



# Company Addendum

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# 1. Company Profile

## GENERAL INFORMATION

ART Security is one of Australia's leading security companies and is a 100% Australian owned private company. Our company has been looking after the security needs of the Australia-wide community in the domestic, commercial and utilities (private and Government) markets since the early 1980s. ART Security provides an alternative to larger, less personalised companies.

Company stability guarantees efficient service and fulfilment of warranty conditions. You will have support into the future.

Our purchasing power gives you the best possible price for equipment and our many cost saving plans save you real money.

The in-house resources, including our own Grade A1 Monitoring Centre and 24 hour Technical Department, allows us to directly control all services to assure you of the highest standards.

ART Security is built on a reputation which guarantees personalised attention to:

- **solve clients' problems through expert advice, quality service and world class products**
- **provide for clients' needs in the fairest, most ethical and cost effective way**

## MISSION STATEMENT

Our corporate brochure lists many valued clients who enjoy the benefits of the optimum service our company offers. We are proud of our company, the quality of service it provides and our client focused vision striving:

### ***TO ACHIEVE TOTAL CLIENT SATISFACTION THROUGH NEVER ENDING IMPROVEMENT***

ART Security Pty Ltd is one of Australia's leading security companies operating a Grade A1 ASIAL accredited central monitoring station with a wide range of monitoring platforms including dialler to internet and video monitoring. ART Security also provides design, installation, upgrades, servicing and maintenance for intruder detection, access control and closed circuit television systems.

## CODE OF ETHICS

ART Security has been a long standing member of the Australian Security Industry Association (ASIAL) and complies with its Code of Practice. In addition, ART Security requires its staff to:

- deal with members of the public with honesty, integrity and candour;
- treat fellow staff members with the courtesy and respect they would expect to receive themselves;
- not engage in false or misleading advertising on behalf of the company, its staff, products or services, or those of allied companies and/or suppliers; and,
- not to make claims or suggest information designed to, or able to, cause fear in existing or potential clients.

## LEGISLATIVE AND JURISDICTIONAL ISSUES

ART Security remains across all State and National Legislative and Regulatory requirements which govern the security industry designed to protect public safety. These include Australian Standards, the State Regulators' Licensing and Registration provisions and the State Police Alarm Response Policies and/or Regulations. In most States the Police are the Regulators of the security industry. We are at the forefront of developments within the Council of Australian Governments (COAG) regarding National harmonisation of the security industry and the company is represented on several National and State Committees advising Government, Police, National Training Authorities, Australian Standards and Industry Associations.

The company is licensed and registered as a business within the security industry by the Licensing Services Division of Victoria Police and is therefore, through mutual recognition, able to supply security services in all other State jurisdictions. Our central monitoring station abides by the Alarm Response Regulations of the individual State Regulators when requesting Police response to alarm events.

- Victorian Private Security Licence Number 64488690S
- Victorian Private Security Registration Number 64488611S

ART Security personnel are well qualified to cater for your every need as many personnel hold multiple licences, registrations and qualifications within the Security Industry. All ART Security personnel have undergone a National Police Check.

Requirements for State and National Legislative and Jurisdiction obligations are fulfilled by our professional team. All personnel, as required, are individually licensed and/or registered by the State Regulators of the States in which they operate. To achieve licensing our team members must have completed the State Regulators pre-requisite competency based training units and, in order to have their licenses re-issued, they fulfil, where required, the obligation to complete the designated competency based training units for Continuous Professional Development (CPD).

The following link will direct you to a register of businesses and personnel licensed and/or registered within the State of Victoria by the Licensing Services Division of Victoria Police - <https://www.police.vic.gov.au/LARS/LARS.asp?File=/components/screens/psinfp03/psinfp03.asp>

## AUSTRALIAN STANDARDS (AS)

ART Security is mindful of its obligations under Australian Standards which cover the security industry (AS2201.1-5) regarding selection and maintenance of equipment, monitoring platforms and the central monitoring station structure, staffing and training. The company's central monitoring station (CMS) is graded A1 level under Australian Standards by the Australian Security Industry Association Limited. This is the highest grading of a Central Monitoring Station.

Security equipment should be maintained in line with recommendations of Australian Standards to retain the important option of Police response to alarm events (see Alarm Response Procedures). That is one functionality check per year conducted by a fully trained and professional security technician. If your system is covered by an ART Protection Plan you are assured of compliance with Australian Standards. There is a plan to suit your every need.

## 1.6 MEMBERSHIP OF INDUSTRY ASSOCIATIONS

ART Security Pty Ltd is a founding member of the Australian Security Industry Association Limited – the largest Association which represents the security industry in Australia and is a member of the Victorian Security Institute. Our company abides by the Code of Ethics of our industry associations.

