



**AN GARDIA SIOCHANA POLICY ON MONITORED
INTRUDER ALARMS**

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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 Síochána.
- 1.2 As and from 1st 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 1st January 2007.
- 1.5 Until full implementation of the policy in relation to verified response (i.e. 31st 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 Síochána. 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 Síochána 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 Accreditation Board of Ireland 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.