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SIST EN 50518-2:2013
SIST EN 50518-3:2013

Nadzorni in sprejemni centri za alarme

Monitoring and alarm receiving centre

Alarmempfangsstelle

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Centre de contrôle et de réception d'alarme

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English Version

Monitoring and Alarm Receiving Centre

Centre de contrôle et de réception d'alarme

Alarmempfangsstelle

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European foreword

This document (EN 50518:2019) 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) 2020-02-06
- latest date by which the national standards conflicting with this document have to be withdrawn (dow) 2022-02-06

This documents supersedes EN 50518-1:2013, EN 50518-2:2013 and EN 50518-3:2013.

EN 50518:2017 includes the following significant technical changes with respect to EN 50518-1:2013, EN 50518-2:2013 and EN 50518-3:2013:

— referenced based standards were updated to the latest versions;

— definitions were updated;

— the scope was extended to include fire, access, CCTV, social alarms and other alarms;

— two categories ARC’s are described, category I and category II. A category I ARC will be designed, constructed and operated to a higher standard with respect to construction, security and integrity than a category II ARC;

— a chapter was added which describes the management tools that shall be in place in the ARC;

— an informative annex was added which describes security and technical implications of remote access to ARC data;

— an informative annex was added which describes requirements for an alarm management system.

This revision was prepared to bring the procedures up-to-date with current technical developments, taking account of changes in the basic standards and the experience gained in the use of the standard.

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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 (alarm) messages that require an emergency response.

The abbreviation MARC describes the full functional scope of a Monitoring and Alarm Receiving centre. In all existing EN 50131 series 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 standard, where MARC is equivalent to ARC.

The function of receiving, processing and initiating response actions by (human or non-human) intervention is not limited to only those messages as generated by Intruder and Hold-up Alarm Systems (I&HAS). The whole series of standards under CLC/TC 79, "Alarm systems", encompasses video surveillance systems (EN 62676), social alarm systems (EN 50134), access control systems (EN 60839-11) and audio and video door entry systems. All of these systems can send information, including alarms, to one or more ARC's for further processing, evaluation and intervention.

Alarm information generated by other systems such as fire detection and fire alarm systems, (vehicle) tracking and tracing systems, man guarding or telecommunication network supervision is regularly transmitted to one or more ARC's for further processing, evaluation and intervention.

In all of these circumstances, criminal action and/or emergency situations can jeopardize the safety and security of people and/or properties. The central locations where the receiving, processing and initiation of intervention take place should comply with the requirements of this standard.

Figure 1 shows the chain of events of the total alarm process.

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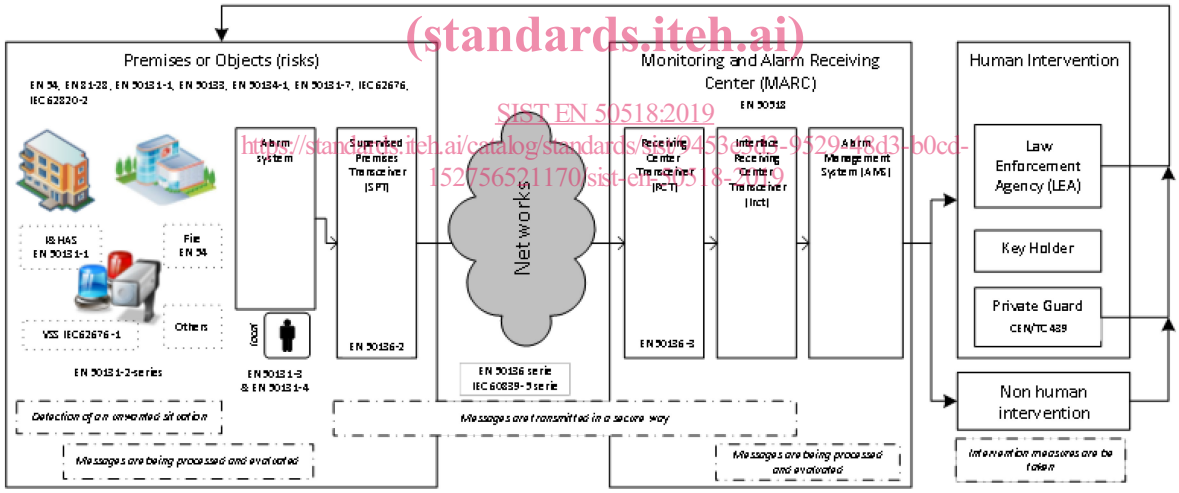

Figure 1 — Chain diagram of the total alarm process

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 standard cannot interfere with all those items that are regulated by (inter)national regulations concerning external services (for example water, waste water, fuel supplies for gas and/or oil and mains power supplies).

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1 Scope

This document specifies the minimum requirements for monitoring, receiving and processing of alarm messages generated by alarm systems taking place as a part of the total fire, safety and security solution.

