

# Picture Process Map (PPM)

ROC Alarm Systems (AZ)  
Titan/Detex

### **PURPOSE:**

- Team members who are issued alarm codes must complete all related alarm system training, including refresher training, as Asset Protection requires
- You can also refer to the enter/exit policy for entering the premises

### **ALARMS, SOFTWARE, AND CONFIDENTIALITY:**

- Alarm codes are confidential and unique to each team member
- An alarm code should not be shared with another team member or other person under any circumstances
- You may provide your code to Asset Protection or the alarm monitoring company if requested
- A breach in code confidentiality is to be reported to Asset Protection immediately

### **Required Tools and Materials**

- Gazette
- Alarm Set Up Form
- Alarm.com App (as needed)
- Solink App (as needed)

## REQUESTING A CODE OR ACCESS:

To request a code:

1. The department manager must make this request (If you are the department manager and need a code, your Director must make the request)
2. Do not email Asset Protection
3. Log in to the Gazette Support > Asset Protection > the Alarm and LPMS access request link
4. It may take up to 72 hours for a code to be created
5. When given your code, you will also receive a detailed email on expectations related to your responsibilities as a code holder

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### Alarm Code Requests

Alarm code activation requires 72 hours for processing and activation.

Requesting Manager Name: \*

Requesting Manager Email: \*

Request For – Employee Name: \*

Request For – Employee Email: \*

Request For – Employee ID: \*

Request For – Employee Title: \*

We need this to confirm access requirements

Employees Old Location (if new hire type "New Hire"): \*

Employees New Location: \*

Cell Phone Number (for employee receiving alarm codes): \*

Please enter a cell phone number for the employee receiving alarm codes.

Requested Service (Check all that apply): \*

New Alarm Code  
 Delete Alarm Code

When is this request needed?: \*  
Month  Day  Year

Any additional information:

All requests will typically be fulfilled within 72 hours of submission.

Is this request replacing a team member who is no longer at your location?: \*

NO  
 YES

If YES, type in the name of the person being replaced :

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# Alarm Setup Form

## ALARM SET UP FORM:

At their first opportunity, the department manager must complete this form each time an employee is added or removed from the list. The form is sent to [Asset.Protection@goodwillaz.org](mailto:Asset.Protection@goodwillaz.org). The form must always be filled out with everyone within your call chain.

**GOODWILL ALARM SETUP FORM**

This form is utilized to maintain/update your call list and/or alarm codes. Correct usage of this form will assure your call list and alarm code assignments are accurate and up to date. Please update this form anytime you have a change in authorized users and on the first of each month. This form does not replace the process of requesting individual alarm codes via the gazette.

Please fill in the below information accurately. Partial or incorrect information cannot be utilized and will result in delays. Please contact Asset Protection if you have questions related to the requested information or this form or email [APAlarmAdmin@goodwillaz.org](mailto:APAlarmAdmin@goodwillaz.org)

SITE #	Submission Date:
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**ALARM CODE REQUEST/RECORD:** Provide full name, position and cell number of those authorized to have an alarm code. **Please Type**

