SLOVENSKI STANDARD
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Nadzorni in sprejemni centri za alarme

Monitoring and alarm receiving centre

Alarmempfangsstelle

Centre de contrôle et de réception d'alarme

Ta slovenski standard je istoveten z: **prEN 50518:2016**

ICS:

13.320	Alarmni in opozorilni sistemi	Alarm and warning systems

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English Version

Monitoring and alarm receiving centre

Centre de contrôle et de réception d'alarme

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This draft European Standard is submitted to CENELEC members for enquiry.
Deadline for CENELEC: 2016-05-20.

It has been drawn up by CLC/TC 79.

If this draft becomes a European Standard, 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.

This draft European Standard was established by CENELEC 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 CEN-CENELEC Management Centre has the same status as the official versions.

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Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

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

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Contents

European foreword

This document (prEN 50518:2016) has been prepared by CLC/TC 79, "Alarm systems".

This document is currently submitted to the Enquiry.

The following dates are proposed:

• latest date by which the existence of this document has to be announced at national level	(doa)	dor + 6 months
• latest date by which this document has to be implemented at national level by publication of an identical national standard or by endorsement	(dop)	dor + 12 months
• latest date by which the national standards conflicting with this document have to be withdrawn	(dow)	dor + 36 months (to be confirmed or modified when voting)

This document will supersede EN 50518-1:2013, EN 50518-2:2013 and EN 50518-3:2013.

Annexes designated "normative" are part of the body of the standard. Annexes designated "informative" are given for information only. In this standard, Annex C is normative and Annexes A and B are informative.