## 1.7 CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

ART is committed to upskilling and is a Victorian Skills Pledge Business. The company has an extensive internal CPD programme and also outsources training with private RTO's, public RTO's, such as Box Hill Institute, manufacturers and Industry Associations. We have Cert IV Workplace Trainers as a part of our team and have formed a partnership with a leading private RTO in Victoria.

## 1.8 ACCREDITATIONS

- Tecom Ares accredited
- Tecom Force field accredited
- Inner Range certified technicians
- Inner Range Insight certified technicians
- Victorian Private Security Licence 64488690S
- Victorian Private Security Registration 64488611S
- Australian Communication and Media Authority (ACMA) Registration
- Installations compliant to Australian Standards
- Owner Operator of a Grade A1 Central Monitoring Station graded by Australian Security Industry Association Limited (ASIAL) to comply with Australian Standard AS2201.2.

## 2. Services Provided

- ▶ **Professional Consultancy Team** offering professional Consultants with years of experience available to provide a **free appraisal** and customised security solutions for your security needs.
- ▶ **Quality Electronic Security Installations** gives you confidence your system will not have unwanted alarm events. Our Consultants include adequate labour content when quoting to allow our installers enough time to complete the installation to the high standards required. Only the best products are used which are fully tested by our Installation Department.

ART Security is an ethical company and, in line with ASIAL's Code of Ethics, our Consultants are required to describe all types of security to our clients. A system will then be designed to offer appropriate security cover for the client's needs. However, if a client chooses a lesser alternative, or they misrepresent the nature of risk, the client should understand that the scope of their security cover may be compromised.

- ▶ **24 Hour Service** to all areas in radio controlled cars and via telephone assistance. Our technicians are available to give professional advice for a reasonable fee. The Technical Department also offers a down-loading service to program your security panel without the need for a service call out. Upgrades and additions to the system can also be arranged by our service team.

- ▶ **Superior 24 Hour Monitoring** from our own Grade A1 Monitoring Centre, 24 hours per day, 365 days per year. You speak directly to our team of trained Monitoring Centre Operators. The in-house Grade A1 Monitoring Centre features the best in alarm processing and receiving equipment. Contact is direct, fast and personal, with a range of monitoring options to suit your every need. Alarm events include hold-up, duress, communication failure, personal emergency, intrusion, late to close, power failure, low battery, and other events that jeopardise personal safety, the integrity of your premises or loss/damage to the contents. The following range of monitoring platforms are available from ART Security's Grade A1 Central Monitoring Station. (see section 4)

- Digital Dialler (suitable for low to medium risk).
- Internet (suitable for medium to high risk).
- General Packet Radio Service – GPRS (suitable for medium to high risk).
- Video Monitoring (used for visual verification and recording of images).
- T1 (suitable for very high risk).

Within these categories there is also a range of reporting options. The extensive range of monitoring options is maintained by ART Security so that our clients are able to choose a security cover that satisfies their individual needs.

- ▶ **Money Back Guarantee** ensures your complete satisfaction (see Warranties).
- ▶ **Comprehensive Protection Plans** give you 'more than a maintenance program'. Protection Plans provide for regular checks of your installed equipment and qualify your security system for Australian Standards and State Police compliance. Protection Plans include a specified number of technical call outs each year for servicing the installed equipment and can include either all parts or a discount on parts used during service. A discount is also received on upgrade parts. A fully inclusive plan can also be tailored for your specific needs including all service and parts. During a Protection Plan check our technician surveys the scope of your system, offers cost saving benefits, advises new products/services and updates your client records. This comprehensive program complements your monitoring and maintains the integrity of your security system at the highest standard. Police consider regular maintenance so important in limiting unwanted alarms that in many States it will only guarantee attendance at compliant alarm events generated from regularly maintained security systems. A comprehensive Protection Plan brochure is available on request.
- ▶ **Alarm Response Types and Procedures:** ART Security Pty Ltd has been in the business of monitoring alarm events for over 20 years. During this time standard procedures have been developed which ensure efficient and effective response to alarm events and are compliant with State Alarm Response Policies and/or Regulations. A number of procedures are in place and operator instructions differ depending on what type of alarm event is being received into the Monitoring Centre. For example, hold-up events and AC power fails attract different priorities and require different actions from our operators. In section 4 below a general description of how events are responded to is listed. It should also be noted that specific comments can be added to individualise a client's operating instructions, however, for clarity and consistency the standard operating procedures for alarm response are not compromised.

