

ACTIONING OF EVENTS

1

HOLD UP ALARM (Commercial)

Police are notified immediately. A phone call will be made to the premises 30 mins after the event.

PANIC & DURESS ALARMS (Commercial)

Call premises. If no answer, send Police.

PANIC & DURESS ALARMS (Domestic)

Call premises. If no answer, send Police.

FIRE ALARM (Commercial & Domestic)

A Fire Brigade Authorisation Form is required.

- Option 1. Call premises. If no answer, send Fire Brigade.
- Option 2. Call premises. If no answer, contact persons on list. If unable to assist, send Fire Brigade.

MEDICAL ALARMS (Commercial & Domestic)

Instructions must be given by the client at the time of commissioning. Location of a spare key to premises should also be advised as will assist ambulance, if required.

- Option 1. Call premises. If no answer, send Ambulance.
- Option 2. Call premises. If no answer, contact persons on list. If unable to assist, send Ambulance or patrol car.

BURGLARY & TAMPER ALARMS (Commercial & Domestic)

- Option 1. Call premises. If no answer, send a patrol car.
- Option 2. Call premises. If no answer, contact persons on list. If no answer, send a patrol car.
- Option 3. Call premises. If no answer, contact persons on list. If unable to assist, send Police.
- Option 4. Call premises. If no answer, contact persons on list & send patrol car.
- Option 5. Call premises. If no answer, send a patrol car & notify persons on list of action taken.

TROUBLE SIGNAL, BYPASS & PARTIAL SEAL (Commercial)

- Option 1. Call premises. If no answer, send a patrol car (must hold keys).
- Option 2. Call premises. If no answer, contact persons on list. If no answer, send a patrol car (must hold keys).
- Option 3. Call premises. If no answer, contact persons on list.

TROUBLE SIGNAL, BYPASS & PARTIAL SEAL (Residence)

Isolation, Bypass, Trouble & Partial Seal - No action is taken for residence.

LOW BATTERY & POWER FAIL

Actioned after 30 minutes

- Option 1. Call premises. If no answer, send a patrol car (must hold keys).
- Option 2. Call premises. If no answer, contact persons on list. If no answer, send a patrol car (must hold keys).
- Option 3. Call premises. If no answer, contact persons on list.

OPENING OUT OF SUPERVISED TIMES

Actioned after 5 mins - Client allowed on site 60 minutes before Supervised Times

- Option 1. Call premises. If no answer, send a patrol car.
- Option 2. Call premises. If no answer, contact persons on list. If no answer, send a patrol car.
- Option 3. Call premises. If no answer, contact persons on list.

SHOULD BE ARMED (Supervised Times)

Actioned after 30 minutes

- Option 1. Call premises. If staff are on site, ask for name, password (if applicable) & time of closing.
- Option 2. Call premises. If no answer, contact persons on list.
- Option 3. Call premises. If no answer, send a patrol Car (must hold keys).

NO TEST SIGNAL RECEIVED

All Panels reporting to *The Monitoring Centre* must be programmed for a periodical test in accordance with Industry/Insurance Standards. In the event of a Panel not reporting back-to-base, the Bureau will be notified and must act immediately. *The Monitoring Centre* will not be held responsible for any event not received while a panel is not reporting.

IMPORTANT NOTES

- All Panels MUST be programmed with dialler lockout.
- Please note that in the event that The Monitoring Centre cannot get a hold of any people on a contact list, or patrol (for whatever reason), then Police are sent as a last resort. Please be aware, however, that Police have a policy that if they attend for false alarms three times in the one month, they may impose a fine on the client. It is, therefore, imperative that faulty alarms are repaired a.s.a.p. to avoid unnecessary costs.