

1 July 2009

Dear Sir/Madam

### **Important: Changes to Alarm Response by the NSW Police Force**

To ensure that resources are directed towards genuine emergencies, the NSW Police Force (NSWPF) has changed the protocol for alarm response. In line with these strict protocols, SNP Security must now follow specific procedures to validate that the alarm activation is genuine, before contacting the Police.

Information on the types of alarm activations that the NSWPF will respond to, and the conditions applicable are listed overleaf. Please read this information carefully and retain for your records.

SNP Security is now registered with the NSWPF, and authorised to use dedicated phone numbers to report an alarm.

#### **Implications for Compas Housing**

Only verified and validated alarms, as defined by the NSW Police Force (see overleaf), will be referred by SNP Security.

The new procedures for alarm response mean that:

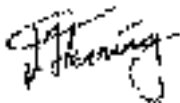
- You should not assume that the activation of an alarm will be automatically referred to the NSW Police
- Customers who do not elect to have a private alarm response service may end up with no-one attending their premises if a nominated keyholder cannot be contacted.

#### **SNP Security recommends Compas Housing consider the following actions:**

- Update the contact information for all keyholders.  
Your current information is printed on the enclosed sheet - please update as required, sign and return to SNP Security. Please ensure you provide the name of nearest cross street.
- Ensure adequate maintenance of alarm systems.  
SNP Security can arrange this maintenance annually. To enquire about an Alarm Maintenance Package, please indicate on the enclosed form.

Please contact Katrina Holt on (02) 4940 7859 if you have any questions or concerns. Additional information is also available on the NSWPF website, [www.police.nsw.gov.au](http://www.police.nsw.gov.au).

Yours sincerely  
SNP SECURITY



JOHN FLEMING  
General Manager – Electronic Security

## SCHEDULE 1: Urgent Alarm Calls

The NSW Police Force (NSWPF) will **continue to attend** the following 'urgent' alarms.

Note: Before dispatching the police for a Duress alarm, SNP Security must do as much as possible to confirm the event is genuine. If we are unable to contact a key holder then the police can be advised that we have received a duress alarm and have been unable to verify the cause.

Police will not respond to any reported alarm unless the name of the nearest cross street is provided.

Hold up Alarms at Commercial premises	Defined as being deliberately activated by a person who is confronted with a weapon or threat of violence with a weapon for the purpose of robbery. Note: Dual Press / Double Action switch operation is required.
Duress Alarm at High Risk Premises (Commercial)	Examples of high risk commercial premises include: <ul style="list-style-type: none"><li>- Centrelink Offices</li><li>- Armoured Vehicles</li><li>- Firearms dealers</li><li>- Premises where goods are stored which constitute a risk to the public.</li></ul>
Duress Alarm at High Risk Premises (Residential)	Examples of High Risk private premises include: <ul style="list-style-type: none"><li>- Politician, Judge or magistrates residences</li><li>- Bookmakers</li><li>- Jewellers</li><li>- Firearms Dealers / Gun Collectors</li></ul>

## SCHEDULE 2: Non-Urgent Alarm Calls

The NSWPF will attend the following 'non-urgent' alarm calls **only** after the Monitoring Centre receives verification by a keyholder / CCTV that the alarm has not been triggered by accident or malfunction.

Multiple Sector Alarms	Provided that keys to the premises can be made available to attending police within 30 minutes or where there is access to the building perimeter.
Single Sector Alarms at High Risk Premises.	As defined in Schedule 1.
Communication Failure	Where there are no general communications faults in the area, as confirmed by the Monitoring Centre with the provider.
Vehicle Tracking Alarms	Where vehicle is being reported as stolen and vehicle is being tracked by Monitoring Centre
Other Alarms	Where the Monitoring Centre advises the premises have come under recent threat.

## SCHEDULE 3: Non-Urgent Alarm Calls

The NSWPF will **not attend** the following alarm calls **unless** either a site inspection has been carried out and/or an independent verification that a crime is in progress has been received.

Multiple Sector Alarms	Where there is no ready access to the site, and the keys cannot be made available to NSWPF within 30 minutes.
Single Sector Alarms at non- High Risk Premises.	
Flashing blue lights (also known as strobe lights)	
Vehicle Alarms	
Smoke detector Alarms	
Medical Alarms	
Power Failures / Low Batteries	