For the purpose of this document, the term “alarm” is used in the broad sense to include fault, status and other messages received from one or more of a range of safety and security alarm systems such as but not limited to fire detection and fire alarm systems, fixed firefighting systems, intrusion and hold-up alarm systems, access control systems, video surveillance systems, social alarms systems and combinations of such systems.

This document gives requirements for two categories of ARC, category I and category II. A category I ARC will be designed, constructed and operated to a higher standard with respect to construction, security and integrity than a category II ARC.

The categorization is determined according to the type(s) of alarm messages handled.

Category I: ARCs handling messages from security applications:

— I&HAS’s;

— access control systems;

— VSS in security applications that require an emergency response (for example loss prevention);

— people monitoring, lone workers and object tracking systems for security applications;

— alarm messages handled by category II ARCs;

— combinations of the above systems.

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Category II: ARC’s handling messages from non-security applications:

— fire alarm systems;

— fixed firefighting systems;

— social alarm systems;

— audio/video door entry systems;

— VSS in non-security applications (for example traffic flow);

— people monitoring, lone workers and object tracking systems for non-security applications;

— lifts emergency systems;

— combinations of the above systems.

The requirements apply to ARC’s (whether established in single or multiple sites) monitoring and processing alarms generated by systems installed at other locations and also to ARC’s monitoring solely alarms from systems within their own site.

The document includes functional and specific requirements supporting the services of an ARC.

The document does NOT apply to:

— alarm systems used for non-civil purposes;

— alarm systems for medical or health applications.

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2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements 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 54 (series), *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 1125, *Building hardware — Panic exit devices operated by a horizontal bar, for use on escape routes — Requirements and test methods*

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

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

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

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EN 13637, *Building hardware — Electrically controlled exit systems for use on escape routes — Requirements and test methods*

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

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

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

EN 50134-7, *Alarm systems — Social alarm systems — Part 7: Application guidelines*

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

EN 50136-3, *Alarm systems — Alarm transmission systems and equipment — Part 3: Requirements for Receiving Centre Transceiver (RCT)*

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

EN 50600 (series), *Information technology — Data centre facilities and infrastructures*

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

EN 62305-2, *Protection against lightning — Part 2: Risk management*

EN 62676-4, *Video surveillance systems for use in security applications — Part 4: Application guidelines*

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3 Terms, definitions and abbreviations

3.1 Terms and definitions

For the purposes of this document, the following terms and definitions apply. ISO and IEC maintain terminological databases for use in standardization at the following addresses:

• IEC Electropedia: available at http://www.electropedia.org/

• ISO Online browsing platform: available at http://www.iso.org/obp

3.1.1
alarm company
organization 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 handling delay
procedure whereby signalled alarm conditions are intentionally delayed at the ARC and their status reviewed for the purpose of preventing unnecessary calls to the relevant response service by cancelling certain alarm conditions, where such cancellation is authorized by the user at the supervised premises

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3.1.4
alarm management system
AMS
system which stores, organises, controls, manages and allows retrieval of client data and is interfaced to alarm receiving equipment for automatic annunciation of messages for each alarm system

3.1.5
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]

3.1.6
alarm receiving centre operator
ARC operator
person responsible for the handling of messages presented at the AMS

[SOURCE: CLC/TS 50136-4:2004, 3.3 modified]

3.1.7
alarm receiving centre shell
ARC shell
all structural elements of the ARC perimeter (walls, entrance lobby, windows, glazed areas, floors, ceilings, entry and exit doors, entry and exits points of ventilation ducts, entry and exit points for other service cables and ducts, transfer hatches/chutes)

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3.1.8
alarm transmission equipment
ATE
collective term to describe SPT, MCT (monitoring centre transceiver) and RCT

[SOURCE: EN 50136-1:2012, 4.1.4]

3.1.9
alarm transmission system
ATS
ATE and networks used to transfer information concerned with the state of one or more ASs to the AMS of one more ARC's

Note 1 to entry: An ATS may consist of alarm transmission paths of different classes, for example for use in so called "dual path systems".

[SOURCE: EN 50136-1:2012, 4.1.8, modified]

3.1.10
alarm verification
process to provide information additional to the notified alarm which increases the probability that a genuine alarm has occurred

3.1.11
client
individual or corporate body with whom the ARC has entered into a contract to provide alarm monitoring services

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3.1.12
detector
device designed to generate an alarm 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]

3.1.13
disruptive event
any natural or man-made occurrence that may cause the discontinuation of orderly ARC activities according to standard operating procedures and requires the execution of special procedures

Note 1 to entry: Such as (but not limited to):

— failure of power supply;

— failure of inbound communication systems;

— failure of outbound communication systems;

— failure of IT systems, loss of data;

— fire;

— extreme weather conditions, such as storm, flooding, lightning;

— natural disasters such as earthquakes or landslides;

— damage by vehicles from land and air;

— hazardous gases and reduction of oxygen levels in the ambient air;