



Security of private premises

Version : 5.0

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Executive summary

This chapter seeks to provide guidance in relation to attendance at alarm activations, steps to consider when responding to insecure premises, and information regarding who can install and monitor alarms.

The key, critical points for staff to note are:

- Police response to an alarm will depend on the type and location of the alarm activation, and taking into consideration factors such as reliability, history of false activations, and environmental conditions at the time.
- Any persistent false alarms should be referred to the local noise control officer for resolution.
- Entering insecure premises should only be done following a [TENR](#) assessment of the situation.
- Alarm installation and monitoring must only be done by operators licensed and certified under the [Private Security Personnel and Private Investigators Act 2010](#).



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Alarms

This section contains the following topics:

- [Types of alarms](#)
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Types of alarms

For the purpose of these instructions, alarms are classified according to their purpose into four types.

Alarm type	Description
Assistance and panic alarms	These may be audible or silent and are intended for use by persons in distress to summon assistance.
Raid alarms	These are silent and normally terminate at a commercial monitoring station. They are designed to be activated during or soon after a criminal attack, such as armed robbery.
Burglar alarms	These may be audible or silent and are designed to detect unauthorised intruders on premises or property.
Lone worker mobile applications	These are smartphone applications that are commonly offered by security companies to provide personal protection for lone workers. An alert is triggered by either the expiration of a timed session, by pushing a panic button, or by shaking or swiping the device. The alert will commonly be received by the security company who will be able to hear and/or see real-time images from the device. The security company should know who has the device, and what activity they are undertaking. They will then triage the information and provide an appropriate response, whether dispatching a security patrol, or referral to Police, Ambulance, or Fire.

Police response to alarms

In most cases, private security companies who monitor alarms should be the first to respond to alarm activations, with Police responding **only** when advised of a burglary or suspicious activity. Response to any alarm, including alarms not monitored by a security company, should be dictated on its merits.

This table provides a **guide** to the circumstances in which Police should respond to alarm activations.

Assistance and panic alarms	<ul style="list-style-type: none"> • Only respond when the exact nature of the emergency has been established, OR the situation indicates a police presence is required. • Never authorise Police stations as contact telephone numbers.
Raid alarms	<ul style="list-style-type: none"> • Respond if the alarm involves diplomatic missions, consular posts, vice regal or prime ministerial residences; or • for other locations, the level of response being based on the reliability of the alarm and any other factors that may indicate a genuine activation.



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Burglar alarms	<ul style="list-style-type: none"> • Respond to genuine alarm activations. • Consider these factors when deciding if an activation is genuine: <ul style="list-style-type: none"> - information provided to Police - any known history of false activations - weather conditions at time of activation - absence of alarm user (e.g. holiday) - other suspicious activity.
Lone worker mobile applications	<ul style="list-style-type: none"> • When alerted to an alarm activation by a security company, ensure that the provider has conducted a triage assessment on the activation, and are satisfied that there is a legitimate reason for Police involvement. • Respond as with any genuine alarm activation. • Consider these factors when deciding if an activation is genuine: <ul style="list-style-type: none"> - information provided to Police by the security company - what attempts have been made to contact the holder of the device to verify the need for emergency services to respond - are there any agreed protocols regarding identifying whether the holder of the device is under duress and have these been actioned - the intended activity of the holder of the device (e.g. a meeting with a volatile client) - real-time audio or visual information gathered from the scene by the security company - any known history of false activations.

Response to false alarm activations

After responding to false alarm activation, the Area Commander must instigate follow-up action to ensure Police resources are not wasted on further false activations.

Persistent false alarms

Burglar alarms must be fitted with time cut off devices. Advise members of the public reporting intruder alarms sounding for lengthy periods to contact their local noise control officer.

A false activation includes but is not limited to:

- occupiers
- insects
- birds
- animals
- weather conditions
- technical faults
- incorrect installations



Open or insecure premises

Entering premises

Use the steps in this table as a guide when premises are found open or insecure in circumstances requiring investigation.

Step	Action
1	Conduct a TENR assessment of the situation and advise the Communication Centre. Note: You should not enter the premises without assistance unless you suspect an intruder is in or about the premises and immediate action is necessary to apprehend the offender. However if possible, cordon and contain, and wait for assistance.
2	Contact the occupier or security company as soon as practicable and: <ul style="list-style-type: none">• inform them about the situation• request their attendance.
3	Wait for the assistance of the occupier or security company and: <ul style="list-style-type: none">• carry out an inspection of the premises; or• where the occupier or security company cannot attend, engage where practicable the assistance of a respectable person to assist. Note: Record the details of the person in your notebook.
4	If the occupier or security company cannot be contacted, safeguard or secure the premises and ensure they are advised as soon as practicable.
5	Report the incident in accordance with district procedures before finishing duty



Alarm installation and monitoring

This section contains the following topics:

- [Private Security Personnel & Private Investigators Act 2010](#)
- [Private Security Personnel Licensing Authority](#)
- [Objections by Police to application for licence](#)
- [Persons who must hold a licence](#)
- [Advising the public about alarms and security companies](#)

Private Security Personnel & Private Investigators Act 2010

A company or individual who wishes to install and/or monitor alarms must be licensed and hold a certificate of approval under the [Private Security Personnel and Private Investigators Act 2010](#).

Private Security Personnel Licensing Authority

The Licensing Authority is appointed by the Governor-General on the recommendation of the Minister of Justice. Details regarding the Authority can be viewed at www.pspla.govt.nz.

It is the responsibility of the Private Security Personnel Licensing Authority to make enquiries and authorise certification of installers and monitoring personnel.

Objections by Police to application for licence

Police may file a notice of objection with the Licensing Authority to the granting of an application.

Persons who must hold a licence

These persons must hold a licence:

- private investigators
- security technicians
- security consultants
- confidential document destruction agents
- property guards
- personal guards
- crowd controllers.

Note: Employees or contractors of the licence holder must hold a certificate of approval. A licence holder or the holder of a certificate of approval, must produce their licence / certificate on demand by any constable.

Advising the public about alarms and security companies

Consider these principles before you provide advice to the public about alarms and security companies:

- Alarm systems should be installed by approved persons under the [Private Security Personnel and Private Investigators Act 2010](#).
- Persons can be referred to the website of the Private Security Personnel Licensing Authority at www.pspla.govt.nz.
- Arrangements should be made with an approved security company and/or community groups for response to alarm activations.
- Police do **not** operate as key holders.
- Alarms **must not** be monitored at Police stations.

Note: Police **must not** make recommendations to the public regarding what company they should engage. However, on inquiry, knowledge of a reputable company by local Police may be offered.

This is an uncontrolled document printed for reference only.

The controlled document can be found in the Police Instructions site which is accessible via the New Zealand Police Intranet.