



11 November, 2008

Re: Important Changes in NSW Police Alarm Response Procedures

We have been advised in writing by the NSW Police Force that effective **December 1 2008** the procedures are changing in relation to the treatment of alarm events.

What changes are occurring?

The following is an extract from the notification received from NSW Police:

“Accordingly, NSWPF will cease the 1800 service and will introduce a new 1900 service from 1 December 2008, for those security industry members who accept and sign the Agreement. You will note that the Agreement refers to a Direct Access Service. This service will provide preferential access to dedicated NSWPF telephone numbers for the reporting of genuine activated alarms. It will only be available to security industry members who accept and sign the Agreement. As indicated in the Agreement, there will now be a cost associated with this premium service.”

The 1800 numbers will be replaced with a user-pays 1900 number – one for emergencies (schedule one) and one for general alarms (schedule two). The detailed schedules as supplied by the NSW Police Force are attached, but can be summarised as follows :

Schedule One Alarms

1. Emergency Hold Up from commercial premises with purpose fitted alarm ;
2. Duress Alarm High Risk Commercial;
3. Duress Alarm High Risk Residential.

Schedule Two Alarms

1. Multiple sector alarms;
2. Single sector alarms at high risk premises (commercial and residential);
3. Communications failure;
4. Vehicle tracking alarms for known stolen vehicles;
5. Alarms from premises with recent threats

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What impact will these changes have?

Only certified monitoring centres are able to register for the new Police Numbers.

The most significant impact we envisage with these changes is that we will be unable to contact the police to attend schedule three alarm events. The instruction of "Keyholder All Events If N/A Send Police" now has to be removed as an instruction from your client. This needs to be replaced by "Keyholder All Events If N/A Send Patrol".

We will be required as a cause of the changes to dispatch patrol in all schedule three alarm events where we have exhausted the keyholder contact list.

We have just completed an exhaustive review of our patrol coverage in NSW to ensure we now have patrol coverage in all areas. We anticipate a huge increase in demand for patrol services in NSW as a flow on effect from the changes being introduced.

The second impact these changes will have is that we as a monitoring centre will be automatically charged a fee each and every time we call the new 1900 numbers.

Therefore we need to pass on this fee that we incur on behalf of your client. We are proposing to charge a fee of \$ 9 ex GST for all calls that we make to the new 1900 numbers. This fee will be chargeable regardless if the call is a Schedule One, Two or Three event.

In an attempt to minimise customer disapproval we have decided that we will not charge a fee where the event is a genuine Schedule One Event i.e. hold up or duress. Any Schedule One false alarms and all Schedule Two & Three alarms will be charged.

What do we require from you?

We require very clear instructions from you as to the way you want your clients' events handled

Ensure Keyholder lists are updated and accurate at all times.

Ensure accurate cross streets are recorded for all client's premises.

If you do not elect to use our patrol services please advise us urgently which patrol company you elect.

Please understand that these are not changes we either canvassed for or necessarily approve of, however they are changes that have been enforced upon us effective 1 December and we have to action accordingly. Please contact me on **1300 723 185** if you wish to discuss the changes being introduced.

Yours faithfully,

Neil A Green
Manager, Operations

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The following Schedules from NSW Police lists the types of events that can be reported to the Police Assistance Line:

Schedule One (Urgent Calls Only)

(These events can be put through to the "Urgent Alarm Line", provided that employees in the Alarm Monitoring Centre have no reason to believe that the following alarms may have been triggered by accident or by a malfunction.)

1. Hold Up Alarm (Commercial Premises)

Defined as alarms installed in commercial premises, designed to be activated by a deliberate dual button/switch operation by a person who is being confronted with a weapon or threat of violence with a weapon for the purpose of robbery.

2. Duress Alarm High Risk Premises (Commercial)

Examples of high risk commercial premises include, but are not limited to:

- Police stations;
- Centrelink offices;
- Armoured vehicles;
- Firearms dealers;
- Premises where goods are stored that constitute a risk to the public (as endorsed).

3. Duress Alarm High Risk Premises (Residential)

Examples of high risk private premises include, but are not limited to:

- Politician, Judge or Magistrate's residences;
- Bookmakers;
- Jewellers;
- Firearms dealers/Gun Collectors.

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Schedule Two (Non-Urgent Calls Only)

(But only after the employees in the Alarm Monitoring Centre have contacted (or attempted to contact) the client or a neighbour or monitored any available CCTV link to ensure that the alarm has not been triggered by accident or by a malfunction.)

4. Multiple Sector Alarms – PROVIDED that keys can be made available to attending Police within 30 minutes or where there is access to the building perimeter. *(If not, the call must be made after an on-site inspection is carried out and access to the premises can be facilitated to attending police.)*
5. Single sector alarms at High Risk Premises (both Commercial and Residential), as for Schedule One.
6. Communication Failure – where there are no general communications faults in the area and this has been confirmed by the monitoring company with the provider.
7. Vehicle tracking alarms where the vehicle is known to be stolen and the vehicle is being tracked by the monitoring company.
8. Any alarm, other than those above, where the alarm monitoring centre advises the premises have come under recent threat.

Schedule Three

*(Alarms which are **NOT** to be called into NSW Police Force, unless the monitoring company has ascertained by either site inspection or independent verification that a crime is being or has been committed.)*

9. Multiple Sector Alarms – where there is no ready access to the premises *(eg where the premises are on the 15th floor of a secured building and the keys cannot be made available to attending police within 30 minutes).*
10. Single Sector Alarms – Non high-risk premises
11. Flashing Blue Lights.
12. Unmonitored Alarms.
13. Vehicle Alarms.
14. Fire or Smoke Sensor Alarms.
15. Medical Alarms.
16. Power Failure/Low Battery.

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