

BS EN 50518-3:2013



BSI Standards Publication

Monitoring and alarm receiving centre

Part 3: Procedures and requirements for operation

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National foreword

This British Standard is the UK implementation of EN 50518-3:2013. It supersedes BS EN 50518-3:2011, which is withdrawn.

Relationship with other publications

The BS EN 50518 series of standards apply to alarm signals generated from intruder and hold-up alarm systems (I&HAS) only. Alarm signals from other types of alarm systems, i.e. fire, social and closed circuit television systems (CCTV) are not within the scope of the BS EN 50518 series.

British Standard BS 5979:2007 applies to I&HAS, but also other alarms such as CCTV, fire and social.

Following publication of the BS EN 50518 series, BS 5979:2007 was reviewed to remove references to alarm signals received from I&HAS resulting in the development of a new standard BS 8591:2014.

British Standard BS 8591:2014, *Remote centres receiving signals from alarm systems – Code of practice*, gives recommendations for the planning, construction, and facilities of manned and unmanned remote centres, and for the operation of alarm receiving centres (ARCs), receiving signals from alarm systems, e.g. CCTV, fire, social, lone worker and vehicle tracking, but excludes receiving signals from I&HAS.

Together with BS 8591:2014, BS EN 50518-1:2013 and BS EN 50518-2:2013 it supersedes BS 5979:2007, which is withdrawn.

For those considering constructing and operating an ARC in compliance with this standard it is worth noting that following a meeting of CEN/TC 79 in September 2013 a resolution was passed to commence work on EN 50518, to, amongst other things, merge the three parts into one and to extend the scope to include alarms signals from other systems such as CCTV, fire and social.

The UK participation in its preparation was entrusted by Technical Committee GW/1, Electronic security systems to Subcommittee, GW/1/11, Remote centres.

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

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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English version

**Monitoring and alarm receiving centre -
Part 3: Procedures and requirements for operation**

Centre de contrôle et de réception
d'alarme -
Partie 3: Procédures et exigences de
fonctionnement

Alarmempfangsstelle (AES) -
Teil 3: Abläufe und Anforderungen an den
Betrieb

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Foreword

This document (EN 50518-3:2013) has been prepared by CLC/TC 79 "Alarm systems".

The following dates are fixed:

- latest date by which this document has to be implemented at national level by publication of an identical national standard or by endorsement (dop) 2014-10-07
- latest date by which the national standards conflicting with this document have to be withdrawn (dow) 2016-10-07

This document supersedes EN 50518-3:2011.

EN 50518-3:2013 includes the following significant technical changes with respect to EN 50518-3:2011.

- There was no mandatory connection for certification between the three parts of the standard with the result that it could be possible to certify only against one or two of the three parts of the standard, which is clearly not the purpose of the WG. This is solved by adding a sentence "*This part of EN 50518 is to be read in conjunction with Part 1 and Part 2, and cannot be used separately.*" to the foreword.
- The scope is limited to intruder and hold-up alarm systems.
- All normative references are updated.

EN 50518 consists of the following under the generic title "*Monitoring and alarm receiving centre*":

- *Part 1: Location and construction requirements;*
- *Part 2: Technical requirements;*
- *Part 3: Procedures and requirements for operation.*

This part of EN 50518 is to be read in conjunction with Part 1 and Part 2, and cannot be used separately.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CENELEC [and/or CEN] shall not be held responsible for identifying any or all such patent rights.

Introduction

This European Standard applies to all Monitoring and Alarm Receiving Centres (MARC's) that monitor and/or receive and/or process signals that require an emergency response.

In all existing EN 50131 series accomplished under CLC/TC 79 "Alarm systems", the abbreviation ARC is used. To avoid confusion and to achieve consistency in terminology the abbreviation ARC will be used throughout this European Standard, where MARC is equivalent for ARC.

It is noted that this European Standard cannot supersede any legislative requirements deemed necessary by a National Government to control the security sector on a national basis. This European Standard cannot interfere with items that are regulated by (inter)national regulations concerning external services (e.g. water, wastewater, fuel supplies, gas, oil and mains power supplies).