- ▶ **Patrol Responses** are an invaluable service for prompt attendance to alarm events. ART Security accesses the most reliable patrol network in Australia and our statistics prove you receive a rapid response. A client's particular requirement for patrol attendance should be discussed with the Consultant or our Monitoring Centre when going on line. We feel confident that one of our established procedures (see R1-5) will suit. Patrols are despatched in good faith on the direct or implied authority of the client to fulfill our contractual agreement to respond to alarm events and as such are not covered under any warranties of ART Security Pty Ltd. Patrol responses are a chargeable service to the client. As a measure of safety, patrols can be organised to attend with authorised contacts or as an alternative to the authorised contact attending. In the event the Purchaser is notified of a security alert, the Purchaser should not attend the property unless accompanied by personnel or police (ART Security personnel are defined as patrols designated by the client or nominated by ART Security Pty Ltd).
- ▶ **Casual Patrols** can be organised to make intermittent checks of a premise. Charges will depend on the frequency of calls and site requirements. Quotations available on application.
- ▶ **Guards** are fully trained professional personnel, uniformed or plain clothed available for every application - static guards, personal bodyguards, entertainment guards. Quotations on application.
- ▶ **Access Control** limits specific personnel from entering restricted areas to protect privacy and prevent stock loss.
- ▶ **Intercom Systems** range from effective audio systems to replace your doorbell to sophisticated video monitoring units to check who is requesting entry. Automatic door releases can be incorporated.
- ▶ **Closed Circuit Television (CCTV)** links cameras to dedicated TV monitors with video recording facility. Systems are visible or concealed and range from small cameras to complex CCTV surveillance in black and white or colour using the latest technology such as Digital Video Recording.
- ▶ **Digital Video Recorders (DVR's)** have superseded cassette tape Video Recorders. Images are saved to hard drives and can be viewed whilst still recording. Recording can be either continuous, video motion or specific to alarm events. Remote dial in access is an added feature and models come in single, 4 and 16 channel versions. CCTV combined with DVR's is the fastest growing sector of the security market.
- ▶ **Surveillance** is a security system which observes your premise and includes CCTV. ART Security strongly advises you ascertain your legal position prior to installing surveillance equipment. State and Federal laws apply to surveillance and privacy.
- ▶ **Smoke Detectors** can be hardwired and report to the Monitoring Centre or battery operated stand alone devices. Hard wired and wireless smoke detectors are installed as part of a security system to act as early warning devices for fire. As such they do not comprise an independent Fire Alarm System unless the system has been designed to comply with Australian Standards for Fire Alarms. Usually smoke detectors installed in a building as part of a security system are specifically designed to protect the lives of the occupants and should not be relied upon as a property protection device.

- ▶ **Activity Reports** can be confidentially supplied on a weekly, monthly or ad hoc basis. These reports give an accurate statement of the real usage of the system and show all alarm events, power failures, low battery alarms, tamper alarms, burglary and panic. The reports display the name and number of the person who last used the system, as well as the date and exact time. A one off report for specific periods of time is also available. This service is chargeable. Reports can be received by fax or email.
- ▶ **Quarterly Newsletter – eNews** – promptly delivered to the desktop of the person responsible for your security quarterly. It contains important policy information and safety hints that maximise your safety as well as information on new products and money saving offers. **eNews** links directly to ART's and other websites which have relevant security information.
- ▶ **Informative Website** contains policy and product information to keep our clients up-to-date with current regulations, introduces our personnel, has safety hints and many money saving offers. **www.artsecurity.com.au & www.rontech.com.au**
- ▶ **Obliging and Efficient Office Team** centrally located for assistance during business hours.
- ▶ **Term Payments, Leasing and Rental** arrangements can cover the installation investment cost.
- ▶ **Payment** Direct Debit, Master Card, VISA, Electronic Funds Transfer/Direct Deposit, BPay.

### 3. Monitoring Platforms

**ART Security provides a comprehensive range of monitoring platforms from the company's Grade A1 Central Monitoring Station.**

- ▶ **Digital Dialler Monitoring** communicates with the Monitoring Centre via the normal telephone line alerting our operators to alarm events for action. The panel sends test reports at regular intervals and open/close signals (commercial premises or on request) which allows our operators to check the communication status of the security system with our Monitoring Centre (suitable for low to medium risk).
- ▶ **Internet Monitoring** utilises the latest technological advancement in security monitoring via the internet. Internet monitoring is a triple path communication with the primary path being the Internet (Ethernet) backed up by the secondary path – GPRS (general packet radio or wireless data service) and relying on PSTN (standard telephone line) should both the primary and secondary paths fail. In the situation of either the primary (Ethernet) or secondary (GPRS) paths losing communication the Monitoring Centre is alerted and the relevant response is actioned (suitable for medium to high risk).
- ▶ **General Packet Radio Service (GPRS)** is a mobile data wireless service using the mobile network to access the internet to communicate with the Monitoring Centre. It provides a premium wireless alarm transmission network for the Security and Fire Alarm Monitoring Industry. It features polling supervision with point to point acknowledgement of network integrity (suitable for medium to high risk).
- ▶ **Video Monitoring** via CCTV and video analytics. Video monitoring is an ancillary service to an electronic security system that allows for remote inspection of your property and recording of images. It is very useful for visual verification of intruders on site.
- ▶ **T1 system** communicates with the Monitoring Centre via a dedicated, highly encrypted node of the internet. Encryption equipment is added to the alarm system onsite with corresponding decryption equipment in the Monitoring Centre (suitable for very high risk).

