3.15 Alarms – Hold Up Alarm

**Purpose**

*To ensure Control Centre Operators provide a timely, consistent, and thorough response to University hold-up alarms.*

**Guideline**

Hold Up Alarms are located at:

- The Cashiers Office – Lincoln Building
- NAB – Market Place
- MUSRA – Campus Life

**Note:** *The Cashiers Office is under constant CCTV surveillance and the cameras and recorders must never be turned off for this area.*

**Control Centre Operator:**

In the event of an alarm condition:

- Ensure the hold-up alarm receives priority handling.
- Closely monitor all CCTV activity and instruct all staff to,
  
  "Cease all radio traffic unless urgent".
- Once the alarm is verified, notify police Dial 0-000 and report any information available re offenders and/or weapons.
- Advise SSOs to approach area with extreme caution.
- Advise the Campus Security Manager and or Security Operations Coordinator.
- Security staff are not to attempt to detain any alleged offender.
- Security staff are to remove all non essential personnel from the area involved in the alleged incident and preserve the area for possible evidentiary purposes.
- Security staff are not to interfere with any possible evidence.
- Witnesses to be identified,
- Witness Contact information obtained and where possible held for Police.
• Any article or possible evidence located in other areas of the Campus is to be quarantined and preserved for Police action.
• On direction from Campus Security Manager or his delegate are to ensure Campus Well being and Health and Safety are notified.
• Greg Welsh, Communications Manager Macquarie University, is to be notified and updated on the situation details.
• Campus Security Manager to notify relevant Executive Members as to the incident details.
• Post any confirmed incident the Control Centre Operator should quarantine appropriate footage of the area concerned. A time frame of 30 minutes prior and post incident is to be utilised.

<table>
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<tr>
<th>Contact Officer</th>
<th>Campus Security Manager</th>
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<tbody>
<tr>
<td>Date Approved</td>
<td>1 July 2012</td>
</tr>
<tr>
<td>Approval Authority</td>
<td>Director, Property</td>
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<tr>
<td>Related Policies, Procedures, Guidelines, Forms or Template</td>
<td>Security Services Section – Standard Operating Procedures</td>
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<td>Next Date of Review</td>
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