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# CODE OF PRACTICE



## Alarm Monitoring Centres

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## FOREWORD

This Code of Practice defines the requirements and services for alarm monitoring centres for the monitoring of alarms systems and is to be followed by members of the New Zealand Security Association involved in the provision of alarm monitoring services.

The NZSA adopts the standards according to **AS 2201.2:2004, Part 2: Monitoring Centres & AS/NZS 2201.5:2008 Intruder Alarm Systems-Alarm Transmission Systems** (and subsequent amendments) as the core document for its Code of Practice. All Grading standards in AS 2201.2:2004 shall apply with the exceptions and additions as set out in this Code of Practice.

The objective in preparing this document is to ensure that high professional standards are maintained, legal responsibilities complied with and, consequently, enhancement of the industry's image and reputation.

The requirements of this Code are mandatory and compliance is a condition of membership of the New Zealand Security Association.

## DEFINITION

A Monitoring Centre is that facility which employs electronic means and trained staff to monitor and react to the status of a client's alarms in compliance with instructions.

All those persons engaged in the operation of the centre should be registered under the Private Security Personnel and Private Investigators Act 2010 (& Amendments & replacements).

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**SECTION 1: GENERAL**

|  | Evidence |
|--|----------|
| <b>Company Details</b>   |          |
| <b>Name</b>  |          |
| <b>Trading name(s)</b>   |          |
| <b>Locations – list all locations you operate from within New Zealand</b>  |          |
| <b>Company Registration details (date and registration number)</b><br><br><b>Auditor to sight Company Registration Certificate</b> |          |
| <b>Directors (list)</b><br><br><b>Auditor to check against Companies Office records</b>  |          |

|   |  |
|---|--|
| <p><b>Staff Numbers</b></p> <p><b>Total:</b></p> <p><b>Numbers required to hold CoAs:</b></p>   |  |
| <p><b>Registration under the Private Security Personnel and Private Investigators Act 2010 (&amp; Amdts and Replacements)</b></p> <p>All Directors, Staff and/or Contractors where there is a requirement to be licensed or hold a Certificate of Approval (COA) are registered under the Private Security Personnel and Private Investigators Act 2010 and amendments.</p> <p><b>Auditor is to:</b></p> <ul style="list-style-type: none"> <li>• <b>Sight SG Licence issued by the Registrar</b></li> <li>• <b>Check the COA for a range of not less than five staff.</b></li> <li>• <b>Check at least three rosters for duty to ensure all staff working are licensed correctly.</b></li> </ul>   |  |
| <p><b>Contractors to the Member Company</b></p> <p>The primary contractor (the member) is responsible to ensure that all contract staff employed under any contractual arrangement are licensed or hold a Certificate of Approval as required under the Private Security Personnel and Private Investigators Act 2010 and amendments.</p> <p>All contractors are to be required to show evidence to their principal that they have sufficient processes in place to ensure this requirement is always met.</p> <p><b>Auditor is to:</b></p> <ul style="list-style-type: none"> <li>• <b>Sight a declaration or a copy of the SG Licence issued by the Registrar to the Contractor</b></li> <li>• <b>Check the member's staff for a current COA - not less than 10% of member's staff.</b></li> <li>• <b>Check at least three rosters for duty to ensure all staff working are licensed correctly.</b></li> <li>• <b>Check members' written evidence that all contracted staff hold a current SG licence and COA as required under the Private Security Personnel and</b></li> </ul> |  |

| <b>Private Investigators Act 2010 and amendments</b>  |  |
|---|--|
| <p><b>Customer Service Levels</b><br/>                     This Code of Practice is issued in order to ensure that persons and organisations operating in the Alarm Monitoring field of the security industry provide a standard of service and quality of employee that meets the standard as defined in this Code of Practice as being the minimum level. Sufficient latitude is built into the Code to enable Security Companies to exercise initiative and individual expertise in the provision of service to a higher degree than that laid down in the Code.</p> <p><b>Auditor is to:</b></p> <ul style="list-style-type: none"> <li>• <b>Cite any examples of letters from clients praising individual staff or the company for provision of excellent standards of customer service.</b></li> <li>• <b>Look for examples of training, posters, briefing notes, bonuses or recognition for staff to deliver excellent customer service</b></li> </ul> |  |
| <p><b>Public Liability Insurance</b></p> <p>Public liability insurance cover required of all NZSA members shall have due regard to the nature of the risk and the relevant standard but shall not be less than \$1,000,000.</p> <p><b>The Auditor is to:</b></p> <ul style="list-style-type: none"> <li>• <b>Sight a placement slip, insurers policy document or invoice from an insurer showing the Public Liability cover is in place and current.</b></li> </ul>   |  |

