

Preventing FALSE HOLD-UP ALARMS



Hold-Up Alarms (HUAs) are a most effective tool in delivering rapid police response, and providing a deterrent at premises where they are installed.

However, the high incidence of 'False HUAs' is a risk to the very people they are designed to assist.

False HUAs

- Divert police resources away from genuine calls – and could lead to loss of life.
- Are costly for the police – and a waste of police time.
- Reflect poorly on the service provided by ARCs and installers.

Key steps to help:

- **Take HUA Systems out of service** before work starts AND remember to return them to full service when work has been completed.
- **Remind users of the proper use of HUAs** as advised by the Police - for use during an attack or threat of an attack involving persons at premises protected by the HUA. A brawl outside the premises or petty theft is not proper use.
- **Recommend the repositioning of HUAs** vulnerable to damage following changes to internal layout of premises.
- **Ensure HUA fixings and covers are secure** during service visits and remind the users to report minor damage.
- **Remind users of their duty to inform contractors** working in the premises that HUAs are installed and active.
- **Discuss correct use of HUAs with all employees** who have direct contact with customers.

Help keep False HUAs to a minimum – it could save a life!

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