that your premises are alarmed after trading hours have ceased, **you may have chosen to have your arming & disarming times supervised by our control room.** (Refer to your initial monitoring agreement) Please check that the EARLIEST acceptable disarming time and LATEST acceptable arming time of your alarm system is recorded for each day of the week. **Note that we allow a 30 minute tolerance on the given times.** No time schedule should be listed if your premises will be closed on a particular day of the week.

**PLEASE NOTE:** Anybody disarming the alarm outside the given hours is required to call our Control Room before or immediately after disarming your alarm; otherwise the entry will be treated as unauthorized.

Please call our Control Room on <b>9248 0222</b> immediately should an authorized person accidentally set off your alarm system, an entry out of hours occur or should your contact phone numbers or key holders change.
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