

EMCS REQUEST FOR CENTRAL STATION CONNECTION FORM

REQUEST FOR GUARD ME CONNECTION FORM OC82

Reference / Purchase Order No

User Name

Address

Postcode

Site Tel No

Mobile

Telephone Numbers being used to contact service.

Telephone Number 1

Telephone Number 2

Telephone Number 3

Telephone Number 4

Interval of check call Minutes

Abort Code Duress Code

User Information:-

Sex Date Of Birth (dd/mm/yyyy)

Hair Colour

Ethnic Origin

Approx Height & Weight

Ft & In St & Lbs

Do you use a car for work ? Yes No

Make / Model Colour Registration

(OPTIONAL) Medical Conditions (Please state any condition you may have that you think we should know about):

Distinguishing Features: (Tattoos, Scars/Birthmarks, Piercings Etc)

Police Force URN

Normal Working Pattern							
Start/Finish	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
Finish	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>

Channels & Type Of Signal (Please see second page for instructions)							
Ch	Type	Action Plan	Contact Method	Ch	Type	Action Plan	Contact Method
1	Guard Check Overdue	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	3	Red Alert Cancelled	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
2	Red Alert	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	4	Guard Check No Selection Made	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>

Keyholders To Be Informed		K/H Code	Keyholders To Be Informed		K/H Code
Please enter the name & telephone number / email address					
1	<input style="width: 200px;" type="text"/>	<input style="width: 50px;" type="text"/>	3	<input style="width: 200px;" type="text"/>	<input style="width: 50px;" type="text"/>
2	<input style="width: 200px;" type="text"/>	<input style="width: 50px;" type="text"/>	4	<input style="width: 200px;" type="text"/>	<input style="width: 50px;" type="text"/>

Special Actions / Additional Information (Please use extra sheet if req'd)

Installer Name Company Code

Location / Chip No (If known) Date

I confirm that I am authorized to complete this request on behalf of the Alarm Installer.
 I / We understand that a binding contract shall be formed in accordance with the Terms and Conditions for the Provision of Monitoring Services incorporated in the Credit Account Application Form which I / We submitted to EMCS and that this contract shall apply to all services referred to in the Application for Services from the earlier of: a) the date that EMCS accepts this EMCS Request For Central Station Connection Form and b) the time that I / We first make a connection to the Communication Centre for the services referred to in this EMCS Request For Central Station Connection Form. Please click [here](#) to see our terms and conditions.

Name of Person submitting this form

INSTRUCTIONS FOR COMPLETION OF FORM OC82

EMCS provide faxed/emailed confirmation of your clients monitoring and keyholder requirements. You must always ensure that our confirmation is in accordance with your instructions. EMCS cannot and will not be held responsible for your own or your clients failure to provide up to date accurate monitoring and keyholder information.

SIGNALLING

Please specify which solution is being utilised.

DETAILS

Please ensure that the address details are entered, as the application will NOT be processed if this is missing.

USER INFORMATION

Please enter details relating to the user of the service, such as sex, hair colour, height & weight etc.

POLICE

Please specify which Police Force you would like to be notified in the event of an alarm activation.

TYPE OF SIGNAL/ ACTION PLAN

Please specify the actions required for each signal.

Guard Check Overdue - User has not called the service within the predetermined interval and an overdue alarm has been generated.

Red Alert - User is in a duress situation.

Red Alert Cancelled - User would like the Red Alert Alarm to be aborted.

Guard Check No Selection Made - Call has been made to service, but no selection has been made.

KEYHOLDERS

Please indicate (if more than one tel. no.) which number is to be called first. K/H CODE is a password for an individual keyholder if different from the main ABORT CODE.

CONTACT METHOD

Please specify how you would like our operators to contact the keyholders (**Operator, Text, Email**).

Operator = An operator will attempt to ring the keyholder.

Text = A Text will be sent to the mobile number specified. The system will wait 2 minutes for a reply. If the reply is received, the alarm will be cleared down (as long as there are no further actions to be taken). If a reply is not received the alarm will be presented to the operators to contact the other keyholders listed.

Email = An email will be sent to the address specified and the alarm will be cleared down (as long as there are no further actions to be taken).

SPECIAL ACTIONS / INFORMATION

Please indicate anything which materially affects the way in which the alarm will be dealt with (use a separate piece of paper if required).

INSTALLER NAME

Please ensure that your Alarm Installer Code is entered to avoid your application being delayed.

GuardMe Customer Monitoring Agreement

**Requirements of (The company) EMCS, Waterside House, Tissington Close, Chilwell, Nottingham, NG9 6QG
And (The Customer)**

1) EMCS Obligations

- EMCS agrees to supply the services and where relevant the equipment to supply Lone Worker Monitoring in accordance to the predetermined customer requirements.
- EMCS will make best endeavours to respond to 80% of received events within 30 seconds.
- Upon receiving a red alert activation the alarm receiving centre will confirm the nature of the activation if necessary.
- In the event that EMCS are unable to make contact with the lone worker the alarm receiving centre will notify a keyholder of the activation in accordance with your requirements provided.
- EMCS will provide a reporting function associated with the Lone Worker solution. The customer will need to liaise directly with the alarm receiving centre regarding the content of these reports.
- EMCS are only able to respond to events generated by calls being placed from predetermined telephone numbers stated on page 1 of this form.

2) Customer Obligations

- Read and sign the response plan. Any changes to the response plan must be agreed in writing with EMCS.
- Ensure that all Lone Worker users within the customer's organisation have received adequate training for the service utilised, the training should cover usability and false alarm implications.
- Will ensure that due care is taken of the device/s or technology utilised as part of the service and any faults are immediately reported to EMCS.
- It is the user's responsibility to ensure that the device or solution is, where relevant, charged and fully serviceable.
- It is the responsibility of the user to ensure that the device or solution is regularly tested to ensure serviceability.
- EMCS is to be notified of any changes to escalation personnel to allow us to provide a suitable level of service. At least two keyholders must be assigned, who are available 24 hours a day.
- The customer ensures that any relevant contracts with third party organisations which may affect the monitoring of their Lone Worker solution are in place and in good order. EMCS will accept no liability if the service we offer is compromised by third party sources.
- If the customer is utilising a mobile telephone for this service. It is highly recommended that a monthly pay contract is taken out with the network provider by the customer.
- EMCS cannot take any responsibility should an event /signal fail to be received by the alarm receiving centre due to user telephone malfunction.
- EMCS are to be notified immediately of any changes to the telephone number being used to utilise the service. This includes notifying EMCS of any call barring which may be implemented as this may have an impact on the service provided.

3) Agreement Duration

The service will commence on and will continue until determined by either party.

4) Acceptance

The customer accepts the terms and conditions as outlined in this Customer Monitoring Agreement. Any changes in this policy must first be agreed in writing by both parties.

(EMCS) Signature		Date
(Customer) Signature		
(Customer) Print Name		Date