

DURESS BUTTON TESTING PROCEDURE




Why is it important to test your alarm system?

The alarm system is what keeps you safe. It needs to be tested on a regular basis to ensure they are working properly.



What are mandatory requirements?

Time frame	<ol style="list-style-type: none"> Must occur prior to Branch Opening Times. Exception – branches monitored by Qantas. Alarm testing MUST be completed prior to logging into branch computers.
What	<ol style="list-style-type: none"> All Duress Buttons / Personal Alarms (if applicable) located within your Branch / Head Office are activated. <div style="text-align: right;">  <p>Personal Alarm</p> </div>
When	<ol style="list-style-type: none"> Weekly between the time of: 8.00am – 8.30am: for branches opening at 8.30am 8.30am – 9.00am: for branches opening at 9.00am <p>Exception:</p> <ul style="list-style-type: none"> For branches monitored by Qantas Security, the Alarm Testing may be done outside these core hours. Head Office testing will be completed monthly between 10th and 15th of each month.
By whom	<ol style="list-style-type: none"> All Branch Staff are required to test on a Rotation Basis. <p>Important: Please have all staff familiarize themselves with the locations of all Duress Buttons.</p>



Testing Process

1. PRIOR TO COMMENCEMENT OF TESTING

Before you start testing,

- Contact Central Monitoring Services (CMS) on **02 9809 9222**.
- Advise the CMS operator of your name, your branch location, and your branch password.
- Advise the CMS operator to place your branch in 'Test Mode' for approximately 30 minutes, as you wish to test all the Duress Buttons/Personal Alarm (if applicable) located within your branch.

2. ACTIVATE

Once system has been placed on 'Test Mode', have delegated staff member(s) activated all Duress Button and/or Personal Alarm pad (if applicable) located within your branch.

DURESS BUTTONS

Both buttons will need to be pushed in at the same time.

PERSONAL ALAMRS PADS

Press buttons together and a light will start to flicker on the pad itself.

3. RESET (RELEASE)

Once staff members have activated the Duress Buttons / Personal Alarms Pads (and light is flickering), they will need to rest(release) the buttons/pads.

DURESS BUTTONS

Rest the buttons by using the Duress Keys provided. The key hole is located under the Duress Button Casing.

PERSONAL ALARMS PADS

Reset the pads as follows:

1. Go to the Branch Alarm Pad – the light should be flashing on the pad.
2. Enter your alarm code.
3. Press OFF.
4. Press Enter.

4. AFTERTESTING

Once all Duress Buttons/Personal Alarm Pad have been activated, reset and restored, call CMS back, then:

- Confirm they have received 'Activation and Restore Signals' from all Duress Buttons/Personal Alarms Pad located within your branch.
- Advise the CMS Operator to take your branch off 'Test Mode'.
- Record 'Testing date and Signature' of the staff member who completed the test on the branch register page.

Note: This also includes the sites monitored by Qantas Security.



Alarm points to be tested

All branches are to contact CMS between the hours of 8am-8.30am/8.30am-9am (Brisbane) only.

Branch	Testing Day	Number of Duress Buttons
SCH MIR	Tuesday	SCH 7 MIR 8
SQC BCH	Wednesday	SQC 7 BCH 8
NID PER	Thursday	NID 10 PER 6
Head Office	Between 10 th & 15 th	MAS 2!!!

NB: If a public holiday falls on your testing day, move the testing day to the following day.



Contact for help

Contact your immediate supervisor for help.

Version Control

Date	Reviewed by	Purpose / Change
	Cameron S Carol H Lyly B	Creation of this document (v.1.0)
