# ASM
## Independent Monitoring

# Concise Guide to Alarm Monitoring Services

## SCOPE

This guide provides contact, administrative and alarm response information in a concise format.

It is intended as a quick reference guide to fire & intruder alarm monitoring for Alarm Companies and their clients' and not a replacement of the full booklet.

**Terms in this document:**

'Company' - the organisation that provides service and maintenance to alarm systems or pays for the monitoring service, e.g. Alarm Company, National Account or End User.

'ARC' Alarm Receiving Centre (NSI Gold,BS5979,Cat. II etc)

## CONTACT

**ASM, Delta House, Wavell Road, Manchester, M22 5QZ**

| | |
|---|---|
| **CONTROL** | **T** 0333 888 0343 |
| 24 Hours a Day | **E** admin@asmuk.net |
| **ACCOUNTS** | **T** 0161 499 6102 |
| Mon-Fri 0900 -17.00 | **E** accounts@asmuk.net |

# Remote CCTV Monitoring

ASM turn standard CCTV into an effective crime prevention & building security system with immediate response, police links and audio challenge.

# Fire Alarm & Intruder Alarm Monitoring

There are some threats where every second is vital to prevent extensive damage and loss, minimise the risks with ASM.

# Private Monitoring Suites

Your private control room within our purpose built building. In-place technology and infrastructure minimising fuss and capital outlay.

## BUSINESS COMMUNICATION

Prior to connecting systems to our ARC for the first time you will need to have agreed a monitoring contract with us. Should a contract not be in place please contact us on 0333 888 0343

## QUALITY WITHIN OUR SERVICE

To provide consistency and minimise errors it is preferred that all applications for monitoring, subsequent data changes and cancellations are submitted electronically via email, please email admin@asmuk.net with any actions required

We aim to process all forms received before 12 noon on a weekday during the same working day and forms receive after 12 noon, at weekends or bank holidays, the next work-ing day. (Normal working day being 0830 - 1700 Mon to Fri excluding English Bank Holidays).

## CONNECTING SYSTEMS TO OUR ARC

**Application for Monitoring -** Our ARC Admin. Dept. should be in receipt of the appropriate application form at least 24 hours in advance of commissioning the system and longer periods where third party signalling services are required, i.e. Redcare, Dualcom, etc.

**Commissioning Systems -** To commission the system contact our ARC Admin. Dept., identify the system you require to commission and request that it is placed "in-service" and "on-test".

Test each alarm and restore signal, including single and dual path failures, call us on completion to confirm each alarm signal and restore condition has been received in the same order as sent.

Check all proposed alarm responses meet your end user's expectations and provide any missing information that may inhibit our ability to respond to an alarm correctly, i.e. Contacts/Keyholders, Police URN's, etc.

On completion of commissioning, provided you have not instructed us to take the system "out-of-service", a graded commissioning certificate and report will be issued based upon the completeness of information supplied and satisfactory transmission of all required test signals.

## DATA CHANGES

Contact/Keyholder details, site telephone & postcodes can be amended by email or by submission of the appropriate form to our ARC Admin. Dept.

Cancellations, URN and Alarm Response Plan changes will only be accepted in writing on the appropriate form directly to our Administration Department.

We will accept verbal requests from customers (following password validation) for Contact/Keyholder, password or open/close schedule changes.

We will always try to accommodate verbal requests from engineers, (following engineer code validation) but not for complex changes.

## REPORTS

Our ARC provides various reports via email on a request basis (daily/weekly/monthly) to assist alarm companies in managing their alarm systems monitored by our ARC.

## DATA ACCURACY & SYSTEM STATUS LIABILITY

It is vital that the alarm information we hold is complete and accurate to ensure a correct response to alarm conditions. It is therefore important that the reports we send are reviewed to identify and amend any missing or incorrect details.

We would also recommend you carry out, as a minimum, an annual audit of your Contacts/Keyholders, URN's, alarm response, etc. and as a matter of course review all data held and system status at maintenance and corrective site visits.

## ALARM MONITORING RESPONSE

Signal Priorities - All alarms are assigned a priority as indicated in the table below. In the event of multiple alarm signals, only the highest priority alarm will be processed.

| Item | Priority | Item | Priority |
|------|----------|------|----------|
| Fire | 1 | Line Fault | 5 |
| PA | 2 | Trouble | 6 |
| Confirmed Intruder | 3 | Environmental | 7 |
| Intruder | 4 | | |

We can only act on alarm signals received at the ARC. We accept no liability for signals lost for whatever reason by suppliers or their agents.

Filtering Policy - Alarm signals are filtered in accordance with ACPO & ACPOS Policies, BS5979 & BS8243.