## 4. Alarm Event Response Procedures

### 4.1 GENERAL

Each State Regulator has instituted an Alarm Response Policy to reduce Police responses to unwanted alarm events thereby making best use of Police resources for actual security breaches. The Alarm Response Policies have been put in place to ensure accountability for verification of alarms by the Private Security Industry and its clients. Each alarm event has to fulfill certain conditions before Police will guarantee to attend.

In some States Police have established a priority line for high priority events such as hold-up. There is a charge for use of this priority line which is passed on to the client by ART.

ART Security's Monitoring Centre complies with the requirement of the State Fire Brigades for visual confirmation of a fire on site before Fire Brigade assistance can be requested. Substantial charges can apply for Fire Brigade attendance where there is no genuine event. These charges are passed on to the client by ART.

As the Alarm Response Policies and Procedures of the State Regulators are similar we detail the Victorian model hereunder which was implemented by Victoria Police in 1998.

### 4.2 ALARM CATEGORIES AND DEFINITIONS

Victoria Police categorise alarm events by type and definition. The type of alarm event and meeting the requirements of the definition determines the category of the alarm event. Victoria Police response procedures are defined according to the category of alarm and the type of event. For example, Victoria Police will guarantee to attend a multi-sector or multi-break burglary event that fulfills the requirements of the definition.

In Victoria three categories of alarm events exist: Category A, B and C

1. **Category A:** hold-up, duress, alarms from high risk premises, multi-sector or multi-break burglary and communication failure alarm events that comply with the following four requirements of the definition.  
Alarm events generated from a security system that is:
  - i. installed in any premises;
  - ii. is maintained in line with the recommendations of Australian Standards;
  - iii. monitored by an approved monitoring centre (licensed by Victoria Police and graded to Australian Standards); and,
  - iv. activated by the owner, occupier or representative because of an apparent risk or an apparent intruder.  
For multi-sector or multi-break burglary events an additional requirement must be complied with:
- v. keys to the premise are available to enable Police access within a reasonable time (an authorised person with keys and code to turn off the security system – client and/or patrol).

**Note:** In some States alarm events generated from mobile devices, such as pendants, cannot be classified as hold-ups.

2. **Category B:** are monitored alarm events that do not fulfill the requirements of Category A.
3. **Category C:** are alarm events generated from an unmonitored security system.

Victoria Police:

- will attend all Category A alarm events providing they meet all the requirements of the definition; and,
- will only attend Category B & C alarm events when there is confirmation that an offence has been or is being committed.

*Copy of the Victoria Police pamphlet 'Spotlight on Alarms' available on request.*

### 4.3 STANDARD OPERATING PROCEDURES FOR ALARM EVENT RESPONSES

The Monitoring Centre can request immediate response from Victoria Police for hold-up alarms and communication failure. Hold-up alarms attract the highest priority, rapid response.

To qualify for Police response all other Category A alarms including Duress require:

- audio or visual verification of an intruder on site; or
- multi-sector/multi-break alarm events

When an alarm event is notified to ART's monitoring centre, in general terms, the operators respond in two distinct ways:

1. Hold-ups: immediate request for Police response, with a follow up welfare call to the site after 15 minutes.
2. Other alarm events including system alarms: duress, communication fail, burglary, smoke alarms\*, low battery, A/C fails\*\*, sensor trouble, etc.
  - a. Call site, if no answer at site, proceed to b.
  - b. Call authorised contact list, including Police (if compliant alarm event) or a patrol, in line with the choice of standard operating procedures (R1-5) that the client has deemed most appropriate for their needs and taking into consideration any particular instructions the client may have in their monitoring records.
  - c. If no authorised contact is available, or at the request of an authorised contact, a patrol is dispatched by ART's monitoring centre operators on behalf of the client to fulfill the contractual condition for a response to an alarm event to be made – this is a chargeable service to the client.

\* The monitoring centre will only call for Fire Brigade assistance after visual confirmation of the fire is received from the site. Under exceptional circumstances ART Security's Monitoring Centre will call the Fire Brigade immediately a smoke alarm is received without visual verification of fire. This requires specific instructions in writing from the client in which they agree to pay the substantial Fire Brigade levy for attendance to a site where there is no genuine event. Without visual verification there is no guarantee the Fire Brigade will respond.

