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Services for fire safety systems and security systems

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National foreword

This British Standard is the UK implementation of EN 16763:2017.

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A list of organizations represented on this committee can be obtained on request to its secretary.

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EUROPEAN STANDARD

EN 16763

NORME EUROPÉENNE

EUROPÄISCHE NORM

January 2017

ICS 03.080.20

English version

Services for fire safety systems and security systems

Prestations de services pour les systèmes de sécurité
incendie et les systèmes de sûreté

Dienstleistungen für Brandsicherheitsanlagen und
Sicherheitsanlagen

This European Standard was approved by CEN on 23 October 2016.

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European foreword

This document (EN 16763:2017) has been prepared by Technical Committee CEN-CENELEC/TC 4 “Services for fire safety and security systems”, the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by July 2017, and conflicting national standards shall be withdrawn at the latest by July 2017.

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Introduction

Many national and regional authorities and organizations within Europe publish services standards for the planning, design, installation, commissioning, verification, handover or maintenance of fire safety systems and/or security systems. This European Standard is intended to create a common understanding for a minimum service level by establishing criteria for the service level of service providers, the involved staff and the output of services provided.

The European Parliament and the Council passed into law on 2006-12-12 the directive 2006/123/EC “Services in the internal market” (SD). This Service Directive establishes general provisions facilitating service providers the freedom of establishment and the free movement of services within the EU, while maintaining a high quality of services (SD, Article 1-1). The SD states in Article 26 for a “Policy on Quality of Services” to enhance qualified service compatibility between the Member States. This European Standard was prepared to support the intention of Article 26-5 of the SD.

This European Standard does not replace the work of other CEN/CENELEC committees such as CEN/TC 72, CLC/TC 79 and CEN/TC 191. It should be read in conjunction with their standards and application guidelines for the use of their products and systems. Only services for the systems within the scopes of CEN/TC 72, CLC/TC 79 and CEN/TC 191 are covered in this European Standard with the exceptions defined in the scope.

This European Standard is intended to be applied in conjunction with application guidelines, either European (if any) or national, as well as with national laws and regulations in the field of expertise and can be used as the basis for establishing certification schemes for declared services but is not intended to be applied on its own as a certification scheme.

Figure 1 shows the position of this European Standard within the relevant European Standards framework.

Having all parts of Figure 1 will help to achieve a consistent implementation of this European Standard.

