

## Important Information About Your StandbyU Shield Device and Monitoring Centre Plan

### National Police Safety Device Alarm Activation Response Guidelines

Your StandbyU Shield Device is listed as a Category A Monitored Personal Safety Alarm (MPSA) under the National Police Alarm Activation Response Guidelines.

Users must be fully competent and confident in the correct use of the Shield Device, and only activate the SOS Alarm when they are under assault, threat, or duress.

It's important that Users understand that under the National Police guidelines, when they press the SOS button on the StandbyU Shield Device, the Back2Base Monitoring Centre will listen and assess the audio provided from the device.

- If it is clear from the audio that there is an emergency, the Monitoring Centre will call for a police response and provide the current indicated location using the Lat/Long of the device and its last confirmed location. The Monitoring Centre will also attempt to call the people listed as Responders in the Shield Device Plan.

Or,

- If the Monitoring Centre does not hear any audio from the device, or they hear audio which sounds like a normal conversation, they will call the User to verify the SOS Alarm. If they are unable to contact the User, they will attempt to call the Responders listed in the Device Plan to verify the SOS Alarm and get direction from them prior to calling for a police response.
- **If the Monitoring Centre does not get verification of an SOS Alarm from either the User or Responders, they cannot call for a police response.**

The National Police Guidelines include a Three Strike Policy, in the event of ongoing unwarranted alarm activations (including accidentally pressing the SOS button).

The Three Strike Policy will apply when police resources have been assigned to 3 unwarranted alarm activations within 3 calendar months. This means that any further SOS Alarms will be treated as a Request for Assistance only, and the Monitoring Centre will be required to contact the User or Responders to determine the type of assistance required prior to escalating the call to police. If no contact can be made with you, the SOS Alarm will be classified as "unresolved" and will not be passed on to police.