



## **INTRODUCTION OF PHASE 2 OF AN GARDA SÍOCHÁNA POLICY ON MONITORED INTRUDER ALARMS.**

**The Garda Síochána Intruder Alarm Policy is aimed at keeping to a minimum the number of false alarm calls passed to An Garda Síochána and by doing so achieve the highest standard of response to genuine alarm activations by An Garda Síochána.**

- An Garda Síochána will always respond to personal attack alarm activations, these are alarms activated **intentionally by a person who is in fear of criminal attack, on himself /herself or their property**
- As and from 31<sup>st</sup> January 2008 the policy of An Garda Síochána will be to respond to verified alarm activation only. A verified alarm is one that is verified by the activation of a secondary detection device as a sequential verified alarm, or by visual or audible inspection (including remote camera or microphone).
- All Commercial Alarms must have verification technology installed by the 31<sup>st</sup> January 2008. An Garda Síochána will not respond to non verified Commercial Alarms after that date. In order to allow Domestic Alarms holders more time to upgrade their alarm systems to verification technology, An Garda Síochána will still respond to non verified Domestic Alarms. It should be noted however that if a false activation is received by Gardai after the 31<sup>st</sup> January 2008, Garda response will be withdrawn until verification technology is installed.
- Keyholders are a vital part of the response to intruder alarm activations. An Garda Síochána cannot police intruder alarm activations fully until they are admitted to the building. Keyholders must be in a position to respond to alarm activations.
- If in the course of any rolling 3-month period the number of false alarm activations should reach three, a notice shall be sent to the **Monitoring Centre**, informing them that Garda response shall be withdrawn in 7 days and that no further alarm activations should be forwarded.
- Testing of alarm system shall terminate at the Monitoring Station and shall not involve Garda participation. If a test is forwarded to An Garda Síochána for policing it will result in immediate withdrawal of Garda response.
- Failure by an Alarm Installation Company or a Monitoring Centre to comply with this Policy will result in it no longer being recognised in accordance with this Policy and recognition will not normally be restored before the elapse of one year.

AN GARDA SIOCHANA POLICY ON MONITORED INTRUDER ALARMS .....	3
1. Introduction.....	3
2. Policy Operation .....	4
2.1 <b>Withdrawal of Garda Response</b> .....	4
2.2 <b>Reinstatement of Response</b> .....	5
2.3 <b>Personal Attack Alarm</b> .....	5
2.4 <b>False Alarm Reduction</b> .....	6
2.5 <b>Alterations</b> .....	6
2.6 <b>Testing</b> .....	6
2.7 <b>Cancellation of False Alarms</b> .....	6
3. Definitions: .....	7
3.1 Personal Attack Alarm.....	7
3.2 Verified Alarm .....	7
3.3 <b>False Call</b> .....	7
3.5 <b>Certification</b> .....	7
3.6 <b>Recognised Companies</b> .....	8
4. Miscellaneous Provisions: .....	8
4.1 <b>Advertising</b> .....	8
4.2 <b>Failure of Company/Monitoring Station to comply with Policy</b> .....	8
4.3 <b>Right to Amend Policy</b> .....	9
5. Final Discretion:.....	10
5.1 Appeals .....	10
APPENDIX A.....	11
APPENDIX B .....	15

# **AN GARDA SÍOCHANA POLICY ON MONITORED INTRUDER ALARMS**

## **1. Introduction**

- 1.1 The policy is aimed at keeping to a minimum the number of false alarm calls passed to An Garda Síochána and by doing so achieve the highest standard of response to genuine alarm activations by An Garda Siochana.
- 1.2 As and from 1<sup>st</sup> January 2005 the policy of An Garda Síochána will be to respond to a verified alarm activation only.
- 1.3 An Garda Síochána will always respond to personal attack alarm activations.
- 1.4 To allow for the industry to make the necessary technical adjustments this Policy will take full effect as and from 1<sup>st</sup> January 2007.
- 1.5 Until full implementation of the policy in relation to verified response (i.e. 31<sup>st</sup> of January 2007), a Garda response will only be afforded to intruder alarm activations, when a key holder has been notified and has given an estimated time of arrival at the premises.
- 1.6 To effectively respond to a verified intruder alarm, the Garda Síochána require that a key holder is informed and that they attend in the shortest time possible at the premises.
- 1.7 Failure of a key holder to attend at a premises following a verified alarm will result in the activation being recorded as a false alarm.
- 1.8 When three false alarms are recorded, against a premises, in a three-month period no further response will be afforded to the premises.

