



SLOVENSKI STANDARD

SIST EN 50518-3:2011

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Nadzorni in sprejemni centri za alarme - 3. del: Postopki in zahteve za delovanje

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

Notruf- und Serviceleitstellen (NSL) - Teil 3: Abläufe und Anforderungen an den Betrieb

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

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 50518-3

March 2011

ICS 13.320

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 -
Teil 3: Abläufe und Anforderungen an den
Betrieb

This European Standard was approved by CENELEC on 2011-01-02. CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CENELEC member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CENELEC member into its own language and notified to the Central Secretariat has the same status as the official versions.

CENELEC members are the national electrotechnical committees of Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

CENELEC

European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

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Foreword

This European Standard was prepared by the Technical Committee CENELEC TC 79, Alarm systems.

The text of the draft was submitted to the formal vote and was approved by CENELEC as EN 50518-3 on 2011-01-02.

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

The following dates were fixed:

- latest date by which the EN has to be implemented at national level by publication of an identical national standard or by endorsement (dop) 2012-01-02
- latest date by which the national standards conflicting with the EN have to be withdrawn (dow) 2014-01-02

EN 50518 consists of the following parts, 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.

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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 standard cannot interfere with items that are regulated by (inter)national regulations concerning external services (e.g. water, waste water, fuel supplies, gas, oil and mains power supplies).

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1 Scope

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

2 Normative references

The following referenced documents are indispensable for the application of this document. 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 65:1996) |
| EN 50518-1 | 2010 | Monitoring and alarm receiving centre – Part 1: Location and construction requirements |
| EN 50518-2 | 2010 | Monitoring and alarm receiving centre – Part 2: Technical requirements |
| EN ISO/IEC 17020 | | General criteria for the operation of various types of bodies performing inspection (ISO/IEC 17020:1998) |

3 Terms, definitions and abbreviations

3.1 Terms and definitions (standards.iteh.ai)

For the purposes of this document, the terms and definitions given in EN 50518-1:2010 and EN 50518-2:2010 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 which has been passed to the ARC

3.1.3

security screening

process of checking history and background of employees and potential employees

[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

[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 organization, any client of the organization or any third party in a security risk

[EN 15602:2008, 2.2.3]

3.2 Abbreviations

For the purposes of this document, the abbreviations given in EN 50518-1:2010 and EN 50518-2:2010 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.

NOTE Special care should be taken for T_{RX} , see Clause 4 of EN 50518-2:2010.

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 include procedures for:

- 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 50518-2:2010, 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 50518-2:2010, 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 50518-2:2010, Clause 11:

1. 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.
2. In the event of an ARC being put out of action there shall be an emergency plan for dealing with this situation.
3. 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.