\*\* The procedure for system alarms is as above with the exception of AC power fail events where a delay of 30 minutes is applied as most low power conditions restore within that time.

#### 4.4 STANDARD OPERATING PROCEDURE FOR ALARM RESPONSES: R1 TO R5

Many years of industry experience has proven that consistency is paramount when responding to alarm events. Therefore, ART Security has established a standard set of alarm response procedures. These procedures have taken into account the requirements of all State Regulators of the security industry.

**R1 - NORMAL RESPONSE** – if no responsible person on the contact list is able to be reached when a high priority alarm (burglary/line communication failure) is received in monitoring centre, ART reserves the right to send a Patrol.

**R2 - AUTHORISED RESPONSE** - patrol nominated on contact list is sent only on authority of a responsible person from that contact list or if no responsible person on contact list is available.

**R3 - PRIORITY RESPONSE** - nominated patrol will be sent on authority of first responsible person on authorised contact list or if first person on contact list is not available. The remaining authorised contacts will then be rung.

**R4 - AUTOMATIC RESPONSE** - the nominated patrol is despatched automatically to respond to alarm events. Keys and code preferred.

**R5 – AUTOMATIC RESPONSE** - the nominated patrol is despatched automatically to all actionable events if specific Client approved criteria (such as time of day) are met. As above, keys and code are preferred.

**Additional instructions** - indicated by a '+' after numeric – for example R5+

Patrol responses are despatched on the direct or implied authority of the client. As such they are chargeable to the client and are not covered under any warranties of this Company.

#### 4.5 AUTHORISED CONTACT LIST

Authorised contacts are listed in monitoring records to be available to attend if a security breach is alerted to the ART monitoring centre. Authorised contacts also have the authority to instruct our Monitoring Centre to send a patrol. They must have a verified voice code, a complete set of keys to allow entry into the property and an access code to disarm the security system.

Authorised contacts should have the full authority of the client to act on their behalf and know how the client would want them to act. They should be available, responsible and educated. A minimum of three individual authorised contacts should be listed on a client's monitoring records on three separate telephone numbers.

**It is important to keep Authorised Contact details up to date.**

ART Security recommends that clients have the option of a patrol response with keys as part of their monitoring instructions and would advise that when an alarm event is detected at your premise that you only attend accompanied by Police or patrol.

## 5. Client's Ongoing Responsibilities

**5.1 MONITORING RECORDS UPDATE:** your monitoring records should be kept up to date at all times to ensure your security cover is not compromised. It is vital that all premise telephone numbers and authorised contact details are regularly reviewed. All permanent alterations to client monitoring records are to be received in writing by the Monitoring Centre via email, fax or letter.

**5.2 USE OF VOICE CODES:** voice codes are passwords that enable the Monitoring Centre operators to accurately identify authorised personnel on site. Voice codes should be simple, unambiguous words – alpha numeric or alpha – that are easy to recall. All personnel who have authority to turn the system on or off require a voice code including all authorised contacts. Voice codes authorise a person to take action regarding the security system.

**5.3 REGULAR SYSTEM TESTING:** clients should regularly test the correct reporting functionality of their security system by:

- i. contacting ART's Monitoring Centre;
- ii. quote voice code;
- iii. requesting the system be put on test;
- iv. activate system by pushing panic button and triggering movement sensors; and,
- v. contact ART to be taken off test and establish reporting sequence is correct.

**5.4 REGULAR RE-APPRAISALS:** as your element of risk and the physical layout of your premise can change clients are advised to organise regular re-appraisals of their security requirements from one of our professional consultants so that their security cover is not compromised.

**5.5 ALARM EVENT RESPONSE ATTENDANCE :** ART Security recommends that clients have the option of a patrol response with keys as part of their monitoring instructions and would advise that when an alarm event is detected at your premise that you only attend accompanied by Police or patrol.

## 6. Installation Procedure

After the quotation proposal is accepted a deposit representing 20% of the total cost is normally due and payable by the client. When the deposit is received and the pre-installation requirements are complete our Installation Manager will make contact to arrange an installation date. The installation will be completed, where practical, as per the schematic floor plan included with the accepted quotation proposal. This floor plan shows where the equipment is to be installed.

### 6.1 CLIENT/ BUILDER'S INSTALLATION RESPONSIBILITIES

#### 6.1.1 Cables

Where cables are to be pre-run at timber framing stage and/or prior to plaster sheet or hard plaster being applied, ART Security will lay all cables to their appropriate positions and securely fix them in position. It is the builder's and/or client's responsibility to ensure ALL cables are pulled through the plaster work at the time of plastering in their correct position. ART Security will then return at the appropriate time, or at the direction of the builder or client, to fit-off and commission the system. It should be noted that ART Security will not take any responsibility for cables which are damaged subsequent to installation.

