

Alarm Responses



Did you know that 44% of people don't investigate or call the police when they hear an alarm siren?* Wouldn't you like the peace of mind in knowing that someone will check your property when your alarm is activated? NSR's Alarm Response service involves a uniformed security guard visiting your premises to investigate why an alarm has been activated. This saves you the hassle and safety risk in doing it yourself, and your alarm system remains monitored through your current monitoring company. They simply call us instead of you if the alarm goes off, and you only get notified if something is genuinely wrong.

How do we conduct our checks?

When your alarm is activated, your monitoring company will call our 24hr Operations Centre. The on-duty supervisor will dispatch the closest security guard, and that security guard will drive to the location of the alarm, physically check the property and look for signs of a break-in or attempted break-in. They will conduct an external, intermediate or internal check of the site, depending on what level of access we have (see the 'Mobile Patrols Fact Sheet' for further details). If we have an alarm code and key, they will also reset the alarm system.

What happens when something is wrong:

If there is no obvious cause of the alarm activation, they will radio the details of their visit to our 24hr Operations Centre as well as write a report and leave this at your premises. The Operations Centre will then pass on these results to your alarm monitoring company.

If the guard finds an obvious cause for the alarm activation, they will radio the Operations Centre where the on-duty supervisor will contact your alarm monitoring company for instructions.



Generally, the guard will remain at your premises until they are no longer needed (such as when your after-hours contact or the police arrive). A report will also be written and left with your after-hours contact.

Benefits

Don't let an expensive investment like an alarm system go to waste because no one is around to respond. Our clients choose our Alarm Response service for many reasons, including the safety of not having to come face-to-face with a burglar themselves, the value for money of the service and the number of vehicles and guards we have in the field resulting in quicker response times.



Alarm Responses



All security officers employed by NSR are licensed with the Queensland Government Department of Justice and Attorney-General. As part of their licensing requirements, all security officers must clear an indepth police background check.

Most alarm activations occur at night after normal business hours, when staff are asleep in bed. By having NSR respond to your alarm activations, we can take the hassle and potential danger from having you, or our staff, investigate your alarm.

Because NSR has a large fleet of patrol vehicles covering an area from Brisbane to the Sunshine Coast, we can keep our response times down. Quicker responses can sometimes mean less property damage or theft. If keys and codes are provided, we can also carry out internal checks and reset your alarm.

All of our security officers are uniformed and our patrol vehicles are clearly marked.

Here are just some of our Clients who utilise our Alarm Responses Service:

- Blue Care
- Education Queensland
- Wallenius Wilhelmsen Logistics
- Bendigo Bank
- Queensland Health
- Moreton Bay Regional Council
- North Lakes Health Precinct
- ANZ Bank



Real Time Updates

NSR use cutting edge technology to keep all of our customers informed of what is happening in their local area, updates on our services and information that is specific to each of our divisions.

For updates, follow us on twitter at:
www.twitter.com/NSRsecurity

For details about Mobile Patrols, use the following Twitter hashtag:
[#NSR_responses](https://twitter.com/hashtag/NSR_responses)



Other NSR Services

- Mobile Patrols
- Cash Banking
- Static Guards
- Party & Event Guards

*AAMI (2005). Home Security Index– March 2005. Available at <http://www.aami.com.au/resources/file.aspx?id=8> (August 14, 2009)