NAME	POSITION	CELL NUMBER
	Store Manager	
	ASM	
	ASM	
	CSM	

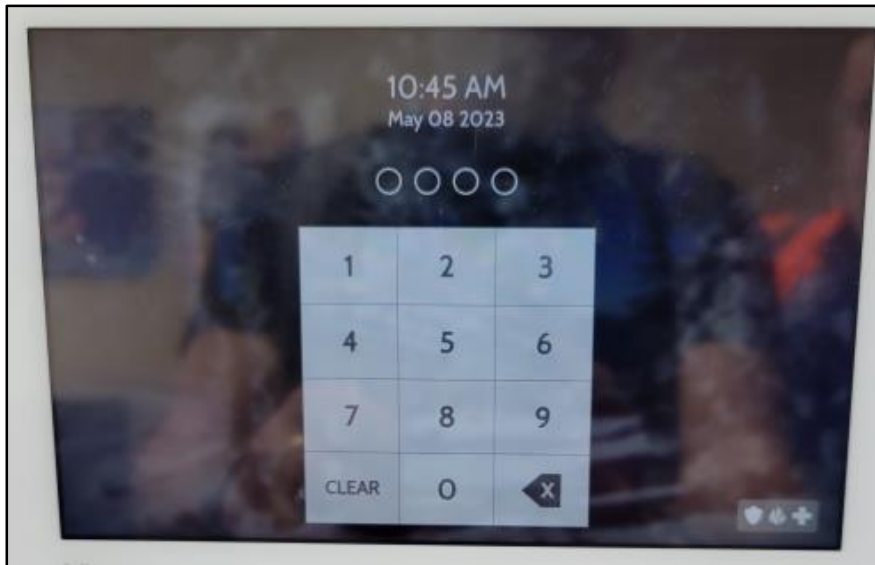
**ALARM CALL LIST:** Provide full name, position, cell number and cell carrier. **Call list consists of SM, ASM'S, DM and Regional Manager. (CSM cannot be on call list, change pre listed positions as needed)**  
**Please Type**

FULL NAME	POSITION	CELL #	CELL CARRIER (company)
Asset Protection	Night Shift	602-535-4215	Sun-Sat (9pm-5am)
	SM		
	ASM		
	ASM		
	DM		
	Retail Regional		
	AP Regional		

Please send a copy of this list to [Asset.Protection@goodwillaz.org](mailto:Asset.Protection@goodwillaz.org). You should use this form any time you have a position change, addition or deletion at your site. In addition, in order to maintain accurate information, sites should provide a completed form on the first of the month to your AP rep. This will ensure records are always up to date.

## WE HAVE TWO TYPES OF SCREENS:

Touch Pad



Keypad



# Arming the Alarm - Touchpad

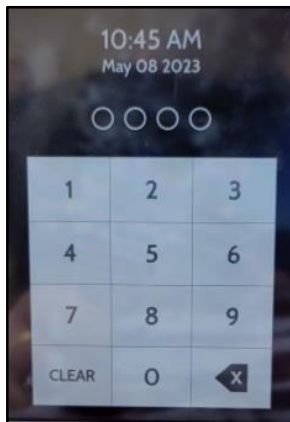
## ARMING WITH THE TOUCHPAD:

1. Touch screen the screen to activate
2. Enter your code
3. Touch the green lock to bring the locking screen up
4. Touch the red "ARM AWAY"

