



**HOW and WHEN to contact Londoloza  
Protection Group.**



## **When to press your panic button**

- **If there is an Intruder in your home**
- **If there is an Intruder on your property**

### **Press and hold down your panic button for 3 seconds.**

- Our control room will then receive your signal and immediately dispatch your dedicated vehicle without notifying you, unless you have requested us to do so, as this could place you at tremendous risk should you be face to face with an intruder.
- If you have requested that we call first, please provide our control room operator your password, failing which, we will treat the call as a panic situation. Our vehicle will then arrive at your premises and will gain access by either remote control/gate key/keypad code or by climbing over your gate.
- Please note that if you have vicious dogs and they attempt to attack our response teams responding to your premises, it is possible that they could receive a small dose of pepper spray to ward off an attack, as your immediate safety is our primary concern.

### **When to call our control room**

- **House alarm or fence alarm activating.**
- **Dogs barking.**
- **Suspicious activity or a suspicious vehicle parked in the street.**
- **Hearing gunshot.**

Call our control room on **0861 566 365** and request a response vehicle. Please provide the controller with as much information as you have, so that he can relay the information to the responding officer.

Please do not press your panic button as this is reserved for priority panic /distress calls, and could prevent immediate rapid response to someone in a crisis situation.

## **How To Test Your Alarm System**



### **The importance of testing your alarm system regularly**

Periodic testing of your alarm system is essential to ensure that your system functions properly at all times. We advise you to test your system on a monthly basis. Prior to testing, make sure to notify our control room on **0861 566 365**.

#### **How To Test Your System**

There are two types of tests to perform: testing signals within your home and testing the signal from your home to our control room.

#### **Testing Window/Door Sensors**

- Verify that your system is in the “Ready” mode.
- Open each protected door or window one at a time.
- Check that the keypad displays the door or window you are testing is open.
- Close the respective door or window.
- Repeat this procedure for each window or door sensor in your system.

#### **Testing Motion Detectors**

- Verify that your system is in “Ready” mode.
- It is best to test a motion detector with two people. One person simply needs to walk in front of the motion detector and the other is at the keypad to verify that the keypad indicates a violation.

- You may be able to take a couple of steps before tripping the motion detector. Standing and waving your arms will most likely not trip a low end motion detector.
- Repeat this procedure for each motion detector in your system.

#### **Testing the signal transmission to our control room**

- Call our control room on **0861 566 365** and notify them that you are testing your house alarm or panic button and ask them if they are receiving the signal.
- Arm your system as usual and trigger it by opening a door or window, or by tripping a motion detector. (To trip a motion detector, your system has to be in “Arm Away” mode.)
- Allow the alarm to go off for at least one minute.
- “Disarm” your system.
- Verify that the signal was received by our control room.
- If not ,we will send out a technician to attend to your problem shortly.

#### **What to do in an armed robbery**

- Push your panic button.
- If an armed robbery takes place at your premises, the likelihood of the incident turning violent, resulting in injuries to your family, can be effectively reduced by your behavior .
- Don't Resist. Do exactly as you are told. The robbers are in control of the situation because they are armed, and it serves no purpose to resist their instructions – you will only be putting lives at risk.
- Relax and regulate your breathing, taking long, slow deliberate breaths. This slows your heart rate and helps you relax
- Speak slowly. Don't shout or raise your voice to the robbers. They are probably more nervous than you and it won't take much for them to lose any self-control they may possess. Don't make sudden movements When you want to do something – even if it is an instruction from the robber – tell them what you are doing – “I am going to take the keys out of my pocket now” – and do it slowly.
- Don't set off the siren. Activate the alarm only if you can do so secretly without the robbers seeing you. Many armed robberies have turned violent (with hostages taken) because the siren puts the robbers into a panic. Setting an alarm can trigger a violent response Don't look the robber directly in the face The robber may believe that you are trying to memorize his features for later identification and it could lead to him shooting

you in order to prevent this.

- Give the robbers time to leave. Don't shout or do anything else until the robbers have left the premises. Don't try to be a hero. Don't attempt to prevent the robbers' get-away. Many crime scenes have turned violent as the robbers are leaving, resulting in deaths and injuries to staff and customers.

### **Observation techniques**

- Give clear information on the robbers that will assist the SAPS investigation. However, this should not be done at the risk of your life or that of persons around you.
- Don't make it obvious that you are observing them.
- Focus on one person at a time.
- Gain an overall impression first - Height - Build - Firearm or other weapon - Clothing - Special features - a limp, deformities, birthmarks etc. - Then look at details - Facial Features - round or sharp, eyes close or set wide apart, etc.
- Remember any names used by the robbers when they were talking to each other.
- Remember what they touch, where they walk, any cigarette butts discarded, body fluids deposited, etc.

### **Vehicle**

- The same rules apply, overall impression first, and then the details - First look at the make and model - Colour - Noticeable features - Registration number

### **Procedure for our Meet and Greet service.**

Please notify our control room 30 minutes prior to your arrival on

**0861 566 365**

- Please provide your name and physical address and estimate time of arrival time to your premises.
- If we are dealing with a priority incident, our control room will notify you and your arrival time should be delayed for a few minutes to allow for the vehicle to assist you.

Our response vehicle will be waiting for you at the entrance of your premises upon your arrival.

### **Emergency Phones Numbers**

**Londaloza Control Room**  
**086 156 6365**

#### **Medical**

- **Emer-G-Med**  
**0861007911**
- **Government**  
**0113755911**

#### **Honeydew Police**

- **0118018400**
- **0117941236**
- **0117951960**
- **0716757111 ( local**  
**police van)**

#### **Fire department**

- **0113755911**