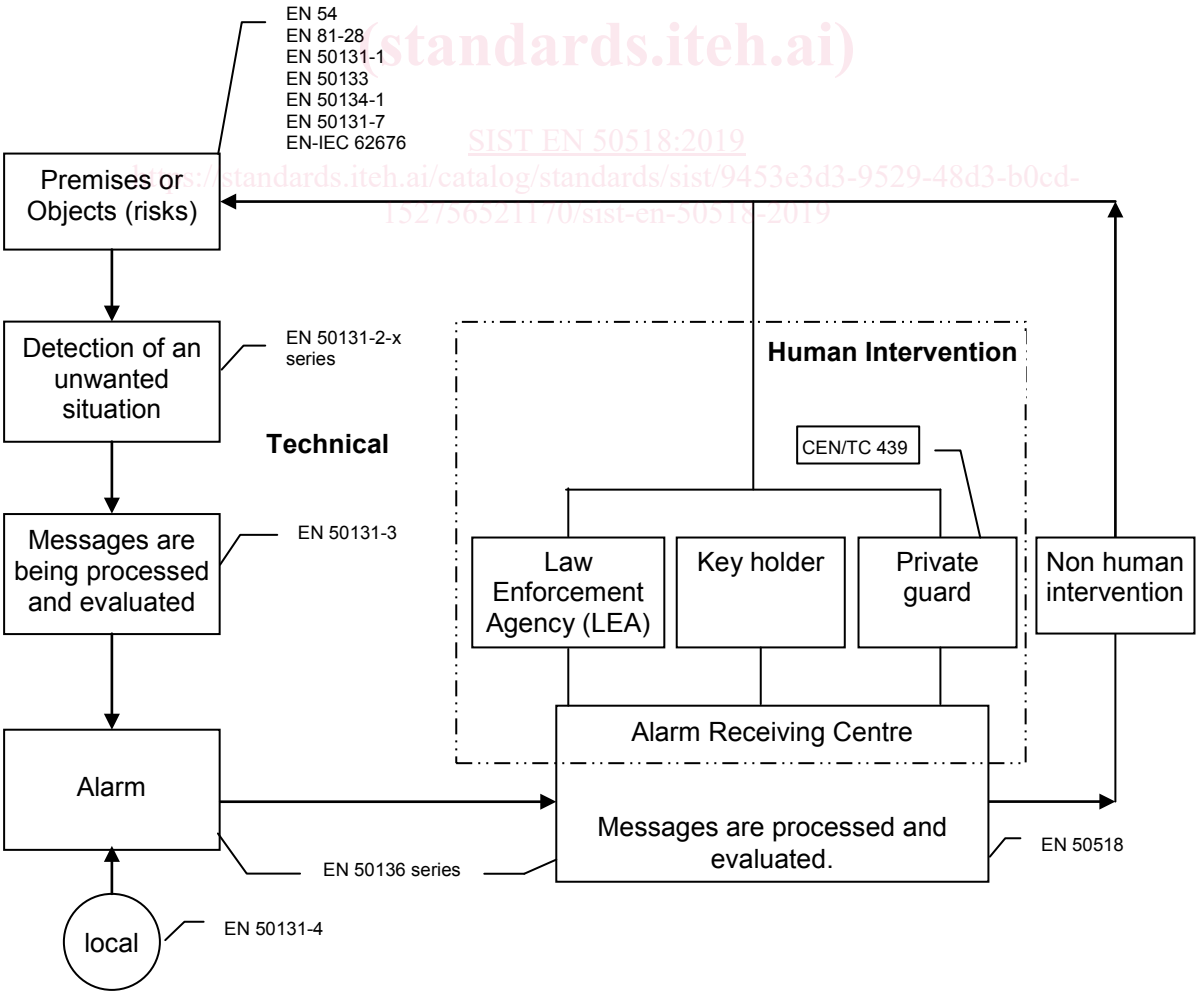
Introduction

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 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 standard, where MARC is equivalent for ARC.The function of receiving, processing and initiating response actions by (human) intervention for information provided by remote detection and observation systems in premises or objects 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 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 like for example fire detection and fire alarm systems, (vehicle) tracking and tracing systems, man 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 criminal action, emergency situations and or calamities can jeopardize the safety and security of people and or properties. The central locations where the receiving, processing and initiation of (human) intervention take place should comply with the requirements of this standard.



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).

1 Scope

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

For the purpose of this standard, 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 fire fighting systems, intrusion and hold-up alarm systems, access control systems, video surveillance systems, social alarms systems and combinations of such systems.

This standard 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:

- I&HAS’s;
- access control systems;
- VSS in security applications that require an emergency response (for example loss prevention);
- people monitoring and object tracking systems for security applications;
- alarm messages handled by category II ARCs;
- combinations of the above systems.

Category II: ARC’s handling messages from:

- 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 and object tracking systems for non-security applications;
- elevator 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 standard includes functional and specific requirements supporting the services of an ARC.

The standard does NOT apply to

- alarm systems used for non-civil purposes;

– alarm systems for medical or health applications.

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.

Publication	Year	Title
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	2008	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
EN 13501-2		Fire classification of construction products and building elements – Part 2: Classification using data from fire resistance tests, excluding ventilation services
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 15602	2008	Security service providers – Terminology
EN 15713		Secure destruction of confidential material – Code of practice
EN 50131-1	2006	Alarm systems – Intrusion and hold-up systems – Part 1: Systems requirements
CLC/TS 50131-7	2008	Alarm systems – Intrusion systems – Part 7: Application guidelines
EN 50134-1		Alarm systems – Social alarm systems – Part 1 System requirements
EN 50136-1	2012	Alarm systems – Alarm transmission systems – 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 62040-1	2008	Uninterruptible power systems (UPS) - Part 1: General and safetyrequirements for UPS (IEC 62040-1:2008/C1:2008,IDT)
EN 62305	series	Protection against lightning
EN 62676-4		Video surveillance systems for use in security applications – Part 4: Application guidelines (based on EN 50132-7:2012)

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, mod.]

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, mod.]

3.1.3
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

3.1.4
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]

3.1.5
alarm receiving centre operator (ARC operator)
person responsible for the handling of messages presented at the AE

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

3.1.6
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)

3.1.7
alarm transmission equipment (ATE)
collective term to describe SPT, MCT (monitoring centre transceiver) and RCT

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

3.1.8
alarm transmission system (ATS)
ATE and networks used to transfer information concerned with the state of one or more ASs to the AE 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, mod.]

3.1.9
alarm verification
process to provide information additional to the notified alarm which increases the probability that a genuine alarm has occurred

3.1.10
annunciation equipment (AE)
equipment located at an ARC which displays the alarm status, or the changed alarm status of ASs in response to the receipt of incoming alarm messages

Note 1 to entry: The AE is not part of the ATS.

[SOURCE: EN 50136-1:2012, 4.1.12, mod.]

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

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 50131-7:2008, 3.1.12, mod.]

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;
- Intrusion into premises, physical attack, including duress;
- Intrusion into IT and communication systems, virtual attack & cyber crime;
- Sabotage by people with access authorization (employees, business partners).

3.1.14
entrance lobby
space between exterior and ARC that provides a controlled and secure entry/exit to the ARC

3.1.15
expected message
message which has to reach the ARC according to predefined schedules (in particular status messages from alarm systems and communication systems)