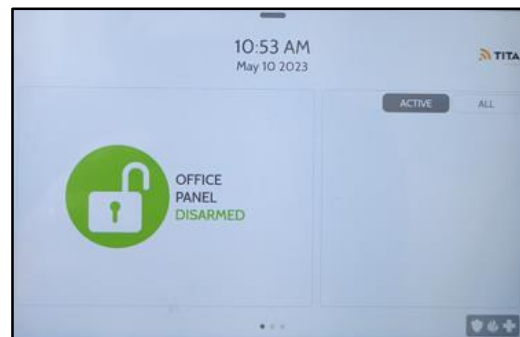
1



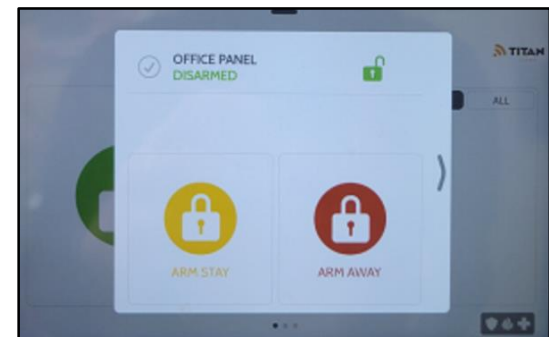
2



3



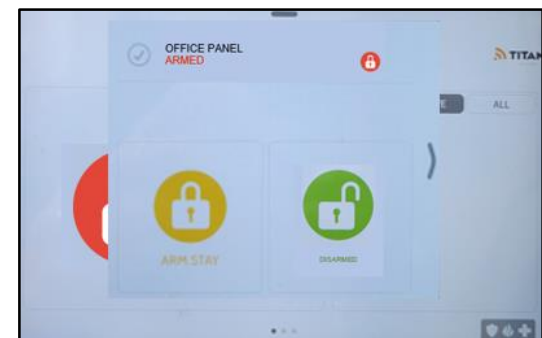
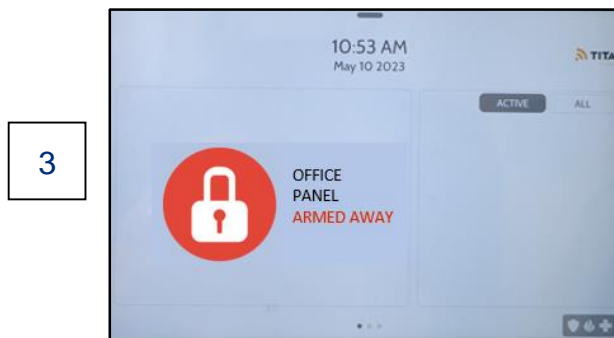
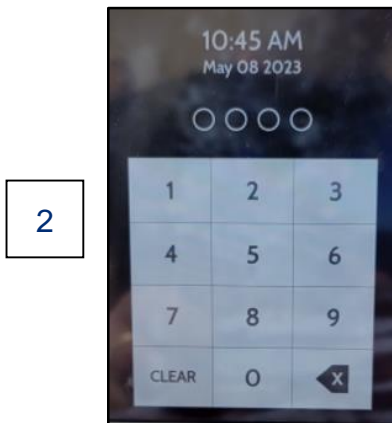
4



# Disarming the Alarm - Touchpad

## DISARMING WITH THE TOUCHPAD:

1. Touch screen the screen to activate
2. Enter your code
3. Touch the RED lock to bring the locking screen up. The Keypad will appear again; enter your code again.
4. The locking screen will appear again; touch "DISARM."



## ARMING AND DISARMING WITH THE KEYPAD:

Open the cover

### To Arm:

- Enter your code (No “enter” button)
  - Press “AWAY”
  - disarming-stay

### To Disarm:

Enter your code (No “enter” button)

- Press “Stay”





## ARMING/DISARMING VIA THE APP

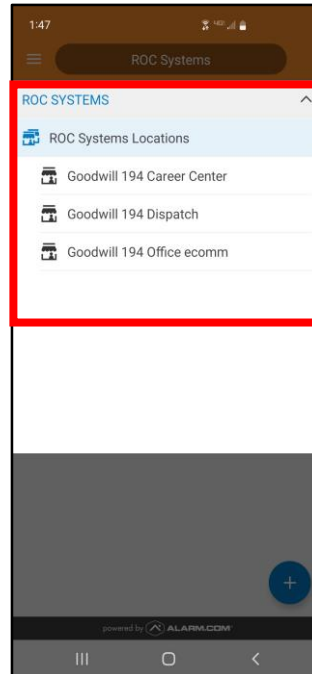
1. Open the app
2. On the Reports Page, tap on “ROC Systems” (Note: Any warnings/alarms would show below)
3. Choose the appropriate general location (Note: Your location options will differ)
4. Choose the specific location
5. Tap the Arm Away or Disarm button



2

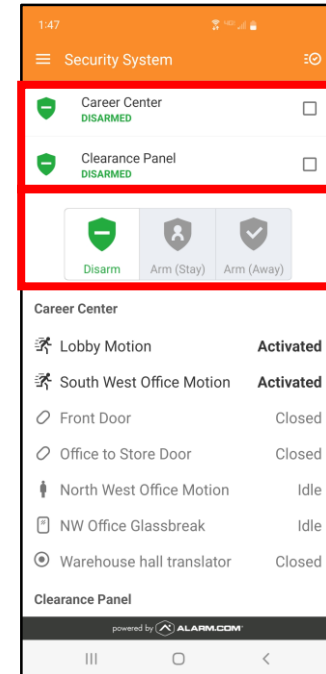


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## OFF HOURS:

Any team member requiring access to the ROC outside of the approved times must notify Asset Protection before the exception occurs. The team member's department supervisor must also approve the exception.

