STANDARD OPERATING PROCEDURE

Alarm Response SOP

Document no.	SOP-SEC-005
Revision	1.0
Owner	Security Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every alarm activation is verified and investigated safely, escalated to emergency services when needed, and closed out with an accurate report.

2. Scope

Applies to intrusion, panic or duress, and fire alarm activations monitored by the control room and investigated by security guards on the property.

Definitions

Alarm zone	A defined area covered by one or more sensors, shown on the alarm panel or monitoring software when an activation occurs.
Verification	Confirming whether an alarm activation reflects a genuine event or a false alarm, done visually or by camera before assuming either.
Duress alarm	A silent alarm triggered by a person under threat, requiring an immediate and discreet response.

3. Responsibilities

Security Guard	Responds to the alarm location, assesses the scene safely and reports findings to the control room.
Control Room Operator	Receives and verifies the alarm, dispatches a guard, and calls emergency services when needed.
Shift Supervisor	Is notified of confirmed alarms, coordinates with the client and reviews repeated false alarms.

RACI matrix

Activity	Security Guard	Control Room Operator	Shift Supervisor
Verify the alarm zone and type	I	R/A	I
Investigate the alarm location	R/A	C	I
Call emergency services	R	R/A	I
Notify shift supervisor and client	I	R	A
Review repeated false alarms	I	C	R/A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Alarm monitoring panel or software
- Two-way radio
- Flashlight
- Alarm response report form
- Client and emergency contact list
- CCTV monitor covering alarm zones

Personal protective equipment

- Uniform and identification badge
- Flashlight for low-light investigation

5. Procedure

Step	Task	Owner	Done
5.1	**Receive the alarm activation** When an alarm activates, note the zone, alarm type and time shown on the monitoring panel or software.	Control Room Operator	☐
5.2	**Verify the alarm details** Check available camera views of the alarm zone if cameras are present, and note whether anything visible supports a genuine activation before dispatching a guard.	Control Room Operator	☐
5.3	**Dispatch the nearest guard** Radio the nearest available guard with the alarm zone, type and any camera observations, and direct them to investigate.	Control Room Operator	☐
5.4	**Proceed to the location safely** Travel to the alarm location without assuming it is false, staying alert for signs of an intruder or hazard along the way. **Warning:** Never assume an alarm is false before it has been visually verified at the scene.	Security Guard	☐
5.5	**Assess the scene from a safe distance** Observe the area from a safe distance before approaching, looking for open doors, broken windows, lights or movement that would indicate a genuine event.	Security Guard	☐
5.6	**Determine genuine or false alarm** Based on what is observed, determine whether the alarm appears genuine, such as forced entry or fire indicators, or false, such as a sensor fault or environmental trigger. **Checkpoint:** The determination of genuine or false alarm is based on direct observation at the scene, not assumption.	Security Guard	☐
5.7	**Call emergency services if genuine** If the alarm is confirmed or reasonably suspected to be genuine, call police, fire or medical services immediately and provide the exact location and nature of the event.	Control Room Operator	☐
5.8	**Secure the area pending arrival** Keep a safe distance from any confirmed threat, prevent others from entering the area, and wait for emergency responders rather than intervening directly.	Security Guard	☐

Step	Task	Owner	Done
5.9	**Notify the shift supervisor and client** Notify the shift supervisor of a confirmed alarm right away, and notify the client or property manager per the site's escalation contact list.	Control Room Operator	☐
5.10	**Reset the alarm once cleared** Once the area is confirmed safe and any responding agency has cleared the scene, reset the alarm system following the panel or software's normal procedure.	Security Guard	☐
5.11	**Complete the alarm response report** Document the alarm time, zone, response time, findings and outcome on the alarm response report form before the end of the shift.	Security Guard	☐
5.12	**Review repeated false alarms** Track alarm zones that trigger false alarms repeatedly and arrange for a fault inspection or sensor adjustment with the client or system technician.	Shift Supervisor	☐

6. Quality checks

- Every alarm activation has a documented response time and outcome.
- Emergency services are contacted immediately for any confirmed or suspected genuine alarm.
- The shift supervisor is notified of every confirmed alarm the same shift.
- Repeated false alarms in the same zone trigger a fault review within a reasonable time.

7. Records

- Alarm response report forms
- Alarm monitoring system logs
- False alarm tracking log

8. KPIs

- Average time from alarm activation to guard arrival on scene
- Percentage of alarms verified and closed with a completed report
- Number of repeated false alarms per zone per month

9. Common mistakes

- Assuming an alarm is false without checking the scene.
- Approaching a confirmed threat directly instead of waiting for emergency services.
- Resetting the alarm system before confirming the area is actually safe.
- Not logging a false alarm, which hides a pattern that needs a technician's review.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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