- 1.9 All new alarms shall be installed, maintained and used in accordance with the current European Standard EN 50131-1 and the conditions of this Policy.
- 1.10 In the case of Intruder Alarm Systems connected to remote Monitoring Centres, the centre to which it is connected will be certified to the current Irish Standard IS. 228 and shall be operated in compliance with the relevant sections of this policy.
- 1.11 All Monitoring Centres, Intruder Alarm Installation Companies and installations must be certified to the relevant Irish or European Standard in relation to Intruder Alarms.
- 1.12 The Accreditation Board of Ireland must accredit All Certification Companies.
- 1.13 The application form for issue of a new Unique Reference Number (URN) is at Appendix A and form for reinstatement is at Appendix B.

## **2. Policy Operation**

### **2.1 *Withdrawal of Garda Response***

- 2.1.1 If in the course of any rolling 3-month period the number of false calls should reach three, a notice shall be sent to the monitoring centre, informing them that Garda response shall be withdrawn in 7 days and that no further alarm activations should be forwarded.
- 2.1.2 If there are false activations in that 7 day period they will be recorded as new false alarms and will be combined with any further false alarms after reinstatement.
- 2.1.3 If there are three false calls in the 7 day period it will result in a further 3 months suspension to run consecutively with the first three months.

## **2.2 *Reinstatement of Response***

- 2.2.1 Garda response will only be restored following a period free from false calls, which would not normally be less than three months. Application for re-instatement will be on the form at Appendix B.
- 2.2.2 When an alarm is suspended and verification technology had not been in use, installation of a verified alarm system will allow Garda response to be reinstated. Application for re-instatement will be on the form at Appendix B.

## **2.3 *Personal Attack Alarm***

- 2.3.1 At the outset it must be clear that An Garda Síochána will always respond to personal attack alarm activations. However, a Personal Attack Alarm must not be used in any other manner other than as defined i.e. when the person or their

property is in danger of criminal attack. Any other use of the Personal Attack Alarm will be deemed to be misuse and therefore recorded as a false activation.

#### **2.4 *False Alarm Reduction***

Alarm Clients, Installation Companies and Monitoring Centres must endeavour to reduce false alarm activations.

#### **2.5 *Alterations***

Notice of any variations in the details of premises, which would affect the Garda response time or the health and safety of Garda members responding, shall be given in writing within 7 days to the Garda Siochana. Failure to do so will result in suspension of URN and response will only be afforded following a new application. All alterations should be on the form at Appendix A.

#### **2.6 *Testing***

Testing of alarm system shall terminate at the Monitoring Station and shall not involve Garda participation. If a test is forwarded to An Garda Siochana for policing it will result in withdrawal of Garda response.

#### **2.7 *Cancellation of False Alarms***

An Garda Siochana will only accept alarms cancelled by the Monitoring Centre. Alarms cancelled by key holders or property owners will not be accepted.

### **3. Definitions:**

#### **3.1 Personal Attack Alarm**

An alarm activated intentionally by a person who is in fear of criminal attack, on himself /herself or their property.

#### **3.2 Verified Alarm**

An alarm activation, which is verified by the activation of a secondary detection device as a sequential verified alarm, or by visual or audible inspection (including remote camera or microphone).

#### **3.3 False Call**

A false call will be recorded against a premises unless the alarm was activated by:

- a. A criminal attack upon, damage, or attempts at such, on the protected premises, the alarm equipment or the line carrying the alarm signal.
- b. Actions by the emergency services in the execution of their duty.
- c. A call emanating from a personal attack system made with good intent.
- d. Where subsequent evidence is uncovered of a criminal attack on the premise, the alarm equipment or the lines carrying the signal, the call shall be amended to “genuine”, following inspection by An Garda Síochána.

#### **3.5 Certification**

Certification means certified to the relevant Irish or European standard, by a certification company, which has accreditation from the Irish National Accreditation Board to certify to the relevant standard.

### 3.6 *Recognised Companies*

The Garda Síochána will recognise Alarm Installation Companies and Monitoring Centres as those companies approved in the current list of certified companies maintained by the accredited Certification Companies.

## **4. Miscellaneous Provisions:**

### 4.1 *Advertising*

No Alarm Installation Company or Monitoring Centre shall, in or on any of their stationery or advertising material, make any reference to An Garda Síochána or infer that Garda response will result from all alarm activations.