1 Scope

This part of EN 50518 specifies the minimum procedures and requirements for the operation of an ARC.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 15713, *Secure destruction of confidential material – Code of practice*

EN 45011, *General requirements for bodies operating product certification systems (ISO/IEC Guide 65)*

EN 50518-1, *Monitoring and alarm receiving centre – Part 1: Location and construction requirements*

EN 50518-2, *Monitoring and alarm receiving centre – Part 2: Technical requirements*

EN ISO/IEC 17020, *Conformity assessment – Requirements for the operation of various types of bodies performing inspection (ISO/IEC 17020)*

3 Terms, definitions and abbreviations

3.1 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 50518-1:2013 and EN 50518-2:2013 and the following apply.

3.1.1

alarm verification

process to provide information additional to the notified alarm which increases the probability that a genuine alarm has occurred

3.1.2

notified alarm

alarm condition that has been passed to the ARC

3.1.3

security screening

process of checking history and background of employees and potential employees

[SOURCE: EN 15602:2008, 2.2.6]

3.1.4

security vetting

verification by the national authority of the judicial and criminal record of employees and potential employees

[SOURCE: EN 15602:2008, 2.2.7]

3.1.5

relevant employment

employment which involves, or may involve, the acquisition of, or access to, information or equipment, the improper use of which could involve the organisation, any client of the organisation or any third party in a security risk

[SOURCE: EN 15602:2008, 2.2.3]

3.2 Abbreviations

For the purposes of this document, the abbreviations given in EN 50518-1:2013 and EN 50518-2:2013 apply.

4 Staffing

4.1 General

The ARC shall be continuously staffed by a minimum of two operators, unless the ARC is operating in conjunction with another ARC and the operational methods ensures that the result is equivalent to an ARC staffed by a minimum of two operators.

Special care should be taken for T_{RX} , see EN 50518-2:2013, Clause 4.

4.2 Security screening and vetting

All ARC staff shall be screened for a minimum of five years up to the commencement of relevant employment with the ARC, or back to the date of ceasing full-time education.

Security vetting shall be obtained.

A progress record shall be maintained to monitor and record the action taken and the information received during the screening and vetting process.

If the individual is employed prior to the completion of the screening or vetting process then the individual shall be notified that employment is subject to satisfactory screening and vetting.

4.3 Training

The company shall adhere to a training policy for all relevant employees covering theoretical and practical skills to meet the training requirements as laid down by the ARC.

There shall be a period of training, appropriate to ensure the minimum competency to carry out the specific duties, provided to all operators before they are allowed to handle alarms without supervision. Further training shall be given on specific subjects such as new technical equipment or changes in operational procedures.

Training shall be documented and reviewed at regular intervals.

5 Operating procedures

5.1 General

Operating procedures shall be available to all operators and shall include procedures for the following:

- testing;
- entry and exit the ARC;
- database management;
- operational continuity and emergencies;
- evacuation procedures;
- signal handling.

5.2 Testing

The ARC technical equipment shall be checked for normal operation in accordance with EN 50518-2:2013, Clause 7, and the results recorded.

5.3 Entry to and exit from the ARC

Entry to and exit from the ARC shall be subject to a documented procedure available to all operators. This procedure shall define the method(s) used to identify persons requesting to enter the ARC, and shall require such persons to be identified before access is granted. Access to the ARC shall be controlled by action of an operator inside an ARC at the time of entry. A log of all visitors to the ARC shall be maintained.

5.4 Database management

Database management system(s) shall be maintained within the ARC which stores, organises, controls, manages and allows retrieval of all client data and shall be interfaced to all alarm receiving equipment for automatic annunciation of all signals for each alarm system. The ARC shall establish and maintain protective measures that shall ensure a state of inviolability from hostile acts or influences.

Where an ARC is operated in conjunction with another ARC in order to fulfil 4.1, access to client data (see EN 50518-2:2013, 8.1) shall be available at each ARC.

Clear and unambiguous routines shall be established and recorded for all staff to deal securely with any confidential information to which they have access.

Each AS connected to the ARC shall be allocated an individual record, uniquely referenced, in which the details are recorded, together with any related instructions. There shall similarly be allocated an individual history record, which may be part of the record, in which all relevant signal activity and operator actions are recorded.