Mis-Operation Signals - All systems should either send an unset/set (open/close) signal or be capable of generating a secondary signal to indicate that the alarm system has been mis-operated.

Where we are unable to identify whether the system is set/unset (open/closed) we will action as "closed" and then respond to alarms in the following way:

All intruder alarm conditions are delayed in accordance with the relevant agency policy, if the ARC receives an open or abort signal prior to processing the alarm it will automatically be aborted.

Open/Close with monitored line communications - Where the communication path is monitored, alarm transmission equipment must be programmed to send open & close signals to the ARC. If the status of the alarm system is unknown we will be unable to pass incidents that involve transmission of faults to the emergency services.

Alarm Response Performance - We aim to meet the standards for contacting the emergency services as set out in BS5979 for Category II ARC's:

Fire - 30 seconds for 90% of signals received.
PA - 30 seconds for 80% & 60 seconds for 98.5% signals
Intruder - 90 seconds for 80% of signals and 180 seconds for 98.5% of signals received.

These targets are exclusive of any imposed filtering period and exceptional circumstances such as extreme weather conditions and the associated abort signals received under these conditions.

Fire Alarm Processing - Fire alarms are processed In accordance with the appropriate Fire Authority Policy and the table below indicates our default response to fire alarm signals.

| Type of Alarm | Action taken |
|---------------|--------------|
| Fire Alarm none (CFOA) region | Fire Brigade & Contacts |
| Fire Alarm (CFOA) region | Premises, Fire Brigade & Contacts (if required) |
| Fire Alarm no Brigade requirement | Premises or Contacts |

Hold-up Alarm Processing - Hold-up alarms are normally extended directly to the Police without delay provided a URN is in place, Police response has not previously been lost and the alarm confirmation requirements of BS8243 are to apply.

| Type of Alarm | Action taken |
|---------------|--------------|
| Hold-up Alarm (confirmation is not required) | Police only |
| Unconfirmed Hold-up Alarm (with sequential confirmation) | Contacts Only |
| Unconfirmed Hold-up Alarm (with sequential confirmation & telephone call back) | 1. Call Premises and/or 2. Police or Contacts |
| Unconfirmed Hold-up Alarm (with audio or video confirmation) | 1. Premises (via Audio or Video) and/or 2. Police or Contacts |
| Sequentially confirmed Hold-up Alarm | Police only as confirmed |

Intruder Alarm Processing - All police calling systems must have a unique reference number (URN) for the ARC to be able to dispatch to the Police.

All new intruder alarm systems and systems that have had police response withdrawn, but now require police response reinstating, must incorporate confirmation technology.

| Type of Alarm | Action taken |
|---------------|--------------|
| Unconfirmed Intruder Alarm | Premises or Contacts |
| Confirmed Intruder Alarm when closed within re-arm period or audio or visual verification | Police and Contacts (as confirmed) |
| Confirmed Intruder Alarm when open | Premises or Contacts |
| Unconfirmed Intruder alarm followed by an Open or Abort signal | No action taken |

Path Failure Processing - The response to path failure conditions changes when the system is set or unset as described within the table below.

| Type of Alarm | Status | Action taken |
|---------------|--------|--------------|
| Single path failure | Open | Premises or Contacts |
| Single path failure | Closed | Contacts |
| Dual path failure | Open | Premises or Contacts |
| Dual Path Failure | Closed | Police and Contacts (as confirmed) |
| Single Path failure with a single intruder or vice versa | Closed | Police and Contacts (as confirmed) |

Faults and Advisory Alarm Processing - A selection of the standard response to common fault and advisory alarms signals is stated below.

| Type of Alarm | Status | Action taken |
|---------------|--------|--------------|
| AC Mains Fail | Open or Closed | Premises or Contacts |
| Low Battery Grade 4 | Open or Closed | Contacts |
| Low Battery Grade 2 & 3 & Non Graded | Open or Closed | By auto report only |
| System Fault, Trouble, Tamper & Other | Open | Premises or Contacts |
| System Fault, Trouble, Tamper & Other | Closed | Contacts only |
| Zone Omit following an intruder alarm within the previous 60 minutes | Closed | Contacts only |
| Zone Omit following a hold-up alarm within the previous 20 hours | Closed | Contacts only |

| Type of Alarm | Status | Action taken |
|---|---|---|
| Late to Close – LTC (more than 30 minutes after scheduled closing time) | Open | Premises or Contacts |
| Early to Open – ETO (more than 30 minutes before scheduled opening time) | Closed | Premises or Contacts |

Calling Contacts/Keyholders - In accordance with ACPO requirements there should be a minimum of two keyholders, unless a 24-hour keyholding service is utilised, who have transport available and reside within 20 minutes travelling distance of the protected premises.

