



Police Communications Centre  
2 Clayton Street  
Midland WA 6056  
Tel: 9374 4003, Fax: 9374 4041

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

## Alarm response definitions

### Commercial alarms

#### **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 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.

## **Domestic alarms**

### **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.



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## Standard Code for Supply and Installation of Hold-up and Duress Alarm Devices

### Explanation of terms

#### **Hold-up**

Immediate police response request to criminal activity or intent.

#### **Duress**

Immediate police response request to criminal activity or intent.

#### **Request for assistance**

Call for help, exact nature to be determined by monitoring centre.

#### **Panic**

Same as for request for assistance.

#### **Emergency**

Same as for request for assistance.

### Specifications

The following specifications are for hold-up and duress devices connected to a monitored alarm system. These specifications are to be met if a police response is to be expected.

#### **Hardwired Devices**

Device location:

The following specifications are for hold-up and duress devices that are permanently mounted on a stationary structure.

The device must:

- Be mounted at or above a height of 1400mm from the floor level if wall mounted. Below this height, a double action device must be used. (a device requiring 2 buttons to be pushed simultaneously) In the case of commercial premises the device can be mounted under a bench, table or desk and must be a manual reset type.
- Not be mounted within 300mm of any non-related button or switch, eg light

- switch, air conditioning control or ceiling fan control.
- Not be mounted in an area considered a thoroughfare, eg. passage. Any device mounted in such an area must be behind a cover, flap or lid sufficient to protect against accidental activation.
- Not be mounted externally unless the device is specifically designed for this purpose, ie the device is weatherproof to IP56 or other appropriate standard.
- Not to be mounted in any area used by the general public, eg waiting rooms, common foyer areas or multi tenancy arcades.

Device type:

- The button shall not protrude or stand proud of the surface of the device.
- The button shall not be able to be activated from a frontal impact. An upward, downward or outward action is preferred to a front push type button.
- A single button device should be recessed requiring a deliberate insertion of a finger or fingers to activate the alarm.
- **Note:** trap type duress devices shall be installed in pairs; both devices requiring a trip to activate the alarm.

### **Wireless Devices**

If a hold-up or duress device is wireless the following shall apply:

- The remote receiver that activates the alarm will be connected to a dedicated zone input at the control panel.
- The hand held or pendant type device shall be solely for duress.
- A multi-button hand held device combining Arm, Disarm and Duress functions will not be acceptable unless two buttons have to be pressed simultaneously and trigger a dedicated zone input at the control panel.
- The button on the hand held or pendant type device shall not protrude or stand proud of the unit's case.

### **Code Pad Duress**

This classification no longer exists.

### **Request for Assistance**

This is a signal that can be generated either from an approved device or a code pad event.

The code pad event can be generated by several means including use of a unique code number being entered, two or more buttons being pressed simultaneously or a single button dedicated for this purpose.

### **Customer Training**

- The correct operation of all devices capable of generating a hold-up or duress alarm shall be demonstrated to the end user.
- Written instructions on how to use and test the devices shall be provided to the

- end user by the installing company.
- These instructions shall detail all information regarding contact for the monitoring and how to advise the monitoring company of a test being conducted. This information must include the client's identification account number or 'voice code'.

### **Customer Acceptance Form**

- An Acceptance Form declaring that the client has been given all the relevant information regarding the hold-up and duress devices and the resulting response must be signed by both parties and a copy retained by both parties.
- This form should also warn that police can instigate charges or penalties for wrongful activation of hold-up and duress devices.