

EMCS REQUEST FOR CENTRAL STATION CONNECTION FORM

REQUEST FOR LONEWORKER CONNECTION FORM OC77/5

Signalling:	
Reference / Purchase Order No	
Is the solution at a fixed address or will the user be moving to various locations:-	
If the user is moving to various locations please leave the address fields below empty.	
User Email Address	
Name / Address	
Postcode	
Site Tel No	
Mobile	
Site Password	Duress Code
Check Call Required?	
If Yes, please specify interval:	

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	<input type="checkbox"/> No <input type="checkbox"/>
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	

Channels & Type Of Signal (Please see second page for instructions)

Ch	Type	Action Plan	Contact Method	Ch	Type	Action Plan	Contact Method
1	Panic Alarm			4	Check Call Overdue		
2	Duress Alarm			5	Low Battery		
3	Man Down Alarm						

Keyholders To Be Informed

K/H Code

Keyholders To Be Informed

K/H Code

Please enter the name & telephone number / email address

1			3		
2			4		

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	
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INSTRUCTIONS FOR COMPLETION OF FORM OC77/5

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 loneworker device, such as sex, hair colour, height & weight etc.
POLICE	If the unit is going to be used in a fixed location - Please specify which Police Force you would like to be notified in the event of an alarm activation. If the unit is going to be used in various locations - Please specify the "Various Police Forces" option.
TYPE OF SIGNAL/ ACTION PLAN	Please specify the type of alarms that will be transmitted & the actions required for each signal.
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.

Lone Worker 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 are not the manufacturer of the equipment or software and cannot warrant that they will be free from defects. We will provide manufacturer's warranty and deal with valid claims under the warranty on behalf of the customer.
- Upon receiving a red alert activation the alarm receiving centre will confirm the nature of the activation if necessary, by utilising the audio facility. If suspicious activity is observed then the alarm receiving centre will gain a location by means of the last stored amber alert.
- Should there be no stored amber alert, or the last stored amber alert is no longer within a suitable time period, then the alarm receiving centre will be unable to confirm a Lone Worker device's location.
- In the event that EMCS are unable to confirm the location of a Lone Worker device we will be unable to notify the police of activation. In this event the alarm receiving centre will notify a keyholder of the activation.
- Location confirmation via the GSM network can only be provided to the emergency services upon activation of a genuine red alert. The location that EMCS will provide is solely for the means of confirming the location provided via the amber alert message.
- 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.

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 product or device utilised, the training should cover usability, care of the product and false alarm implications.
- Will ensure that due care is taken of the Lone Worker device/s 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 keyholder 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 device/s are in place and in good order. EMCS will accept no liability if the service we offer is compromised by third party sources.

- The customer is to provide a sim card for the Lone Worker unit which must be unlocked. It is highly recommended that a monthly pay contract is taken out with the network provider by the customer.
- Where a pay-as-you go sim card is used EMCS cannot take any responsibility should a signal fail to be received by the alarm receiving centre as a result of the account being out of credit.
- EMCS are to be notified immediately of any changes to the network provider and /or changes to the SIM card details. 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