

## Service Level Standard

### Main Campus Alarm Activations

This service covers the response by security staff to alarm activations received at the Security Control Room.	This service can be obtained in any one of the following ways:  Security Control Room Ext. 6817 (24 hours) Email <a href="mailto:Security.Control@ncl.ac.uk">Security.Control@ncl.ac.uk</a> Security Manager Ext. 6435
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Each alarm activation will be responded to and classified into one of the groups given below. The response time will depend on the alarm classification.

**Performance target time represents the arrival of an officer at the locus.**

Category	Performance Target	Target Rate %
Intruder	Within 10 minutes	100%
Fridge/freezers	Initiate callout within 5 minutes	90%
Personal attack	Within 10 minutes	100%
Fire	Within 10 minutes	100%
Boiler	Initiate callout within 5 minutes	95%

### Our responsibility to you

1. We will endeavour to meet the target response times as listed above. Should an alarm activation not be responded to within the time listed above we will endeavour to respond as soon as possible thereafter.
2. In the event of any complaint or query you should first contact the Security Supervisor who will try to resolve the problem to your satisfaction.

### Assistance we need from you

1. Please provide us with detailed information regarding telephone contact names of staff on call during and outside normal working hours.
2. Please maintain a current maintenance contract for the alarm system.
3. Please provide detailed instructions what action you wish to be taken following alarm activation.