### 4.2 *Failure of Company/Monitoring Station to comply with Policy*

Failure by an Alarm Installation Company or a Monitoring Centre to comply with this Policy will result in it no longer being recognised in accordance with this Policy and recognition will not normally be restored before the elapse of one year.



#### 4.3 ***Right to Amend Policy***

The Garda Commissioner reserves the right to amend, alter or add to this Policy as and when he deems necessary.

## **5. Final Discretion:**

The Garda Commissioner reserves the right to refuse:

- To recognise an Installer of Monitoring Company;
- To authorise the issue of a Garda Unique Reference Number for any installation;
- Garda response to any intruder alarm installation.

### **5.1 Appeals**

Appeals by Alarm Clients, Installation Companies or Monitoring Centres should be made in writing to Chief Superintendent Community Relations, Harcourt Square for adjudication.

## **APPENDIX A**



**APPLICATION FOR UNIQUE REFERENCE NUMBER (URN)**

Name

.....

Address

.....

.....

Garda Sub-District within which the premises is located: .....

*(You must phone station to confirm that the above Sub-District covers the premises)*

**Type of Premises**

Residential

Business

If Business What type of Business

.....

**Direction to premises from nearest Primary Road or other landmark**

.....

.....

.....

.....

**RISK AND HAZARDS**

State any risks or hazards present on your premises that may injure or impede Gardai responding to your alarm

.....

.....

.....

**If there are none please state**

What measures have been taken to reduce such risks or hazards

.....

.....  
.....  
.....

Are there licensed firearms kept at the premises. ....

As the person responsible at the premises indicated at above applying for a Unique Reference Number (URN). I undertake to ensure that one or other of my nominated key-holders will always turn out and will take responsibility for the premises. I accept that Key holder attendance at the premises is a vital part to the effective policing of the alarm and that Garda personnel cannot police my intruder alarm to it's full potential without the assistance of a key holder

Signature \_\_\_\_\_

Date

\_\_\_\_\_

### To be filled out by Installer

Installation

Company.....

Certification Company..... Certification Number .....

Whom did you instruct on the use of the alarm

1. ....
2. ....
3. ....

Type of Verification Technology Installed

1. Verified by the activation of a secondary detection device
2. Visual inspection
3. Audible inspection.
4. Is there a maintenance process in place    Yes                       No
5. Is there a radio or cell phone backup .....

**Signed:** .....

## To Be filled by Monitoring Centre

Company.....  
.....  
.....

Certification Company..... Certification Number  
.....

Have you been provided with a list of key holders who can attend at the premises within 30 minutes?

Yes or No (Please circle)

Signed .....

## To Be Filled out by An Garda Siochana

The following URN \_\_\_\_\_ has been allocated to the above alarm system.

\_\_\_\_\_ Chief Superintendent

# APPENDIX B



## Form for Reinstatement of Response RC1B

**URN:** .....

Name .....

Address .....

.....

.....

Please answer the following questions:

1. Has the alarm client and key holder received additional training in the operation of the system

Yes  No

2. Has the alarm system been upgraded to resolve the causes of the previous false alarms

Yes  No

3. Is there a maintenance process in place: Yes  No

If verification technology has been installed please state which type:

- 1. A sequential verified alarm,
- 2. Visual inspection(including remote camera)
- 3. Audible inspection (including remote microphone).

I apply for reinstatement of Garda response. The information on this form is correct.

**Signed** \_\_\_\_\_ Alarm Client

**Signed** \_\_\_\_\_ Alarm Installation Company

License Number ..... Completion Certificate Number .....

**Signed** \_\_\_\_\_ Monitoring Centre

License Number ..... Completion Certificate Number .....





**Notification of Change of Monitoring Centre & Location Details**

URN: .....

1.1. *Please update your records to show the following*

Current Trading Name of Premises (or occupant if Private house )

Alarm Client .....

Address:

.....  
.....  
.....

Previous Trading

Name.....

**Change of Monitoring Centre**

has changed from:

..... Monitoring Centre

to

..... Monitoring Centre

Signed \_\_\_\_\_ Alarm Client

Signed \_\_\_\_\_ Alarm Installer

**Licence No. & Co.** \_\_\_\_\_

Signed \_\_\_\_\_ Monitoring Centre

**Licence No. & Co.** \_\_\_\_\_