General SERVICE PROVIDER REQUIREMENTS for all fields of expertise

Different APPLICATION REQUIREMENTS in the fields of expertise

Different PRODUCT & SYSTEM REQUIREMENTS for a field of expertise

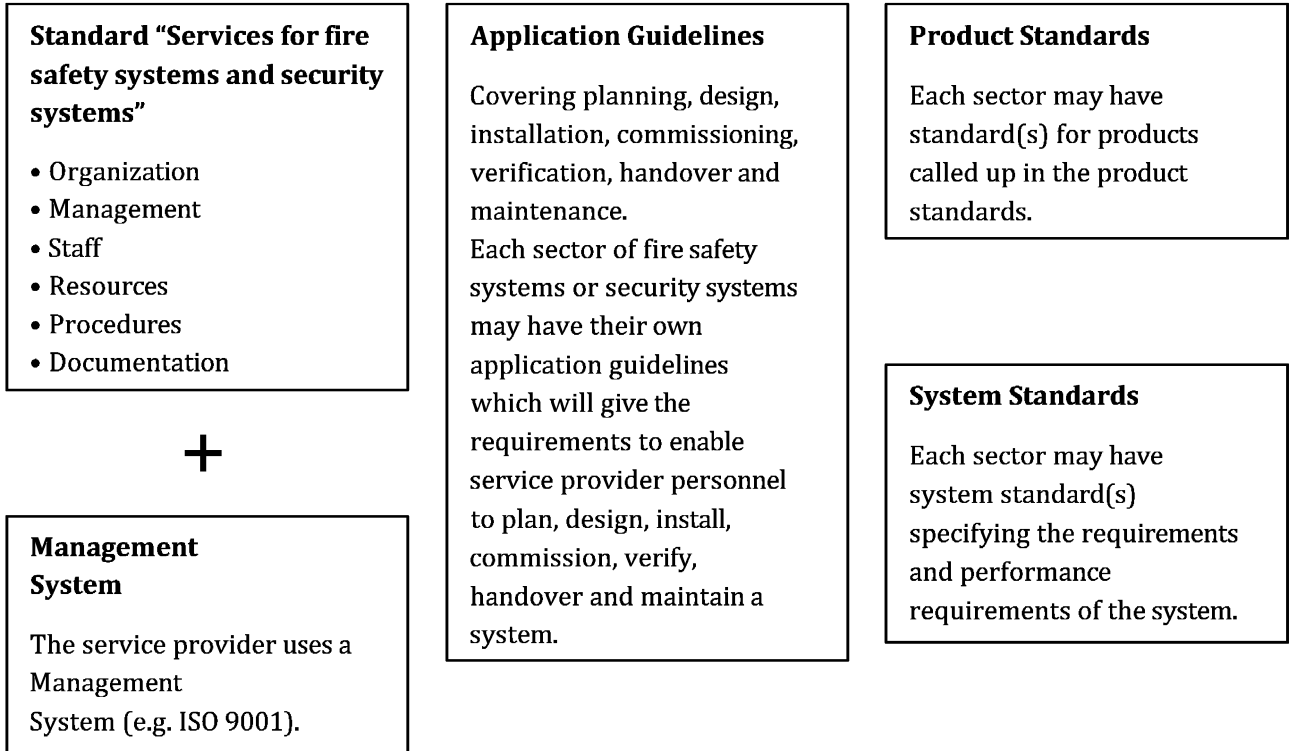


Figure 1 — Position of this European Standard within European Standards framework

1 Scope

This European Standard specifies the minimum requirements for service providers as well as the competencies, knowledge and skills of their involved staff charged with the planning, design, installation, commissioning, verification, handover or maintenance of fire safety systems and/or security systems, regardless whether these services are provided on-site or remotely.

This European Standard is applicable to services for:

- a) fire safety systems including, but not limited to, fire detection and fire alarm systems, fixed firefighting systems and smoke and heat control systems;
- b) security systems including, but not limited to, intruder and hold-up alarm systems, access control systems, external perimeter security systems and video surveillance systems;
- c) a combination of such systems including those parts of an alarm transmission system for which the service provider has contractually accepted responsibility.

Social alarm systems and alarm receiving centres are not included.

This European Standard is applicable regardless of project size.

This European Standard is applicable regardless of the service provider's organizational structure and size.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

**2.1
authorized person of the service provider**
person(s) that represent(s) the service provider, holds decision-making authority and makes commercial and contractual commitments

**2.2
staff**
persons working under the responsibility of the service provider

**2.3
system**
set of interacting or interdependent components forming an integrated whole

**2.4
subcontractor**
individual or organization contracted to perform part of the obligations of another provider's contract

**2.5
stage of work**
self-contained element of work

**2.6
field of expertise**
area of activity in which specific knowledge and technology are applied, and for which specific competencies in one or more of the stages of work are required

2.7

declared services

stages of work in a field of expertise in which the service provider operates

2.8

service provider

organization or part of an organization delivering one or more services to a client

2.9

planning

specifications of protection objectives and scope of the system(s) based on identified risks and known boundary conditions

2.10

design

selection and location of components such that the resulting system meets the specified system objectives of the planning

2.11

installation

implementation of the design, specifically the assembling, mounting and connecting of the relevant system components

2.12

commissioning

activating and testing of the system according to the design

2.13

verification

process of confirming that the commissioned system meets the planning, design, installation and commissioning requirements

2.14

handover

process of transferring the responsibility of the system to the organization specified in the contract

2.15

maintenance

combination of preventive and corrective activities during the life of the system, which are intended to retain it in, or restore it to, a state in which it can perform the required function

2.16

client

party for which services are provided

2.17

acknowledged rule of technology

technical provision acknowledged by a majority of representative experts as reflecting the state of the art

[SOURCE: EN 45020:2006, definition 1.5]

3 Requirements

3.1 General

The content of this European Standard relates to the stages of work (see Figure 2).

NOTE The numbering in Figure 2 corresponds to Clause 2.

