

NEW ZEALAND SECURITY  
ASSOCIATION

# CODE OF PRACTICE

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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 uses AS 2201.2 – 2004, Intruder Alarm Systems, Part 2: Monitoring Centres (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. All members seeking accreditation under this Code **MUST** use AS 2201.2 – 2004 as a tool when conducting their self-audit. Copies can be obtained from Standards New Zealand.

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 clients' alarms in compliance with instructions.***

# SECTION 1

## COMPANY INFORMATION

DESCRIPTION	EVIDENCE
<b>1.1 Company Details</b>	
<b>1.1.1 Name</b>	
<b>1.1.1 (a) Trading name(s)</b>	
<b>1.1.1.(b) Contact person's details</b>	

## SECTION 2

### GRADING AND CERTIFICATION

DESCRIPTION	EVIDENCE
<p><b>2.1 Grading</b></p> <p>Member monitoring centres are expected to hold a copy of AS 2201.2 – 2004 for self-audit purposes. The standard grading in AS 2201.2 – 2004 is based on two component parts:</p> <p>a. Monitoring Centre <u>building services, construction, security and control</u> are graded A to C, with A being highest</p> <p>b. Monitoring Centre <u>equipment and staff</u> are graded 1 to 3, with 1 being the highest.</p> <p>With its wide membership utilising a range of facilities, the NZSA has adopted compliance with Grade C3 as its <i>minimum</i> requirement for members and membership applicants as being a realistic standard able to be met by all member monitoring stations.</p>	<p>Auditor is to:</p> <ul style="list-style-type: none"><li>• Verify that the member company holds a copy of AS 2201.2 – 2004.</li><li>• Use the Compliance Summary (Appendix A of AS 2201.2 – 2004) when determining the grading of a centre and attach the completed copy to this Audit Report.</li></ul>
<p><b>2.2 Certification</b></p> <p>Certification of a monitoring centre shall be for a period not more than the lease period or 24 months, whichever is the lesser.</p>	<p>Auditor must sight the lease before the certificate and grading are issued.</p>

## SECTION 3

### ADDITIONAL REQUIREMENTS

DESCRIPTION	EVIDENCE
<p>3.1 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 Standards, Local Authority Bylaws, and/or Fire &amp; Safety Standards and all other relevant legislation.</p>	
<p>3.2 All Employment conditions in Monitoring Stations must comply with New Zealand Law and Regulations.</p>	
<p>3.3 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><i>Auditor is to check processes for new connections.</i></p>
<p>3.4 The <i>Alarm Processing Time</i> for commencement of response to incoming signals means that the monitoring centre must be continuously manned.</p>	<p><i>Auditor is to check rosters and staff logs.</i></p>
<p>3.5 The competency-based training programme (Clause 5.4 of the Standard) must cover all aspects of the operation, equipment and performance of the monitoring centre. Where possible this should be linked to an appropriate NZQA registered qualification.</p> <p>All monitoring centres shall have a documented training programme and records of the training and competence of all staff which shall include the following:</p> <ul style="list-style-type: none"> <li>(a) The training provided.</li> <li>(b) Accreditation level attained.</li> <li>(c) Dates of attainment and review.</li> <li>(d) Any follow-up or remedial training provided.</li> </ul> <p>All records shall be updated as each training session is completed.</p>	<p><i>Auditor is to sight the training records and confirm training through discussion with staff.</i></p>

DESCRIPTION	EVIDENCE
<p>3.6 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> <p>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 or anything else that may threaten the continuity of the monitoring operation.</li> </ul>	<p><i>Auditor is to sight the Disaster Recovery Plan.</i></p>
<p>3.7 Clause 4.4.5: Alarm Processing Time in AS 2201.2 – 2004 provides guidance for categorising, standardising, and measuring response times to signals received. The Monitoring Company will set the priorities for individual alarms according to its contract with the customer. Records will be maintained in accordance with Clauses 4.4.5 and 4.5 of the Standard.</p>	<p><i>Auditor is to sight alarm processing records and note any variance with AS 2201.2 – 2004 that may be permitted by client contracts.</i></p>

## SECTION 4

### 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 any premises forcefully, must be authorised by the customer at the time of entering the contract.

NZSA members will request firefighting 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.

DESCRIPTION	EVIDENCE
<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>	<p><i>Auditor to check standard instructions and logged incidents.</i></p>

## SECTION 5

### 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 to use mobile patrols, customer involvement, or a technology solution such as remote video monitoring instead of just contacting police.

**Category 'A'** alarm attendances are where monitoring centres will request police to provide first line responses. These 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 activations from a 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.

DESCRIPTION	EVIDENCE
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.	

**NZSA print name and designation:** \_\_\_\_\_

**NZSA Signature:** \_\_\_\_\_

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

# Appendix One

## DEFINITIONS

For the purpose of this Code the definitions given in AS 2201.2- 2004 and those below apply.

**Activation** 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 Alarm Response Time terminology listed below is recommended

**Alarm Response Time** 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, other monitoring or dispatch centres and emergency services.

### Terminology

- High Priority e.g. Duress, Hold up, Fire
- Asset Threatening Intruder, Plant alarm
- Subsistence Alarms Battery low
- Low Priority Late to close, mains fail

**Alternate power source** An energy source used in addition to the stand-by power source.

**Client** A person or other legal entity contracting the service of the monitoring centre.

**Indicating and recording equipment** All equipment used for the purpose of—  
(a) acknowledging receipt of the event from the alarm transmission system;  
(b) recording or logging of events received;  
(c) time and date stamping of received events and operator actions;  
(d) displaying information to an operator; and,  
(e) retaining and retrieving response instructions and data.

**Monitored site** A location in which an intruder alarm system is installed and connected to a monitoring centre.

<b>Monitoring centre shell</b>	All elements of the barrier surrounding the monitoring centre including the operations area, isolation compartment and amenities as required.
<b>Primary power source</b>	An energy source used to supply energy to equipment forming part of a monitoring centre under normal conditions.
<b>Premises</b>	The building structure that contains the monitoring centre including any other structure/s on the same title, which are accessible within 30 m of the main entry door to the monitoring centre shell.
<b>Stand-by power sources</b>	Energy sources used to supply energy to equipment forming part of a monitoring centre in the event of the interruption of power to the primary power source.
<b>Subsistence alarm</b>	Indicates a fault or failure of an item essential to the on-going performance of the system installed at the monitored site, e.g., battery low, communications error and similar.