### 3.13 Alarms - Responses

**Purpose**

*To ensure an immediate response to alarms received.*

**Guideline**

In the event of an alarm;

- Note the exact details of the alarm and location.
- Send the nearest Security Services Officer/s **immediately** to the location.
- The SO will report to the Control Room Operator the reason for the alarm.
- The CRO will take the appropriate course of action:
  
  a. **False Alarm**: The CRO will log details of the Alarm condition and the reasons in the Day Book.
  
  b. **Break & Enter**: The attending SO will check for evidence of a break and enter.

    If clear evidence of a possible Break and Enter is evident security support is to be requested and dispatched.

    - **Extreme caution** is to be exercised during an external inspection of the area.
    - Personnel safety is paramount.
    - No officer should enter the area and it must be treated as a crime scene.
    - Do not touch any thing. Maintain integrity of evidence.
    - Note other people or vehicles in the area.

  All Break & Enters must be reported to the Police **immediately**
Police: The CRO must:
- Call the Police and report the incident.
- Log down the Event Number which is to be included in the Security report.
- Request Police to attend and advise that there may be an intruder on the premises and that Campus Security has maintained a secure perimeter of the location.

Security Operations Coordinator/Campus Security Manager: The University Security Operations Coordinator or the Campus Security Manager is to be informed as soon as practicable.

Any damage observed is to be photographed and included in the submitted incident report.

MQP Supervisor: The rostered MQP Supervisor is to be called so that repairs to windows or doors can be repaired immediately if necessary.

A reference to the incident is to be logged in the Daily Events Register and a full and detailed report is to be entered into the Incident Reporting System by the principal Officer attending.

Only one Incident Report is to be generated for each incident, therefore a number of officers involved may have to collate their information and work together on the report.