**SECTION 2: GENERAL NOTE**

|   | <u>Evidence</u> |
|---|-----------------|
| <p>a. The Specifications in sections 2, 3, and 4 of AS 2201.2:2004 (and subsequent amendments) for Building construction, Electrical work, Fire systems and Safety procedures must all be in compliance with the appropriate New Zealand Standard, Local Authority Bylaws, and/or Fire &amp; Safety Standards and all other relevant legislation.</p> |                 |
| <p>b. All Employment conditions in Monitoring Stations should comply with New Zealand Law and regulations.</p>  |                 |
| <p>The standard grading is in 2 parts:</p> <p>c. Monitoring Centre construction and amenities are graded A to C, with A being highest</p>   |                 |
| <p>d. Equipment and staff are graded 1 to 3, with 1 being the highest.</p>  |                 |

**SECTION 3: NZSA STANDARD**

|   | <u>Evidence</u> |
|---|-----------------|
| <p>a. When processing a new alarm connection or on instructions from the client, amending the alarm configuration of an existing system, the Monitoring Station shall ensure it receives and confirms that <u>signals</u> configuration complies with a hard copy of the <u>system</u> configuration.</p>           |                 |
| <p>b. With its wide membership utilising a range of facilities, the NZSA has adopted compliance with Grade C3 as its minimum requirement for members and membership applicants as being a realistic standard able to be met by all member-monitoring stations.</p>  |                 |
| <p>c. The Alarm Processing Time for commencement of response to incoming signals means that the monitoring centre must be continuously manned.</p>  |                 |
| <p>d. The competency-based training programme means that all monitoring centres should have a documented training programme and records of the training and competence of all staff.</p>  |                 |
| <p>e. In addition to compliance with Grade C3, each Monitoring Centre shall have a documented Disaster Recovery Plan. This document will be individual to each Monitoring Centre and as such will be subject to review by NZSA. The operator of the Monitoring Centre will be required to verify its existence.</p> |                 |

|   | <u>Evidence</u> |
|---|-----------------|
| <p>f. The DRP should include:</p> <ul style="list-style-type: none"><li>i. Projected recovery time for:<ul style="list-style-type: none"><li>• Loss of power</li><li>• Communication failure</li><li>• Equipment failure</li></ul></li><li>ii. Emergency procedures in the event of hazards such as Fire, toxic fumes, raid, bomb threat and anything else that threatens the continuity of the monitoring operation.</li></ul> |                 |

**SECTION 4: COMMON LANGUAGE**

|   | <u>Evidence</u>   |                    |               |   |                |                       |                    |             |              |                           |  |
|---|---|--------------------|---------------|---|----------------|-----------------------|--------------------|-------------|--------------|---------------------------|--|
| <p>a. The terminology as defined as AS 2201.2:2004 (and subsequent amendments). Table 4.4.5 Alarm Processing Time will be the standard terminology. The following is the terminology to be used when communicating with Patrol response companies. Other monitoring and Dispatch Centres, and the emergency Services.</p>   |   |                    |               |   |                |                       |                    |             |              |                           |  |
| <p>b. The term ‘activation’ is in common use within the Security Industry. However, it is open to misinterpretation by outside agencies and the public. The more specific signal definition listed below is recommended.</p>  |   |                    |               |   |                |                       |                    |             |              |                           |  |
| <p>c. The terminology defined in the Standard, Table 4.4.5 Alarm Response Time will be the standard definition used to describe alarm events. This terminology is to be used when communicating with Patrol response companies, Monitoring or Dispatch Centres and Emergency Services.</p> <p><u>Table 4.4.5 Alarm Response Time</u></p> <table border="0" data-bbox="376 1066 1361 1273"> <thead> <tr> <th style="text-align: left;"><u>Type of Alarm</u></th> <th style="text-align: left;"><u>Description</u></th> </tr> </thead> <tbody> <tr> <td>High Priority</td> <td>e.g. Duress, Hold up, Fire, Medical assistance required</td> </tr> <tr> <td>Asset Treating</td> <td>Intruder, Plant alarm</td> </tr> <tr> <td>Subsistence Alarms</td> <td>Battery low</td> </tr> <tr> <td>Low Priority</td> <td>Late to close, mains fail</td> </tr> </tbody> </table> | <u>Type of Alarm</u>                                    | <u>Description</u> | High Priority | e.g. Duress, Hold up, Fire, Medical assistance required | Asset Treating | Intruder, Plant alarm | Subsistence Alarms | Battery low | Low Priority | Late to close, mains fail |  |
| <u>Type of Alarm</u>  | <u>Description</u>                                      |                    |               |   |                |                       |                    |             |              |                           |  |
| High Priority   | e.g. Duress, Hold up, Fire, Medical assistance required |                    |               |   |                |                       |                    |             |              |                           |  |
| Asset Treating  | Intruder, Plant alarm                                   |                    |               |   |                |                       |                    |             |              |                           |  |
| Subsistence Alarms  | Battery low   |                    |               |   |                |                       |                    |             |              |                           |  |
| Low Priority  | Late to close, mains fail                               |                    |               |   |                |                       |                    |             |              |                           |  |