5.5 Operational continuity and emergencies

A contingency plan shall be maintained in accordance with EN 50518-2:2013, Clause 11:

- a) Emergency response procedures shall be arranged with contractors and emergency services to enable the ARC monitoring function to be maintained whilst the emergency incident is investigated, damage contained or repaired.
- b) In the event of an ARC being put out of action, there shall be an emergency plan for dealing with this situation.
- c) Procedures dealing with failures or hazards, essential for the operation of the ARC, shall be available for the following:
 - external attack (intruder);
 - fire;
 - water;
 - access/exit;
 - gas;
 - communications;
 - hold-up;
 - personnel safety monitoring;
 - signals from the electronic protection systems;
 - CCTV.

5.6 Evacuation procedures

5.6.1 General

A detailed action plan shall be documented covering partial and full evacuation. The plan shall include procedures for re-entry and/or recovery following an evacuation.

All staff shall receive instruction and training in the emergency procedures at intervals not exceeding six months which shall be recorded.

5.6.2 Emergency entry

A means of emergency entry into the ARC through the entrance lobby shall be incorporated in the construction and operating procedures of the ARC. The emergency entry procedure shall be documented and any keys / codes or access card used to enter the ARC shall be stored by secure means to allow authorised access only.

5.7 Signal handling

Documented procedures shall exist for the handling of signals processed at the ARC which shall include receiving, processing and operator action(s) from commencement (T_{reaction}) to completion (T_{end}). See EN 50518-2:2013, Clause 4.

Where alarm verification is used, procedures shall be documented. The following are examples of alarm verification:

- audible;
- visual;
- client/user;
- sequential.

Audibly verified is a notified alarm verified by audio information from the supervised premises such that it is considered a genuine alarm.

Visually verified is a notified alarm verified by image(s) from the supervised premises such that it is considered a genuine alarm.

Client/user verified is a notified alarm regarded as client/user verified and the ARC will require verification to be provided using agreed identification.

Sequentially verified is a notified alarm emanating from two or more independent sources that are configured such that it is considered a genuine alarm. Sequential verification processing may take place within the supervised premises by the I&HAS or by the ARC as described below:

a) I&HAS capable of processing a sequentially verified alarm

An alarm signal, configured by the alarm company as sequentially verified is transmitted to the ARC.

b) ARC processing of a sequentially verified alarm

The combined effect of two separate alarm signals received at the ARC, each originating from an independent source, occurring within a specified time interval from the supervised premises.

Transmission fault sequential verification:

- 1) the ARC receives a transmission fault signal followed by an alarm signal, or vice versa, from the same supervised premises during a single set period;
- 2) two transmission fault signals exist from the same supervised premises, one from each of two transmission paths of different technologies (e.g. cable and radio) during a single set period.

6 Audit

A compliance audit shall be carried out annually by a body accredited to EN 45011 or EN ISO/IEC 17020 by any signatory of the EA MLA (European co-operation for Accreditation) for EN 50518 series.

The management of the ARC shall ensure that any non-conformances are rectified and these non conformances are corrected within the period specified in EN 45011 or EN ISO/IEC 17020.

7 Complaints procedure

The ARC shall have a documented procedure for the receipt and handling of complaints.

8 Data

8.1 General

A documented procedure shall be established to define the controls of storage, protection, authorised retrieval, retention time and disposal of records.

There shall be a procedure for the handling, maintenance, storage, disposal, and logging of client data.

All records shall be stored securely and backup procedures instituted for electronically stored data.

8.2 Client data

Client data shall be maintained in accordance with EN 50518-2:2013, Clause 8. A documented procedure shall be available for the recording and updating client data. Changes to client data shall be date and time stamped within the database management system.

8.3 Data storage

Data shall be stored in accordance with EN 50518-2:2013, Clause 9, and a documented procedure shall be available.

8.4 Data disposal

Where data of a confidential nature needs to be disposed of its disposal shall be in accordance with EN 15713.

EN 15713 gives recommendations for the management and control of confidential material destruction, to ensure that such material is disposed of securely and safely.

8.5 Logs

The ARC shall keep a log recording all the routine testing and maintenance to ARC equipment.

Bibliography

EN 15602, *Security service providers – Terminology*

EN 50131 (all parts), *Alarm systems – Intrusion and hold-up systems*

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