## NON-CUSTOMER BUSINESS HOURS:

Team members may be in the building before or after regular "business hours." Team members entering the building during non-business hours must be approved and follow all processes.

- Team members performing initial entry OR exit shall be approved key holders possessing a valid alarm code.
- Team members should attempt to enter a facility with another team member present (two team members total).
- All-access points are to remain locked when the site is not open to customers or during non-business hours for all other areas.



## ALARM RESPONSIBILITY FOR THE ROC:

You must answer the call and direct Titan on what to do if you are called.

### Titan gets an alarm notice:

1. Titan will first call AP overnight. If AP overnight is not available, Titan will call in this order:

- Dispatch
- Roc Ops
- Assigned manager for the area of the alarm

2. The recipient of a call from Titan will determine the following:

### Are police required?

- If Yes: Police called, head of the division notified
- If No: Alarm will be silenced, and Titan will notify the head of the division

(See page 12 for more determining information)



## CONSIDERATIONS FOR CALLING THE POLICE:

### Have the Police called If there is a:

- Perimeter zone breach
- Perimeter zone breach and an internal motion/glass break

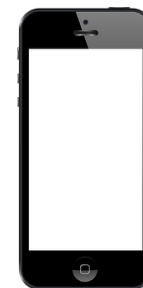
### Consider not calling the Police:

Use caution unless you know a reason the alarm may have gone off.

### Examples:

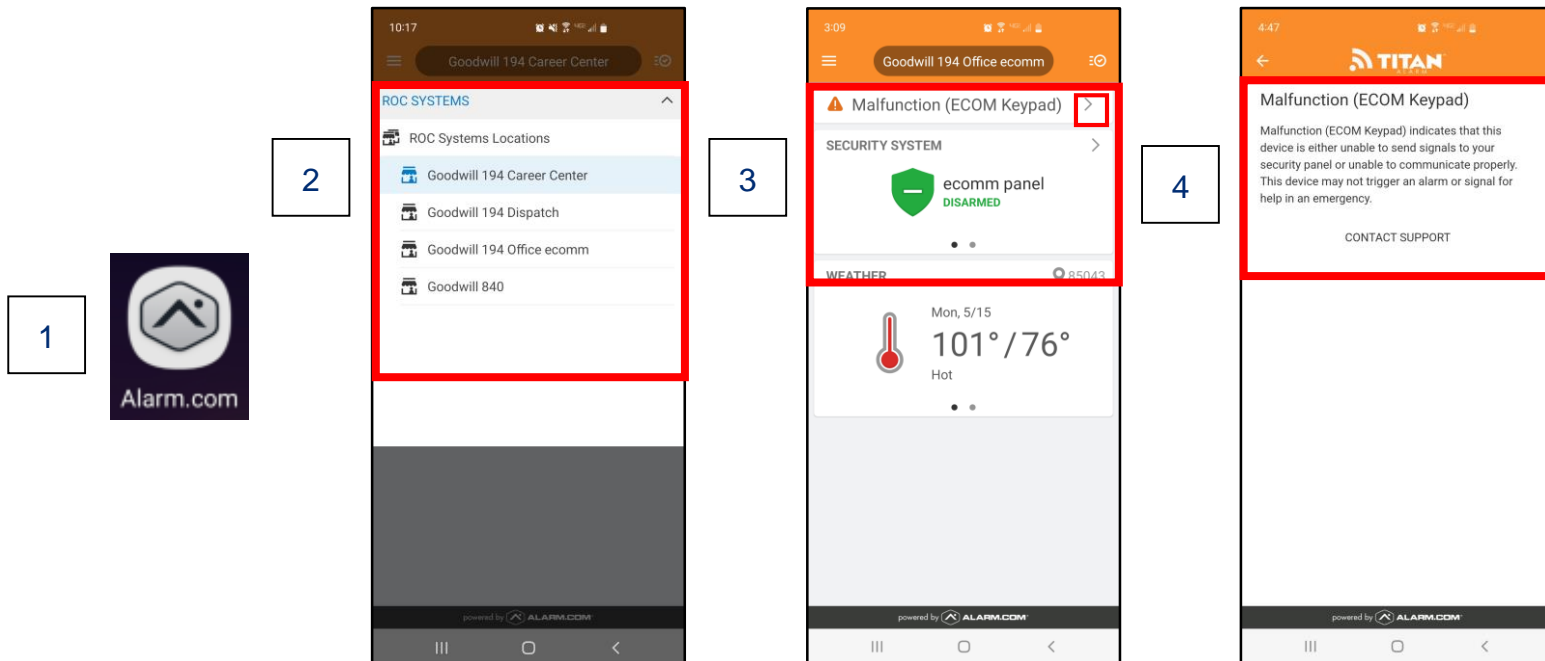
- A large number of recent false alarms related to **moving signage**
- Or heavy thunder and lightning storms in the area, etc.
- If you have access to the security cameras and see no issues

