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Monitoring and alarm receiving centre - Part 1: Location and construction requirements

Alarmempfangsstelle (AES) - Teil 1: Örtliche und bauliche Anforderungen

Centre de contrôle et de réception d'alarme - Partie 1: Exigences pour l'emplacement et la construction

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EUROPEAN STANDARD
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Monitoring and alarm receiving centre - Part 1: Location and construction requirements

Centre de contrôle et de réception
d'alarme -
Partie 1: Exigences pour l'emplacement et
la construction

Alarmempfangsstelle (AES) -
Teil 1: Örtliche und bauliche
Anforderungen

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

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CENELEC

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

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Foreword

This document (EN 50518-1:2013) 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- latest date by which the national standards conflicting with this document have to be withdrawn (dow) 2016-10-07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 50518-1:2010.

EN 50518-1:2013 includes the following significant technical changes with respect to EN 50518-1:2010.

- 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 2 and Part 3, and cannot be used separately.*" to the foreword.
- The scope is limited to intruder and hold-up alarm systems.
- The resistance class was changed from RC4 to RC3.
- All normative references are updated.
- The requirements of the generator and standby generator are changed (7.2 and 7.2.3). It is not mandatory to install generators within the shell.

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.*

This part of EN 50518 is to be read in conjunction with Part 2 and Part 3, 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 Monitoring and Alarm Receiving Centres (MARC) 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.

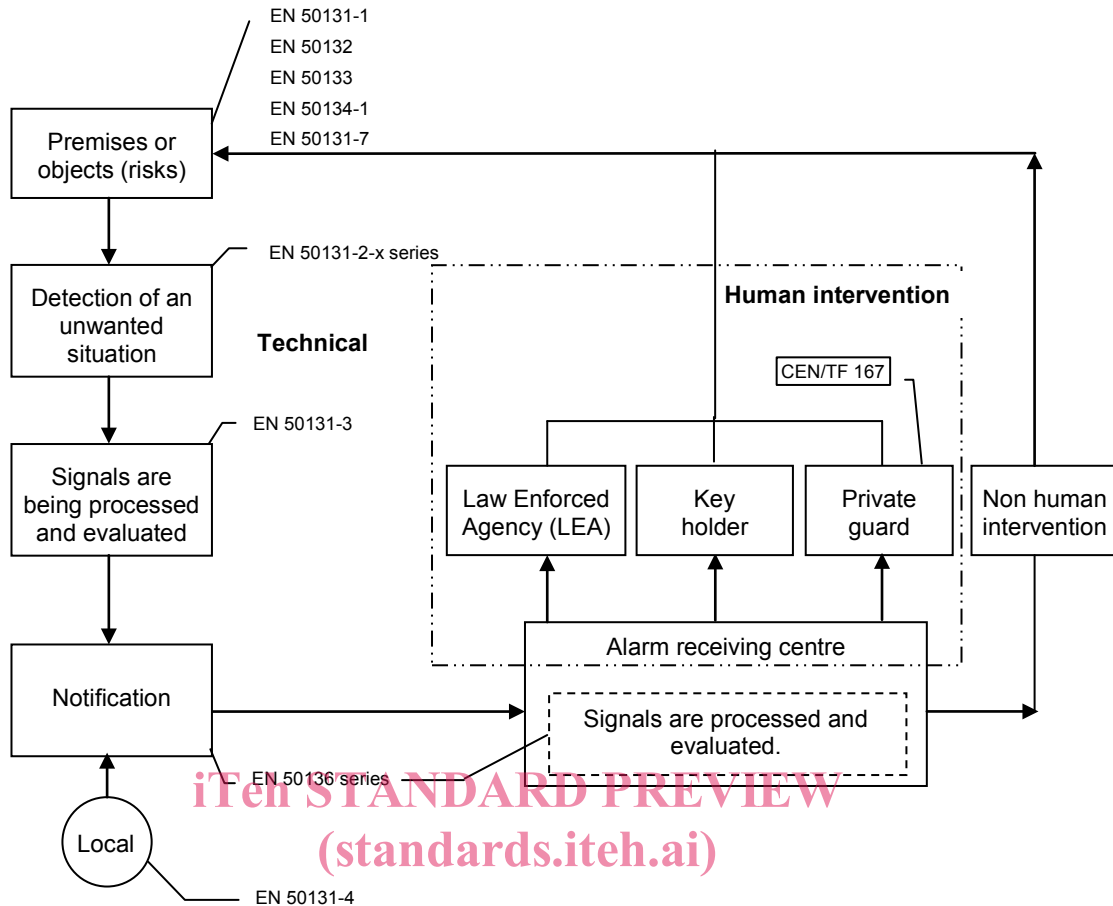
The function of receiving, processing and initiating response actions by (human) intervention for information provided by alarm systems is not limited to only those signals as generated by Intruder and Hold-up Alarm Systems (I&HAS). The whole series of standards under CLC/TC 79, Alarm systems, encompasses CCTV surveillance systems (EN 50132), social alarm systems (EN 50134), access control systems (EN 50133) and audio and video door entry systems. All mentioned systems can send information, including alarms, to one or more remote locations for further processing, evaluation and (human) intervention.

All alarm information generated by other systems e.g. fire detection and fire alarm systems, (vehicle) tracking and tracing systems, guarding or telecommunication network supervision is regularly transmitted to one or more remote locations for further processing, evaluation and (human) intervention.

In all above circumstances external and internal criminal action, emergency situations and/or calamities can jeopardise the safety and security of human beings and or properties. The central locations where the receiving, processing and initiation of (human) intervention take place should comply with the requirements of this European Standard.

