

Goldfields Commercial Security PTY LTD  
P.O Box 2546  
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22 January, 2008

To Whom It May Concern;

Goldfields Commercial Security has been providing Alarm Response services to the Kalgoorlie-Boulder region in excess of 20 years. Over this time, we have received very few enquiries as to the time it takes for a Patrol Officer to attend Alarm Responses.

We believe that our service in the past has been more than adequate and our response times better than what the Australian Standards require of us. I'm sure you can appreciate that Kalgoorlie-Boulder is expanding both in population and in area, no longer is it just a 5 minute drive from one end of town to the other.

Also, our staff members must adhere to the same road rules as everyone else. We are not permitted to exceed the speed limit to try and attend quicker. Keeping all of this in mind, I have included an extract of the Australian Standards for your records. (AS 4421-1996)

**B2.4 Weekday normal business hours alarm response** – responses during established weekday coverage time.

NOTE: This is normally Monday to Friday 0600 to 1800 hours except for public holidays; however, the coverage times may vary between States

## **B4 PATROL RESPONSE TIME**

**B4.1 General** This is the responsibility of the response/patrol company. Except where allowed in Paragraph B4.2, the following patrol response times shall apply:

- (a) Standard alarm response ..... less than or equal to 35 min.
- (b) Late-to-close ..... less than or equal to 45 min.
- (c) Weekday response, where provided ..... less than or equal to 75 min.

**B4.2 Exceptions** The patrol response times shall not apply under the following circumstances:

- (a) Where the client is responsible for late response time, such as where the patrol officer is instructed to meet the client's representative on site at a prearranged time, or the patrol officer is unable to gain access due to keys being changed.
- (b) Where external checks are carried out by another patrol officer or inspector within the relevant patrol response time.  
NOTE: Such a situation may occur when the patrol vehicle with the keys is delayed.
- (c) In non-response areas and country areas.

Please be aware that there are rare occasions where a patrol officer is in the immediate area when a response is required (therefore having a relatively short response time) but this is generally not the case.

If you have any questions or comments, please don't hesitate to contact me.

Regards,

Anthony Meyers  
Executive Director