The best practice is to dispatch police. Once we learn of an existing alarm problem and are waiting for it to be resolved, you may disregard it if you feel it is an ongoing alarm failure issue.



## ALARM NOTIFICATIONS IN THE APP:

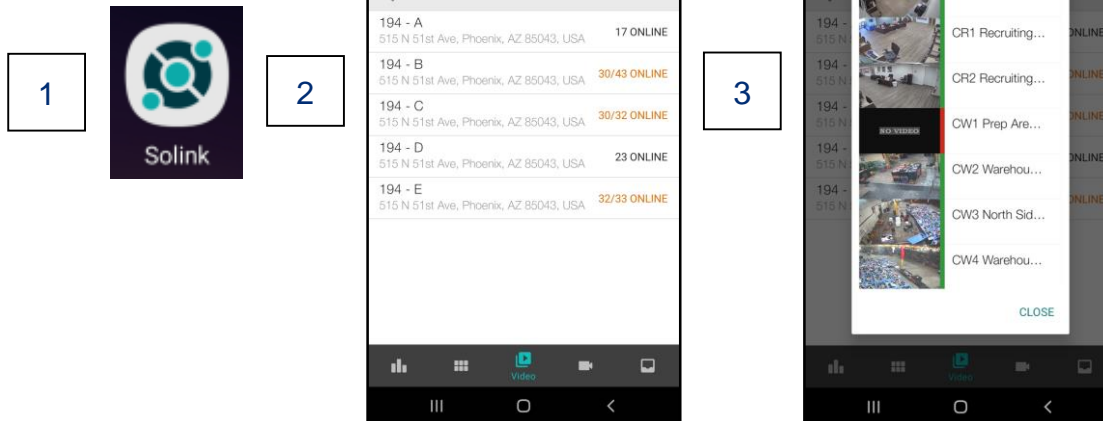
1. Open the APP
2. Choose the location
3. The Notification Page will tell you if it is an alarm or a malfunction. Click on the arrow next to the notification
4. Here are directions on how to follow through



## SOLINK:

Some who participate in the alarm system also have Solink, which gives access to the warehouse security cameras.

1. Open the app
2. Select the area you want to see
3. Scroll to look through the different cameras in the area
4. Not everyone with alarm access has camera access



**Leaders should keep the following in mind regarding the burglary alarm system:**

- For any alarm issues, always submit a problem ticket ASAP.
- Report compromised codes by contacting Asset Protection for a new code immediately.
- Turn off all ceiling and air circulation fans at night to reduce the likelihood of a false alarm due to motion detection.

## DETEX:

- The alarm is always set to make you aware if someone opens an emergency exit door
- Detex is not part of a monitored systems
- If you hear a slow-timed beep or there is no noise or activity, the unit will need new batteries
- Checking this system is part of your monthly self-inspection
- You will need keys to test or reset the unit and install new batteries, as needed
- Verify the system is operating correctly by turning it off and then turning it back on