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Figure 1 – Chain diagram of the total alarm process

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, waste water, fuel supplies for gas and/or oil and mains power supplies).

1 Scope

This part of EN 50518 specifies the minimum requirements for the design, construction, and functioning equipment for premises where the monitoring, receiving and processing of (alarm) signals generated by one or more intruder and hold-up alarm systems takes place as an integrated part of the total safety and security process. The requirements apply for applications in a remote configuration where multiple systems report to a single or multiple Alarm Receiving Centre(s) (ARC) as well as to a single site facility aimed for the monitoring and processing of alarms generated by one or more alarm systems installed within the perimeter of that particular site.

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 54 (all parts), *Fire detection and fire alarm systems*

EN 179, *Building hardware – Emergency exit devices operated by a lever handle or push pad, for use on escape routes – Requirements and test methods*

EN 356, *Glass in building – Security glazing – Testing and classification of resistance against manual attack*

EN 1063, *Glass in building – Security glazing – Testing and classification of resistance against bullet attack*

EN 1303, *Building hardware – Cylinders for locks – Requirements and test methods*

EN 1522, *Windows, doors, shutters and blinds – Bullet resistance – Requirements and classification*

<https://standards.iteh.ai/catalog/standards/sist/f776ccd6-ddb3-43ac-9dab->

EN 1627, *Pedestrian doorsets, windows, curtain walling, grilles and shutters – Burglar resistance – Requirements and classification*

EN 1906, *Building hardware – Lever handles and knob furniture – Requirements and test methods*

EN 12209, *Building hardware – Locks and latches – Mechanically operated locks, latches and locking plates – Requirements and test methods*

EN 13501-2, *Fire classification of construction products and building elements – Part 2: Classification using data from fire resistance tests, excluding ventilation services*

EN 13779, *Ventilation for non-residential buildings – Performance requirements for ventilation and room-conditioning systems*

EN 14846, *Building hardware – Locks and latches – Electromechanically operated locks and striking plates – Requirements and test methods*

EN 50131-1, *Alarm systems – Intrusion and hold-up systems – Part 1: System requirements*

EN 50131-4, *Alarm systems – Intrusion and hold-up systems – Part 4: Warning devices*

EN 50132-7, *Alarm systems – CCTV surveillance systems for use in security applications – Part 7: Application guidelines*

EN 50136-1, *Alarm systems – Alarm transmission systems and equipment – Part 1: General requirements for alarm transmission systems*

EN 50272-2, *Safety requirements for secondary batteries and battery installations – Part 2: Stationary batteries*

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

EN 50518-3, *Monitoring and alarm receiving centre – Part 3: Procedures and requirements for operation*

EN 62040-1, *Uninterruptible power systems (UPS) – Part 1: General and safety requirements for UPS (IEC 62040-1)*

EN 62305 (all parts), *Protection against lightning (IEC 62305, all parts)*

3 Terms, definitions and abbreviations

3.1 Terms and definitions

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

3.1.1

alarm company

organisation which provides services for AS

[SOURCE: EN 50131-1:2006, 3.1.7, modified]

3.1.2

alarm condition

condition of an AS, or part thereof, which results from the response of the system to the presence of a hazard

[SOURCE: EN 50131-1:2006, 3.1.8, modified]

3.1.3

alarm receiving centre

ARC

continuously manned centre to which information concerning the status of one or more AS is reported

[SOURCE: EN 50136-1:2012, 4.1.2, modified]

3.1.4

alarm transmission path

transmission link between an individual AS and its associated AE that carries the alarms

Note 1 to entry: The ATP starts at the interface between AS and SPT and ends at the interface between RCT and AE. For notification and surveillance purposes the reverse direction may also be used.

[SOURCE: EN 50136-1:2012, 4.1.5, modified]

3.1.5

client

individual or corporate body with whom the ARC has entered into a contract to provide alarm monitoring services

3.1.6

detector

device designed to generate an alarm signal or message in response to the sensing of an abnormal condition indicating the presence of a hazard

[SOURCE: CLC/TS 50131-7:2010, 3.1.12, modified]

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3.1.7**entrance lobby**

space between exterior and ARC that provides a controlled and secure entry/exit to the ARC

3.1.8**fire resistance**

ability of an element of building construction, component or structure to fulfil, for a stated period of time, the required stability, fire integrity and/or thermal insulation and/or other expected duty in a standard fire resistance test

3.1.9**hold up device**

device which, when manually operated, causes an alarm signal or message to be generated

[SOURCE: EN 50131-1:2006, 3.1.29]

3.1.10**intruder alarm system**

AS to detect and indicate the presence, entry or attempted entry of an intruder into supervised premises

[SOURCE: EN 50131-1:2006, 3.1.36]

3.1.11**mains supply**

public supply mains for the electrical power of the ARC

3.1.12**monitoring**

process of verifying that interconnections and equipment are functioning correctly

[SOURCE: EN 50131-1:2006, 3.1.45]

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3.1.13**restore**

procedure of cancelling an alarm, tamper, fault or other condition and returning the alarm system to a previous condition

[SOURCE: EN 50131-1:2006, 3.1.56, modified]

3.1.14**standby power supply**

energy source that is capable of supporting a ARC for extended periods

3.1.15**supervised premises**

that part of a building and/or area in which a hazard may be detected by a(n) (alarm) system

[SOURCE: EN 50131-1:2006, 3.1.66, modified]

3.1.16**transfer hatch / chute**

facility to transfer keys, documents or other objects