### 6.1.2 Height Allowance

If lifting equipment (scissor lifts or scaffolding) is required for cabling or other works, it is the responsibility of the client (or their contracted agent) to hire or provide same unless provision has been included in the ART Security's quotation and stated on the signed Purchase Agreement. ART Security's Installation Department can also organise such equipment at an additional cost to the client.

If the client (or their contracted agent) undertakes to provide this equipment and it is not available when required by ART Security on the pre-arranged installation date, a variation to allow for hire cost of such equipment to be recharged to the client will apply. If the unavailable equipment extends or delays the completion of the installation, a variation in labour cost may also apply.

### 6.1.3 Pre Installation Requirements for Dialler and Internet Monitoring

- **Dialler** - Clients are required to order a Mode III 611 telephone socket or RJ12 telephone socket to be installed by the phone carrier, including any ADSL filters that may be required.

If the first point of entry (socket) of the telephone system into the house is not easily located or identified **or** if the first point of entry (socket) is a wall telephone, the client must contact their Phone Carrier to install a **611 or RJ12 telephone socket connected to a Mode III socket configuration adjacent to the future positioning of the security panel prior to the installation of the security system**. The installation cost is at the discretion of the phone carrier. We suggest you receive a quote.

- **Dialler:** the security system requires a **24 Hour, 240 Volt, AC General Purpose Outlet (GPO) adjacent to the positioning of the security panel** available prior to installation. If one is not available, the client must contact a qualified electrician to install the GPO. The installation cost is entirely at the discretion of the electrician. We suggest you receive a quote.
- **Internet Monitoring:** clients are required to have returned the appropriate Multipath-IP set up information 'tick sheet' prior to installation commencing.

**Contact the Installation Department to organise prompt installation when the necessary pre-requisites are complete.**

## 6.2 VARIATIONS

If a variation to the equipment location is necessary during installation and it does not affect the cost or the functionality of the system, ART Security will vary the location of the equipment to suit. Factors which result in such variations are often not evident to our Consultants when assessing the property. You will be consulted, if available, at the premise. However, if the variation affects the cost of the installation or the functionality of the system our Installation Department will contact the client, or the client's agent, to approve the variation and sign a Variation Form. This Variation Form will detail the reason for the variation, the cost involved (if any), equipment changes or equipment location alterations. If the client is not available on site the Variation Form can be authorised by telephone or fax.

### 6.3 INCLUSIONS / EXCLUSIONS

**Inclusions** allowed for in the quoted amount: labour, cables & PVC conduit to install the listed equipment - *PVC conduit used only where no other option exists*

**Standard exclusions** not allowed for in the quoted amount:

- GPO/power outlets
- concrete cutting/drilling
- painting
- roof plumbing work
- union fees\*
- making good of any surfaces
- telephone outlets including any ADSL filters that may be required
- hire of scaffold/scissor lift/or such equipment and personnel necessary to operate such equipment
- site allowances
- steel conduit
- trenching/backfilling
- chasing of walls
- underground conduit
- travel allowances or accommodation
- Ethernet - temporary GPRS provision\*\*
- software /computer connections and installation\*\*\*
- installer down time due to circumstances beyond our company's control

\* This quotation includes our standard labour rates. Should this site / installation be deemed to have union requirements, a variation will apply due to increased labour costs in line with point 22 of the Terms and Conditions of the contract.

\*\* If the Ethernet IP address is not available prior to the security system installation due to circumstances beyond ART Security's control, the system will be monitored on GPRS until the Ethernet IP address is provided. A charge will then apply to commission the system on Ethernet.

\*\*\* ART Security excludes the installation of software and the connection of security or CCTV interfaces into the client's computer networks.

### 6.4 WARRANTIES

**The extent of the warranties provided by ART Security Pty Ltd is limited to:**

<b>Equipment</b>	<b>12 months or that provided by the manufacturer</b>
<b>Miscellaneous Materials</b>	<b>12 months</b>
<b>Labour</b>	<b>3 months</b>

All equipment installed by ART Security carries a 12 month warranty and a 3 month labour warranty. If equipment failure occurs in the first 3 months - not due to electrical surges, willful damage, etc. - ART will repair or replace the equipment at no charge. If the problem occurs within the 12 month equipment warranty but outside the 3 month labour warranty, the equipment will be replaced or repaired free of charge and the technical call out plus labour will be charged to the client. Please note that labour warranties only apply within business hours. If a call out is required outside business hours the client will be charged the out of hours call out fee.

