



Alarm Filtering Process & Response Plan

THIS DOCUMENT COMPLIES WITH THE RELEVANT ACPO POLICY, ALARM FILTERING REQUIREMENTS

This policy document details measures adopted by QVIS Monitoring Ltd, to ensure we comply with the Alarm filtering Requirements of the relevant ACPO policy.

All clients and end users should be aware of Qvis Monitoring Ltd.'s Filtering process & Response plan and it is our client's responsibility to make the end users are aware of the processes that is followed.

Qvis Monitoring have a 120 second filter on ALL intruder alarms in compliance with BS8418. Meaning that our operators will not know about the alarm unless it has not been aborted/reset within 120 seconds, this reduces false alarms to emergency services

NEW SYSTEM SOAK PERIOD

All new connections will for the first seven days from installation and connection to the ARC, have to maintain trouble free operation.

During this period ONLY confirmed Intruder Alarms and Panic Attacks will be passed to the Police (If with URN). If however the installation does not successfully complete the initial soak period, then the installation will have to complete another soak period until a trouble free period of seven consecutive days is maintained.

QVIS Monitoring Ltd will not pass to the Police Authority unconfirmed Intruder Alarm signals

Please see below our **DEFAULT** response plan to all alarms, if you wish to agree on a different response you will have to request this in writing to operations@qvismonitoring.co.uk

KEY

KH = Key Holder

P = Police

S= Site

E= Engineer/Installer

F= Fire brigade

Soak Period Response

Activation Type	Response
Panic Alarm	S & KH & Immediate P if with URN
Confirmed Intruder	KH & Immediate P if with URN
Unconfirmed Intruder	KH & S
Fire Alarm	S & KH & F
System Fault/Mains Fail	E & S
Open/Close	No response



Alarm Filtering Process & Response Plan

It is the responsibility of the installer to inform the subscriber of the site status with regard to Police Response and any changes to that status.

Once an installation has successfully completed a soak period, the response will then be set to either direct Police calling (if with URN), providing the installation is able to indicate to QVIS Monitoring Ltd that the site is OPEN /CLOSED system (SET / UNSET)

On successful completion of the soak period / existing systems, NACP 14, clause 2.1 states that all systems will either generate: -

- a) Set / Unset signal, (Open / Closed) or
- b) Be able to pass a secondary signal known as an ABORT, this will indicate that the system has been miss-operated.

All existing systems must be up-dated to comply with this requirement.

Site Open Response

Activation Type	Response
Panic Alarm	S & Immediate P if with URN
Confirmed Intruder	KH & Immediate P if with URN
Unconfirmed Intruder	KH & S
Fire Alarm	S & KH & F
System Fault/Mains Fail	E & S
Open/Close	No Response

Site Closed Response

Activation Type	Response
Panic Alarm	S & KH & Immediate P if with URN
Confirmed Intruder	KH & Immediate P if with URN
Unconfirmed Intruder	KH & S
Fire Alarm	S & KH & F
System Fault/Mains Fail	E & S
Open/Close	No Response

Note: Call filtering will apply if the following is applied: opening / closing times have been advised, sites are closed or it is not within 180 seconds of an open / closed signal, system set.

Note: QVIS Monitoring Ltd does not charge for calls made to aborted client if they request this service, dependant on the number of calls made to each installation, we reserve the right to introduce charges for this service if abused.



Alarm Filtering Process & Response Plan

CCTV Response

Outcome of findings on CCTV	Response
Nothing to be seen	Logged as false alarm and closed
Peron/s Seen on site, No criminal damage	KH
Peron/s Seen on site, Causing criminal damage	P & KH
Animals, Pests or any other vermin	Logged as animal and closed
Peron/s Seen on site within 15 minutes after/before open/closing time	Closed as staff entering/leaving site
Fire	F & KH
Camera faulty	E
Bad weather	Camera will be suspended for 30 minutes, if not calmed down the camera/zone will be put on test for a 2 hour interval.

False alarms

In the event that we become aware of faulty equipment on site causing excessive signals which are identified as false alarms, we will take the following actions.

1. If more than 4 activations are received from a single specified piece of equipment and there is no cause for activation seen then we will endeavour to relieve the issue first. First we will suspend the site for a total of 30 minutes. If the false activations continue after the site has returned from suspension then we will put the affected equipment onto test for no more than 2 hours.
2. Following the 2 hour test period, if the affected equipment returns with 4 or more false alarms again, then the affected equipment will be placed onto permanent test.
3. Once the faulty equipment has been placed onto permanent test we will notify you, the installer, via email specifying the name of the site/sites and the affected equipment that has been placed onto permanent test. This email that is sent to yourselves is a request for assistance in resolving the alarm activation level received.
4. Once the email has been received by yourselves we expect you to return to us with a resolution as soon as possible. Once an acknowledgment has been received advising you have visited the site and rectified the faults, we will place the affected equipment onto a **seven day soak** in order to evaluate the level of alarms following the resolution.
5. If the level of activations have decreased to an acceptable level over the seven day period, then the camera will be reinstated and you will be informed. If the level of activations however are still beyond the acceptable level for monitoring, then the affected equipment will remain on permanent test until a resolution is provided that resolves the level of activations received.