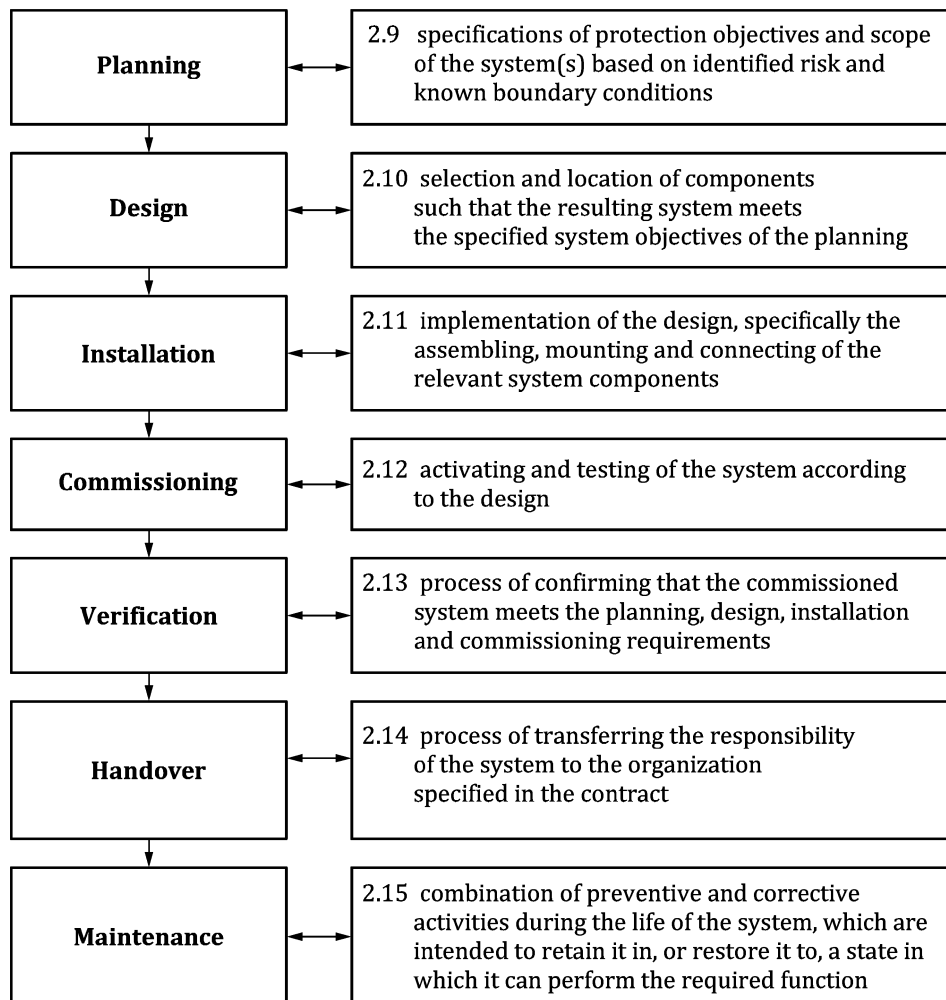


Figure 2 — Stages of work for fire safety systems and security systems

See Annex A for guidance on the documentation for the stages of work.

Service providers shall provide and declare a package of stages of work according to the relevant application guidelines.

3.2 Requirements for the service provider

For the purpose of identification, the service provider shall provide those with a legitimate interest with the information below, including but not limited to:

- registered name and trading name (if different) and place of registration of the service provider, which shall be located in a country which is a member of CEN/CENELEC;
- geographical address(es) for the area(s) from where the services are executed;

- contact address details (e.g. email, mailing address, telephone);
- authorized person;
- registration as per the relevant national requirements.

The service provider shall clearly stipulate in which countries it claims to execute which services.

The service provider shall meet the national laws and regulations applicable in the country where the declared services are executed. Additionally the service provider shall use this document only in conjunction with European standards and national guidelines (e.g. application guidelines etc.) if available in the declared services in the area where the services are executed.

