



MAMBA STRIKE FORCE

Emergency Response Procedures

Duress Signal

This is obviously the most critical of signals and requires the most extreme response. The moment we receive this signal, our Controller will deploy a Response Unit to investigate and also send one or more additional Reaction Units as back-up. In some instances the Controller will also send the police straight away.
THE CONTROLLER WILL NOT PHONE YOU

Panic Signal

Although it is always better to phone our Control Room when possible, do not hesitate to press your panic button.

The moment we receive this signal, our Controller will deploy a Response Unit to investigate.

The Controller will then try to make contact with you to find out the nature of the emergency: Medical / Fire / Criminal / etc.

If they make contact with you they will expect you to give them your code to identify that they are speaking to the right person.

If you give the correct code and state the nature of the problem, the Controller will also send the relevant authorities.

THE REACTION UNIT WILL NOT BE RECALLED OR INSTRUCTED TO STAND DOWN.

THE CONTROLLER WILL NOT ARGUE WITH YOU ABOUT YOUR CODE

If you are unable to give the code or you give the incorrect code the incident will escalate to the DURESS status.

Alarm Signal

On receiving an alarm signal our Controller will deploy a Response Unit to investigate and will then try to make contact with you to confirm the nature of the problem.

If, after giving your correct code and informing us that it was a 'false alarm', the Controller will instruct the Reaction Vehicle to stand down.

If you are not on the premises, the Reaction Officer will investigate and if no problem is found, will leave a 'pink slip'. If a problem is discovered the Controller will contact you on your cell phone and a Supervisor will be sent as back-up.

If you are unable to give the code or you give the incorrect code the incident will be raised to the DURESS status.

Mains Fail Signal

Our Controller will attempt to contact you and deploy a Reaction Unit in the same fashion as the alarm signals.

Battery Low Signal:

Our Controller will attempt to contact you and if unsuccessful will notify Management.

MAMBA RESERVES THE RIGHT TO CHARGE EXTRA FOR EXCESSIVE FALSE ALARMS (See how you can prevent false alarms)

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EMERGENCY 24 HOUR NUMBER: (011) 609-0227