|  | <u>Evidence</u> |
|--|-----------------|
| <p>d. The above is a guide for categorising, standardising, and measuring initial response times to signals received. The Monitoring Centre will set the priorities for individual alarms according to its contract with the customer.</p> |                 |

**SECTION 5: EMERGENCY SERVICES**

NZSA recognises that security alarm systems may include monitored smoke sensors that generally don't comply with fire systems standards, and also acknowledges that while residential emergency or panic activators can be useful adjunct, industry should not expect public emergency response to unverified activations.

Some Monitoring Centres specialise or have specific monitored customers who contract to have medical alert monitoring. Where this is the case, and the device is specifically designed for the elderly, sick injured or infirm, the monitoring centre must make the emergency services aware that they are advising of an incident involving medical alert monitoring and have received either a request from the premises for assistance, or have not been able to establish contact with the premises.

If known medical condition information exists in the Monitoring Centre recorded, this information may also be given to the emergency services. In all instances of the medical monitoring access to the premises, or authority to enter the premise forcefully, must be authorised by the customer at the time of entering the contract.

NZSA members will request fire fighting appliances or ambulance attendance when:

- A third party person at the site independently verifies alarms reported from premises.
- Alarms reported from premises are verified through deployment of remote video surveillance, audio monitoring, or other technology appropriate to identified risk factors.
- Alarms reported from premises where specific individual circumstances indicate that there is a high likelihood of alarms being genuine.

|   | <u>Evidence</u> |
|---|-----------------|
| <p>a. When reporting an event to the Emergency Services the information given regarding location of the premises must be precise and should include:</p> <ul style="list-style-type: none"><li>iii. Name of residential owner or trade name of business</li><li>iv. Exact street address including number all of which is to be verified using LINZ mapping software</li><li>v. Nearest cross street</li><li>vi. Main premises telephone number</li><li>vii. Location markers for rural sites e.g. metal cow on green mailbox at end of drive</li></ul> |                 |

## **SECTION 6: POLICE NOTIFICATION**

NZSA members will request police attendance to alarms defined as Category 'A' – see below.

Police will prioritise attendance to reported alarms depending on available resources at the time, and NZSA members must not suggest to customers that police will attend within specific timelines. Follow-up of all other alarm activations other than Category 'A' will remain the responsibility of members and their customers who are expected use mobile patrols, customers involvement, or technology solution such as remote video monitoring instead of just contacting police.

Category 'A' alarm attendances where monitoring centres will request police to provide first line responses are defined as:

Verified 'Intruder' Alarms:

- Alarms reported from premises independently verified as 'suspicious' by a third party person at the site
- Alarms reported from premises verified as 'suspicious' through deployment of remote video monitoring.

Unverified 'Intruder' Alarms:

Intruder alarm activators from location where there is judged to be a higher likelihood of the alarm being genuine, including but not necessarily limited to:

- Financial institutions;
- Ministerial or other offices of public persons at risk
- Drug wholesalers/retailers/hospitals
- Firearms dealers or other firearms storage areas

Commercial 'Duress', 'Suspicion' or 'Hold-up' Alarms

- Reported duress alarms from 'at-risk' commercial premises

Residential 'Panic' or 'Emergency' Alarms:

- Reported alarms from homes where the monitoring centre has already (unsuccessfully) attempted to phone the residence to establish the cause.

|   | <u>Evidence</u> |
|---|-----------------|
| a. In all cases the Police will determine if and when they will respond. The Monitoring Centre's job is to give them clear and concise facts on which to base their decision. |                 |
| b. It is NZSA policy that NZ Police can depend on member communications meeting the established criteria.   |                 |
| c. Monitoring Centres cannot guarantee Police response.   |                 |

**SECTION 7: AUDIT PROCESS**

|   | <u>Evidence</u> |
|---|-----------------|
| a. NZSA member Monitoring Centres are required to submit a self prepared audit report on an annual basis or at the request of the NZSA. |                 |
| b. NZSA member Monitoring Centres are required to submit to a third party audit at the request of the NZSA.                             |                 |

Auditor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

For the Company:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_