The warranties do not cover any additional costs incurred by a client, or on behalf of a client, as a result of equipment failure or any other cause whatsoever. For example, patrols are sent by our Monitoring Centre on the direct or implied authority of the client to ensure a response to an alarm event is made. The client incurs a charge for this service which is not covered by any warranties described above.

## 6.5. COMMISSIONING

On completion of the installation a Consultant will make an appointment to demonstrate the operation of the security system and its functions. As acknowledgement of the client's satisfaction they will be asked to sign a Commissioning Form and the balance of the quoted amount, including variations, is due to be paid on commissioning.

## 7. Client Insurance Providers Requirements

We advise you to check with your insurance provider regarding compliance requirements of a security system prior to cover being issued. Accepting this proposal, you should, if you have not already done so, be fully compliant with your insurance provider's requirements regarding security for your premise. The issuing of cover can be dependent on the system being compliant with your estimated element of risk. Our consultant would have asked you for these details when the appraisal was being conducted and this would have been considered in choosing the proposed security system. Be mindful of the fact also that some insurance companies offer discounts when monitored security systems are installed.

## 8. Voice Recording

All calls will be recorded for security and quality assurance purposes. In line with the requirements of the Federal Telecommunications (Interception) Act 1979, adequate notification of voice recording is maintained by an Automated Attendant message and Pip Tones. In recording your call, ART Security may collect personal information pertaining to you. ART Security handles personal information in accordance with the applicable Privacy Law. ART Security's Privacy Policy can be found on our website at [www.artsecurity.com.au](http://www.artsecurity.com.au). If you do not wish to have your call recorded you should inform the person making or receiving the call and disconnect immediately.

## 9. Use of Telephone System

If, at any stage, you do not need to listen to the Automated Attendant message required under the Federal Communications (Interception) Act 1979, you can call forward. That is if you know the number on the menu of the department you wish to speak to merely press this number as soon as the AA message commences.

## 10. Commonly used Terminology

The following terms are commonly used in the security industry. It is important for all personnel using the security system to understand these terms particularly when contacted in response to an alarm event by the Monitoring Centre.

- ▶ **A/C Fail** – see Low Power Trouble.
- ▶ **Access Control** - electronic means of limiting access to authorised personnel using either a code, biometric devices or cards.
- ▶ **Activity Reports** - reports generated from monitoring software which detail the activity of a security system. These reports are often used for investigative use.
- ▶ **Alarm Event** – events generated by an activation of the detection equipment of an onsite security system which is transmitted to the Monitoring Centre.
- ▶ **Arming** – see Closing.
- ▶ **Authorised Contacts** - persons listed in the client's monitoring records in the Monitoring Centre for the operator to contact in the event of an alarm activation. They should be educated to act on your behalf and available to respond to an event where necessary.

- ▶ **Burglary Alarm Event** - standard alarm event where the detection equipment of an onsite security system has been activated and reported to the Monitoring Centre for action by the operators.
- ▶ **Casual Patrols** - intermittent checks of your premise made by licensed mobile security guards.
- ▶ **CCTV** - closed circuit television monitoring system.
- ▶ **Client Code Number** – confidential four digit number that identifies a particular client.
- ▶ **Closing** - also called an **arming** or **night seal**. This is a turning on of the security system. The security system will now be in the **closed** position.
- ▶ **Communication Failure** - loss of communication between the Monitoring Centre and the client's security system. Applies to GSM, GPRS and Internet monitoring systems only. This is a Category A alarm event which indicates the premise is at risk.
- ▶ **Consultancy** - sales.
- ▶ **Covert Surveillance** - hidden cameras as applied to CCTV.
- ▶ **Dialler Monitoring** - system communicates with the Monitoring Centre via the normal telephone line.
- ▶ **Disarming** – see Closing.
- ▶ **Duress Alarms** - similar to Hold up alarms without automatic Police response.
- ▶ **Early Open** - also called an **early opening, out of hours opening** or **out of hours entry**. This is where an opening signal is received by the Monitoring Centre outside of the scheduled hours contained in the client's records.
- ▶ **E-News** - quarterly newsletter detailing policy statements, current offers, new equipment and general company information. Distributed via email quarterly.
- ▶ **Fail to seal - Late to close (commercial only)** – most commercial clients have standard scheduled hours if they exceed these hours by a set limit a **fail to seal** event is generated by the monitoring software for follow up by Monitoring Centre Operator.
- ▶ **Foot patrols** - similar to static guards with the exception that they rove the site.
- ▶ **GSM - Global System for Mobile Communications** - system communicates with the Monitoring Centre via the mobile network. Used as backup when land line is lost so subsequent alarms can be reported. Also used where no land line coverage is available.
- ▶ **GPRS** - General Packet Radio Service - a mobile data service for wireless communications. It provides a premium wireless alarm transmission network for security and fire alarm monitoring industry. It is particularly suited for sending and receiving small bursts of data. It features polling supervision with point to point acknowledgement of network integrity. This system therefore checks for communication failure.
- ▶ **Hold up Alarm (commercial only)** - Category A priority alarm event triggered by client. This is the highest priority event received in the Monitoring Centre and a Police response is actioned immediately. Hold up alarms can be triggered from either a fixed point or remote device such as a wrist watch or pendant.
- ▶ **Internet Monitoring** - takes advantage of the growing use of internet providing sophisticated data security communications. It is an affordable and secure monitoring solution. Internet monitoring uses a module which interfaces into a spare port on the clients modem/router to communicate over the internet to the Monitoring Centre.
- ▶ **Key-Switch** - an on/off switch operated by a key.
- ▶ **Late To Close (LTC)** – also called **Fail to Seal**. This is where ART's monitoring software will generate an event in the Monitoring Centre for follow up if a client's security system has not sent through a closing signal to the Monitoring Centre by the scheduled time.
- ▶ **Low Power Trouble** – also called **A/C fail** or **power failure**. This is when mains power is interrupted to the security system. All security systems are fitted with a back-up battery for use in the event of main power failure.