The service provider shall:

- a) have resources, infrastructure (e.g. tools, equipment), knowledge and skills to fulfil the declared services,
- b) have processes for identification and fulfilment of requirements for a stage of work in accordance with the contract, relevant laws and regulations, authorities, standards, and other applicable documents (e.g. application guidelines, trade association, insurance and certification body guidelines),
- c) have processes to collect and check all information required to successfully execute the declared services,
- d) have processes to ensure execution of declared services in accordance with the output from b) and c),
- e) have processes for recording executed services and maintaining these records. If the duration of maintaining records is not covered by regulation, maintaining records for the duration of the contract plus an additional 5 year period is required,
- f) have executed services in the field of expertise,

NOTE 1 This can be demonstrated by three completed projects within a 12 month period.

- g) have initial and ongoing staff training, relative to their role (3.4) for the declared services,
- h) have processes to train involved staff and any subcontractors of all local or site related safety and security requirements,
- i) have insurance for all declared services in the geographical area where the services are executed,
- j) have a management system implemented that covers the quality of the execution of the declared services,

NOTE 2 A management system such as EN ISO 9001 or similar fulfils the requirement.

- k) have access to the applicable manufacturers' instructions for components and systems for the declared services,
- l) have access to all applicable standards, application guidelines, either European (if any) or national, regulations for the declared services in the geographical area where the services are executed,

- m) keep all client related information confidential and secure unless agreed with the client or required by regulation and shall restrict access to this information so that only authorized parties have access,
- n) where allowed by regulation and where required, provide evidence of security vetting of the relevant staff and have processes for regular updating,
- o) where allowed by regulation and where required, provide evidence of security vetting of the company and have processes for regular updating,
- p) use components and systems complying with the existing standards and/or acknowledged rules of technology.

3.3 Requirements for subcontracting

The service provider shall have processes to monitor and manage the quality of subcontracted services. Subcontracting of services within the scope of this European Standard shall not release the service provider of his responsibility to the client for those services performed.

3.4 Requirements for staff

3.4.1 General

The service provider shall identify the staff undertaking the roles A, B and C as described in 3.4.2, 3.4.3 and 3.4.4 for each stage of work in each field of expertise and demonstrate adequate numbers of staff for these roles to support the services provided.

NOTE The authorized person (see 2.1) and the roles A, B and C could be performed by the same person.

3.4.2 Role A

Staff representing the service provider holding decision-making authority on technical aspects and responsibility for the compliance with the relevant regulations and standards connected to the contract execution.

The person who fulfils role A shall:

- a) manage the technical fundamentals, the procedures and the risks together with the requirements of the relevant standards and regulations in the declared services;
- b) demonstrate appropriate training on the system and the products to be used applicable to the role A;
- c) demonstrate practical experience and competence in the declared services;
- d) have comprehensive, specialized, factual and theoretical knowledge within the declared services and an awareness of the boundaries of that knowledge;
- e) be able to demonstrate the ability to put into practice the knowledge above using the abilities listed in a) to c) above and demonstrate through examples the ability to develop solutions for execution of the declared services;
- f) exercise management and supervision in the context of activities in the declared services, where there are unpredictable changes;
- g) manages professional development of themselves and other individuals.

The person's ability for a) to g) can be demonstrated by realizing three systems in the declared services in the last five years. The person's ability for d), e), f) and g) can also be demonstrated by Level 5 of the European Qualifications Framework (EQF) within the declared services.

3.4.3 Role B

Staff who exercise self-management within the guidelines of the declared services and supervise the routine work of others, taking some responsibility for the evaluation and improvement of work and can perform the technical fundamentals, the procedures and handles the risks together with the requirements of the relevant standards and regulations in the declared services.

This person fulfilling role B shall:

- a) perform the technical fundamentals, the procedures and handle the risks together with the requirements of the relevant standards and regulations in the declared services;
- b) demonstrate appropriate training on the system and the products to be used applicable to the role B;
- c) demonstrate practical experience and competence in the declared services;
- d) have factual and theoretical knowledge in broad contexts within the declared services;
- e) be able to demonstrate the ability to put into practice their knowledge using the abilities listed in a) to d) above.

The person's ability for a) to e) can be demonstrated by realizing three systems in the declared services in the last three years. The person's ability for d) and e) can also be demonstrated by Level 4 of European Qualifications Framework (EQF) within the declared services.

3.4.4 Role C

Staff that fulfils assigned tasks in a reliable way in the declared services and takes responsibility for completion of tasks and adapts own behaviour to circumstances in solving problems.