If Contacts/Keyholders are unavailable at the time of the incident we may make further attempts to contact them up to one hour after the event.

If we are unable to speak to an authorised Contact/Keyholder we will normally leave a voice message for the first Contact/Keyholder and notify the Company, the next working day by report, that no one was available.

Answer phones are not normally an acceptable form of contact.

When the ARC initiates the telephone call to the Contact/Keyholder we normally ask for the named person but we don't require a Password at this point.

Once legitimate contact has been made, the incident will be closed. Should they decline to attend the premises it will be their responsibility to contact another authorised Contact/Keyholder.

It is recommended that contacts have mobile communications to ensure they are available at all times and to permit updates to be passed should the alarm status change whilst attending an alarm call.

The response to an alarm event by the ARC may be made by an ARC agent telephoning the authorised Contact/Keyholder

Our ARC uses non-geographic telephone numbers therefore Contacts/Keyholders should not restrict calls from these numbers.

Calling Premises - If the premise's number is required to be contacted as part of the call plan the number will normally be rung for up to one minute.  If an answer phone is encountered we will not leave a message and will continue with the call plan. We normally request a password to verify the identity of an authorised user for security related incidents, for none security related incidents a password is not normally required.

## PLACING SYSTEMS ON-TEST

Engineers can place systems on/off test by contacting the ARC direct. Engineers will need to be registered with ASM and have the correct password to test the system(s)

On-test expiry conditions - all test periods expire automatically at the end of the period set on commencement. If the ARC monitors restore conditions and a test expires but the system has not been restored and remains in alarm, such conditions will normally be reported to the Company so they can be reviewed. The ARC will not accept any liability for tests that expire with unrestored alarm conditions.

## REMOTE RESTORE (REMOTE RESET)

If you subscribe to this service, we can issue a remote restore dependant on the following criteria:

### Remote Restore (Alarm was not Policed)

- The end user has been identified by predetermined password
- The alarm was caused by client error or was a genuine alarm
- There is no requirement for an engineer's visit.

### Remote Restore (Alarm was Policed)

- The end user has been identified by predetermined password
- The alarm was caused by client error or the cause is known not to be with the alarm system
- There is no requirement for an engineer's visit
- The number of alarms policed has not exceeded two within the last 12 Months.

It is ARC policy not to remotely restore a genuine alarm that has been extended to the police due to the possibility of the end user's insurance cover being invalidated if it is subsequently found that the alarm system is not fully working.
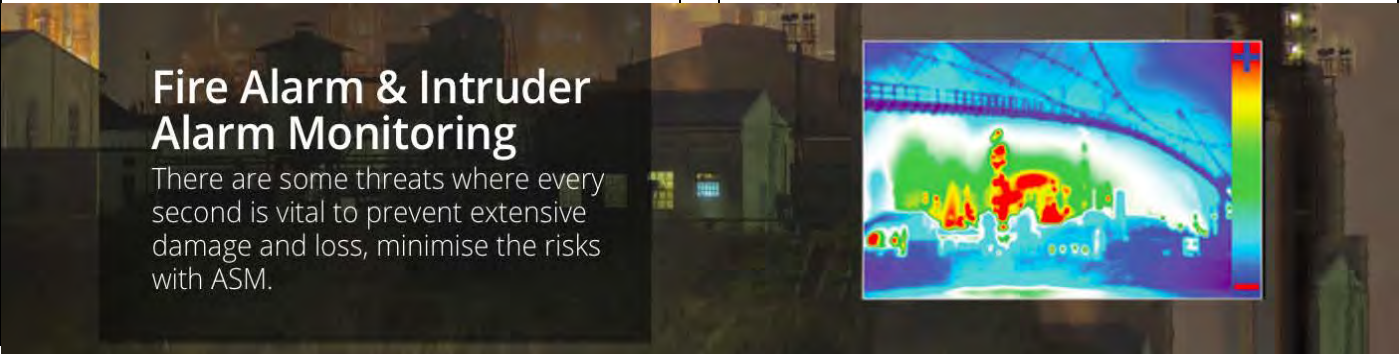
## ADDITIONAL SERVICES

**Out of Hours Emergency Demand Service Calls -** We offer, under a separate contract, an additional chargeable service to the Company for the handling of service requests from their clients outside of normal working hours. This service is available from 17:00hrs until 08:30hrs weekdays, all weekends and recognised Bank Holidays.

**Lone Worker Monitoring** – We can provide monitoring of approved Lone Worker Devices and pass calls to an emergency responder.

**Remote Video Response (RVR)** - offers a comprehensive selection of CCTV related services by using a wide range of transmission technologies, including: remote surveillance; remote verification; remote service; remote interactive; remote control; remote tours.

Contact your Account Manager for further details.

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