- ▶ **Monitoring Centre Operator** - exclusively employed to work in an alarm Monitoring Centre as defined in Australian Standard 2201.2, which forms the monitoring part of an intruder alarm system; they are essentially customer service and data administrators, interpreting signals from alarms transmitted to the centre by way of the telephone network, GPRS, GSM radio link, or the Internet and actioning them, in one form or another. Monitoring Centre Operators do not (routinely) leave the Monitoring Centre.
- ▶ **Monitored Security Systems** – systems that report any change in the status of your property to a Monitoring Centre via telephone lines. Instructions for action, following an *alarm* being received, are carried out by trained Monitoring Centre Operators 24 hrs a day, 365 days a year. *Alarm* conditions can include intrusion on the property, out of hours entry, AC (power) failure, low batteries, failure to arm the security system and other events that could jeopardise both personal safety and the integrity of your premise.
- ▶ **Night seal** – see Closing.
- ▶ **Out of Hours Entry** – see **Early Open**.
- ▶ **Out of Hours Opening** – see **Early Open**.
- ▶ **Out of Hours Technical Call Out** – technical call out outside normal business hours; see technical call out.
- ▶ **Opening** – also called **disarming**. This is where the alarm system is turned off. The alarm system is now in the **closed** position.
- ▶ **Patrols** - licensed mobile security guards dispatched to the when an alarm event is received by the Monitoring Centre.
- ▶ **Permanent Patrols** - regular checks of premise by licenced mobile security guards.
- ▶ **PIR - Passive Infrared Detector** used to detect movement within an area.
- ▶ **Power Failure** – see Low Power Trouble.
- ▶ **PSTN** – public switched telephone network.
- ▶ **Security Guards** - A person who is employed or retained to protect, watch or guard any property by any means including by patrolling the property in person; or by monitoring the property by operating a security system that utilises closed circuit television, a closed monitoring system, radio or other similar alarm device.
- ▶ **SIMS** - security Information Management System software used by the Monitoring Centre.
- ▶ **Slow Close** – this is when the security system is triggered on exiting a premise.
- ▶ **Slow Open** – this is when the alarm security system is triggered on entering a premise.
- ▶ **Smoke Alarm events** - events generated by a smoke detector for action by Monitoring Centre Operators.
- ▶ **Standing Instructions** - these are standard operating procedures (SOP's) for actioning alarms.
- ▶ **Static Guards** - licensed security guards who guard a premise for a pre-determined period of time which can be temporary or permanent.
- ▶ **T1 Monitoring** – system communicates with the Monitoring Centre via a dedicated, highly encrypted node of the internet. Encryption equipment is added to the alarm system onsite with corresponding decryption equipment in the Monitoring Centre (suitable for very high risk).
- ▶ **Technical** - Service and Installation Department and/or personnel.
- ▶ **Technician** - experienced staff that can diagnose faults and repair security systems.
- ▶ **Technical Call Outs** - in response to advice from a client regarding a malfunctioning security system a technician is despatched to assess the problem and rectify where possible.
- ▶ **Technical Phone Assist** - after hours technical assistance via telephone from a technician.
- ▶ **Voice Code** – passwords that quickly and accurately identify people authorised to make decisions regarding security and/or operation of a security system at a premise.
- ▶ **Wireless** - equipment that is not hard-wired, but rather operated by batteries.