The person fulfilling role C shall:

- a) demonstrate appropriate training/experience on the system and the products to be used applicable to the role C;
- b) demonstrate practical experience and competence in the declared services;
- c) have knowledge of facts, principles, processes and general concepts, in the declared services;
- d) have the ability to select and apply basic methods, tools, materials and information.

The requirements of c) and d) above can be demonstrated by Level 3 of the European Qualifications Framework (EQF) within the declared services.

3.5 Requirements for service output

3.5.1 General requirements

The service provider shall demonstrate processes for defining and documenting the output of a stage of work. The documentation shall be:

- in a structured and suitable form for the purpose,
- suitable for the intended use of the installed system,

- complete and inclusive to facilitate other stages of work,
- in accordance with the relevant application guideline,
- in accordance with local requirements.

The service provider shall demonstrate:

- a) processes for identifying and documenting all:
 - changes to the design;
 - changes in the documentation;
 - changes and modifications to the system,
- b) processes for identifying the responsible person for each stage of work,
- c) processes for communicating the output of a) and b) to the relevant party and in the language relevant to the geographical areas where the services are provided.

3.5.2 Requirements for maintenance providers

The service provider shall ensure that:

- a) involved staff has the specific knowledge, skills and competence for the particular installed system(s) they work on,

NOTE The term “particular installed system” is understood as the unique combination and implementation of technologies, solutions and applications at a client’s location.

- b) maintenance is performed
 - in accordance with the maintenance contract (e.g. availability of spare parts, response time etc.),
 - in accordance with the specifications of the manufacturers of the components and systems (e.g. intervals, adjustments, checks etc.),
 - based on the documentation available by the client (e.g. documentation and others),
- c) the service output is in accordance with 3.5.1, and informs the client of
 - works performed,
 - status of the system,
 - deficiencies of the system,
 - differences between the installed system and the documentation,
 - changes in the availability of the components and maintainability of the system.

Annex A (informative)

Guidance on the documentation for the stages of work

A.1 General

The following is a general guidance on the documentation for the stages of work described in Figure 2.

NOTE 1 Where application specific standards have been published, and application guidelines are included that specify requirements for documentation, these take precedence over the general guidelines included in this annex.

NOTE 2 For the purposes of this annex, the general term “system” is used instead of “fire safety system or security system”.

The organization with the overall responsibility for ensuring that all stages of work from planning to handover will be correctly executed should be defined prior to the project start. This may be the client.

A.2 Planning

Planning documentation should include but may not be limited to the following:

- identification of the relevant laws, regulations and standards;
- the terms and requirements relating to the contract;
- diagrams (e.g. outlined in a functional diagram/block diagram);
- the output from the risk assessment;
- interfaces with other services.

A.3 Design

Design documentation should include but may not be limited to the following:

- layout, dimensions and scale of project;
- the product certification requirements, where existing;
- the installation plan (e.g. cable routing, cable protection, type and location of equipment);
- equipment list;
- interfacing of equipment.

A.4 Installation

The installation documentation should include but may not be limited to the following:

- documentation describing the system and equipment “as-installed” etc.;
- list of installed equipment with information about certificates.

A.5 Commissioning

The commissioning documentation should include but may not be limited to the following:

- commissioning documents (e.g. settings, software configurations);
- testing records;
- specifications for the interfaces with other services.

A.6 Verification

The verification documentation should include but may not be limited to evidence that the commissioned system fulfils the overall functional requirements as defined in the design documentation. This can include third party verification.

A.7 Handover

The handover documentation should include but may not be limited to the following:

- system-logbook;
- record of the handover;
- records of instruction/training;
- installed products documentation (data sheets, user manuals);
- system description including agreed changes to the design.

A.8 Maintenance

The maintenance documentation, based on the documentation available, should include but may not be limited to the following:

- a) preventive maintenance documentation:
 - the contract requirements;
 - the specifications of the components and systems (e.g. intervals, adjustments, checks etc.);
 - in accordance with the applicable standards;
- b) corrective maintenance documentation:
 - deficiencies of the system;
 - new deviations between the current system and the as-commissioned system documentation;
 - changes in the components of the system;
 - status of the system.

NOTE The information included in the above documentation will be commensurate with the size and complexity of the system(s) being provided.

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