



Alarmtech 2021 Inc.
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KEYHOLDER RESPONSIBILITIES

Choose keyholders who have adequate transportation to attend your premises and are willing to act upon calls if they are required. Please ensure that all keyholders are in possession of:

1. A working key to your home/business.
2. A working four-digit arm/disarm code.
3. A yellow wallet sized identification card with a system # and a pass # on it (issued and provided by Alarmtech).

KEYHOLDERS are DISPATCHED to the premises when the alarm has been tripped and there is no answer at the premises.

The Central Station Operator will ask if the police are to be sent:

Option 1: The keyholder may DECLINE to have the police sent and will check the premises themselves. They might choose this option if there is a likelihood it is a false alarm or user error.

Examples:

1. It is opening time.
2. A cleaning service is on site.
3. An animal is on site.
4. There is construction, or a new employee is on site.
5. There have been equipment problems recently.

If the police are needed the keyholder will call them either from the site or nearby. NOTE: when the keyholder arrives at the site and there is any suspicion of illegal activity, the keyholder should call 911 or the monitoring station from a safe location and keep themselves out of danger.

Option 2: Upon initial communication with the Central Station operator, the keyholder may REQUEST that the police be dispatched and in this event the keyholder will meet the police on site and will supply them with a key should the police need to enter the premises. Keyholders may also be asked to turn off the system for police.

The keyholder might arrive at the premises before the police. The keyholder is to remain in their vehicle and make note of any license plates, etc. and watch for suspicious activity. If ANY suspicious activity or evidence is available, the keyholder will call 911 or the monitoring station from the nearest phone. This 'human' verification that an alarm signal is valid will ensure police respond as quickly as possible.

If there is no sign of suspicious activity, the keyholder MAY CHOOSE to do a walking perimeter check of the property and then enter the premises to verify that an entry has not occurred. If this is the case IMMEDIATELY call the Monitoring Station using your yellow wallet card and CANCEL the police. Notify the home/business owner as soon as possible and/or consult with Alarmtech as to what steps to take to ensure that this will not happen again. The keyholder should also call the Monitoring Station to add or request information regarding the signal or dispatch.

There is a half-hour time limit for police response to alarm signals. If a half hour has elapsed from the time you were dispatched as keyholder AND the police have not arrived AND you have not verified by telephone that the alarm is valid, they (police) may not be attending.

IN ALL CASES: The keyholder should call the Monitoring Station as soon as possible and advise them that you have attended and what has taken place. As well, the keyholder should report to the owner of the alarm.

NOTE: Keyholders may also be advised if a 'trouble / tamper / low battery' signal is received from the premises and there is no answer there. A trouble signal indicates a low battery, power failure or similar condition. There is no police dispatch in these cases, but someone should attend the premises and correct the condition as soon as possible.

London Verified Response Implementation

Commencing January 1st, 2018, the London Police Service will have transitioned to the new Verified Alarm Response program.

The following is a summary of the new London Police Service policy for the new Verified Alarm Response program:

GENERAL

In an attempt to reduce the number of false alarms across the City of London, the Verified Alarm Response Program (VARP) has been created. The initiative is intended to eliminate as many property related false alarms as possible and outlines the process under which the VARP may be employed. Members shall recognize that panic alarms related to the safety of a person are excluded from the VARP.

PANIC ALARM RESPONSE

The LPS shall provide immediate response to panic/hold-up/duress alarms when there is reason to believe that a crime is in progress or an emergency exists. Verification of a panic alarm is not required as the safety of the community is paramount. It is the responsibility of the alarm company or monitoring service to notify the Communications Section that a panic alarm has been engaged.

VERIFIED ALARM RESPONSE PROGRAM

The Verified Alarm Response Program is designed to reduce the number of false alarm calls attended by the LPS. Members will only be dispatched when alarms meet one or more of the verification criteria.

A. Verification of Alarms

It is the responsibility of the alarm or monitoring company to verify the legitimacy of an alarm. Verification of alarms must occur prior to notifying the LPS. In situations where the monitoring service cannot verify the legitimacy of an alarm, the LPS shall not respond. Prior to contacting the LPS, the monitoring service must verify the alarm using at least one of the following criteria:

- (a) Audio sensors that provide the alarm company or monitoring service with the ability to confirm criminal activity by the sounds detected within the premise;
- (b) A video system that provides the alarm company or monitoring service with the ability to confirm criminal activity through visual images;
- (c) Confirmation made by an owner, key holder, an alternate response agency, or a witness on scene who can confirm the existence of a suspected criminal act; or
- (d) Multiple activation points along with the alarm company or monitoring system determines the manner or sequence of activation indicating that suspected criminal activity is, or has taken place.

B. Responsibilities

(1) Communications Section Members:

- (a) Shall enquire whether the alarm or monitoring service has verified the alarm. If there has been no attempt to verify the alarm, the Communications member shall instruct the alarm or monitoring service to verify the alarm and subsequently contact the Communications Section if police are required;
- (b) May dispatch officers to an unverified alarm if they believe a response is warranted;
- (c) Shall not telephone key holders, alarm or monitoring services to determine if a key holder has been notified of the alarm; and
- (d) Shall not attempt to verify alarm calls. This is the function of the alarm companies and monitoring services.

Thank you,
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