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*"Partnerships in Policing"*  
**Alarm Response Working Group**

At the ARWG meeting held on the 8<sup>th</sup> August 2007 it was agreed that the following amendments would be made with regard to commercial and domestic duress and hold up alarm activations. It was further agreed that there would be the creation of a new category, '**Request for Assistance**', to cater for alarm events that do not meet the criteria of duress or hold up status.

### **Commercial**

- **Hold-up alarm.** This is a signal generated from an approved device installed to industry standards. All devices capable of generating a hold-up alarm must be programmed to a separate, individual alarm zone on the alarm control panel. Written procedures for the activation and reset of the device must be supplied and kept on the premises where the device is installed. Any tools or keys that are required for the reset procedure must be kept in a designated location, which is identified in the procedures. It will be mandatory for all premises requiring this service to send open and close events to the monitoring centre when the alarm system is armed and disarmed.
- **Duress alarm.** This is a signal generated from an approved device installed to industry standards. All devices capable of generating a duress alarm must be programmed to a separate, individual alarm zone on the alarm control panel. Written procedures for the activation and reset of the device must be supplied and kept on the premises where the device is installed. It will be mandatory for all premises requiring this service to send open and close events to the monitoring centre when the alarm system is armed and disarmed.
- **Request for assistance.** This is a signal that can be generated either from an approved device or a code pad event.  
The response from the monitoring centre receiving this signal will be to contact the site to determine the type of assistance required.  
If no contact is available at the site the nominated after hours attendant will be contacted and advised of the request for assistance alarm. If conformation of the reason and type of assistance required cannot be confirmed, or no contact is made with either the site or the person on the contact list the event will be classified as **un-resolved**. Un-resolved events will not be passed onto police or any other agencies for further action.
- **Emergency alarm.** Now classified as Request for Assistance.
- **Panic alarm.** Now classified as Request for Assistance.

## Domestic

- **Duress alarm.** This is a signal generated from an approved device installed to industry standards. All devices capable of generating a duress alarm must be programmed to a separate, individual alarm zone on the alarm control panel. Written procedures for the activation and reset of the device must be supplied and kept on the premises where the device is installed. It will be mandatory for all premises requiring this service to send open and close events to the monitoring centre when the alarm system is armed and disarmed.
- **Request for assistance.** This is a signal that can be generated either from an approved device or a code pad event. The response from the monitoring centre receiving this signal will be to contact the site to determine the type of assistance required. If no contact is available at the site the nominated after hours attendant will be contacted and advised of the request for assistance alarm. If confirmation of the reason and type of assistance required cannot be confirmed, or no contact is made with either the site or the person on the contact list the event will be classified as **un-resolved**. Un-resolved events will not be passed onto police or any other agencies for further action.
- **Emergency alarm.** Now classified as Request for Assistance.
- **Panic alarm.** Now classified as Request for Assistance.

## **Summary**

The overall intention of these amended procedures is to enable police and other emergency services to provide a better level of service by minimising the number of false or unnecessary alarm activations. This will be achieved by encouraging the end users to accept the responsibility for the equipment installed in their premises and ensuring that they are aware of their obligations and the consequences of activations of the devices.

Alarm events that will involve a response from external agencies, such as Police and FESA, will need to adhere to specific guidelines to be eligible for any response. This is not unreasonable. A consequence may be that installations that don't meet industry standards will need to be upgraded, as would be expected in all other industries.

It will also be incumbent on the companies involved in the installation of monitored alarms to demonstrate that they have provided appropriate client training and supplied instruction manuals in the proper use of these systems.

These amendments will enhance the existing service being provided, particularly from the Police, and also provide a new classification to adequately cater for current undefined events with out wasting valuable time and resources.

Michael Dyer  
Co Chairman

Superintendent Alf Fordham  
Co Chairman