

Alarm Non-Response—A Nationwide Problem

Virtually every city and municipality in America has been forced to cut back on services due to budget constraints. One of the areas that effects almost all businesses are the new policies relating to on-site verification for alarm activations. Many municipalities have or will be adopting ordinances that require businesses to provide on-site verification of an actual emergency before the police will respond to alarm activations.

Law enforcement is already tasked with a host of ever-growing responsibilities, but due to the high rate of false alarm activations, it is logical for them to focus their attention where it is needed most rather than on where it may not be needed at all.

The practice of non-response by law enforcement has the very real potential to put company assets and personnel at serious risk. Most site mangers are not trained in how to observe and report on a possible crime in progress. Putting them in that situation puts both the employee and the company's assets at risk.

False alarms have become such a big problem in some areas that fines have been put in place that can be very significant, in some areas upwards of \$500 or more for the second or third occurrence. Ultimately these fines and penalties directly affect the bottom line.

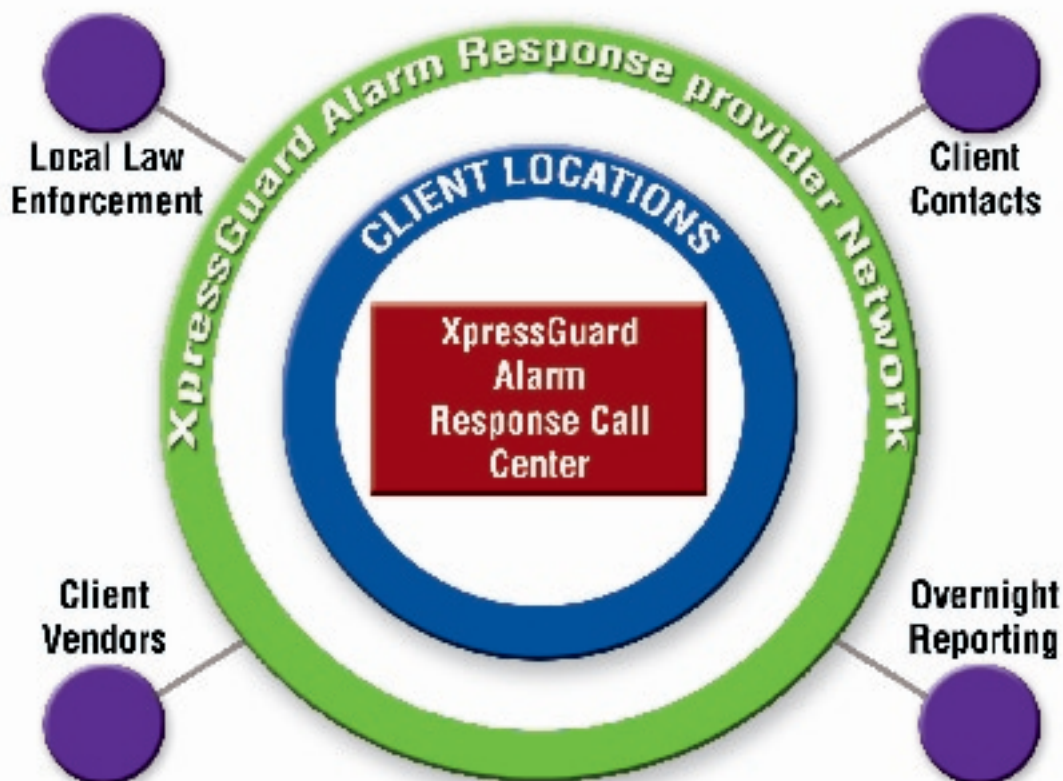
The XpressGuard Alarm Response Solution

Security Resources, Inc., is a nationwide provider of on-site security personnel and investigative services. Its flagship product, XpressGuard®, provides on-demand security personnel, nationwide, with as little as four hours notice. Security Resources has compiled a nationwide network of premier security providers to assist clients, anywhere at anytime.

Every day more cities and municipalities are instituting policies on non-response to alarm activations. By leveraging Security Resources' nationwide network of security providers, they have introduced XpressGuard Alarm Response, whereby they respond to alarm activations, at any of a client's locations when alarms are activated by intruders or by accident.

XpressGuard Alarm Response protects a company's staff and assets by having only professionally trained, licensed, and insured security personnel responding to alarms—not company employees or even worse, no one at all.

"We've been following the progression of the non-response policies for quite a while," explains Joseph Malone, Security Resources CEO. "Businesses have been forced into coping with this situation of alarm non-response and need a solution they



can depend upon. Our ability to provide guaranteed on-demand security services on a nationwide basis puts us in a unique position to be able to deliver XpressGuard Alarm Response, which we have been doing now for close to three years.”

How XpressGuard Alarm Response Works

A significant component of Security Resources’ XpressGuard Alarm Response is Security Resources’ ability to act as a single point of contact between clients, their central station monitoring company, local law enforcement, and a nationwide network of top-ranked security providers. To be an effective hub of communication, Security Resources collects key contact information for each entity that may become part of the alarm response process. More importantly, all of the process information has to be in the hands of the people who can act upon it quickly. Those people are the case managers at the XpressGuard Alarm Response call center.

The process begins with some up front data collection and planning. A Security Resources field supervisor does an on-site inspection of each of the client’s premises. During the inspection a detailed listing of the site’s alarm points, entrances, exits, and perimeter areas is documented. In addition, site contacts, central station monitoring information, and points of contact are gathered and recorded. Once the inspection is completed, Security Resources works with its clients to establish a detailed alarm response protocol.

A window sticker or building ID Tag is affixed to each location. The tag has a unique Security Resources identification number that is used as verification when a responder is sent to the site, as well as acting as a deterrent to potential intruders.

When alarm activation occurs, the customer’s central station monitoring company will notify the Security Resources XpressGuard Alarm Response call center, which is staffed 24/7/365 as the first call contact.

Security Resources will then dispatch one of its XpressGuard Alarm Response partners to the site. The responding individual will be familiar with all of the information compiled during the initial site inspection, so they are prepared to conduct a thorough evaluation of the premises upon arrival. To ensure that personnel are always available, Security Resources makes arrangements with multiple security providers in close proximity to the contracted sites. Each of these partners is briefed on the site requirements and procedures.

Once on the scene, the responding officer conducts a perimeter check of the facility to ascertain if a crime is in progress or has taken place. Once the status of the site is known, the responder contacts Security Resources and reports their findings of the status of the site while still at the location. In the event of an actual occurrence, such as a burglary, fire,

or vandalism, local law enforcement will be contacted and an overview of the situation communicated to them. The responder will remain on-site until the police arrive.

In the event there is physical damage to the premises, Security Resources will secure the location for as long as the client requires an on-site presence of a security officer. Security Resources can also notify the client’s other vendors, such as glazers, locksmiths, or other construction providers that the client uses in order to make repairs to the premises and get them back up and running sooner.

The responding officer will prepare a detailed written report of each event that will be communicated to Security Resources in quick time, so an incident report of the event is available as soon as possible. Other reporting packages like weekly, monthly, or quarterly roll up reports are also available as part of the service.

XpressGuard Alarm Response Overview

- Live dispatchers on duty 24/7, 365 days per year
- Site inspection by Alarm Response Partners at program start up
- Customized site inspection checklists
- Minimum of three Alarm Response Partners on call 24/7 for every site
- Live confirmation from responding officers while on location
- On-site verification prior to 911 notification
- Next business day emailed reports

For more information on Security Resources’ XpressGuard Alarm Response, please visit www.securityresources.biz or call 877-477-9638.