



SLOVENSKI STANDARD SIST EN 16763:2017

01-marec-2017

Storitve za sisteme požarne varnosti in varovanja

Services for fire safety systems and security systems

Dienstleistungen für Sicherheitsanlagen

Prestations de services pour les systèmes de sécurité incendie et les services de sécurité

(standards.iteh.ai)

Ta slovenski standard je istoveten z: EN 16763:2017

<https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-35b7e927572e/sist-en-16763-2017>

ICS:

03.080.20	Storitve za podjetja	Services for companies
13.220.99	Drugi standardi v zvezi z varstvom pred požarom	Other standards related to protection against fire

SIST EN 16763:2017

en,fr,de

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[SIST EN 16763:2017](#)

<https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-35b7e927572e/sist-en-16763-2017>

EUROPEAN STANDARD

EN 16763

NORME EUROPÉENNE

EUROPÄISCHE NORM

January 2017

ICS 03.080.20

English version

Services for fire safety systems and security systems

Prestations de services pour les systèmes de sécurité
incendie et les systèmes de sûreté

Dienstleistungen für Brandsicherheitsanlagen und
Sicherheitsanlagen

This European Standard was approved by CEN on 23 October 2016.

CEN and 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 CEN-CENELEC Management Centre or to any CEN and 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 CEN and CENELEC member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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

[SIST EN 16763:2017](https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-35b7e927572e/sist-en-16763-2017)

<https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-35b7e927572e/sist-en-16763-2017>



**CEN-CENELEC Management Centre:
Avenue Marnix 17, B-1000 Brussels**

Contents	Page
European foreword.....	3
Introduction	4
Figure 1 — Position of this European Standard within European Standards framework.....	5
1 Scope	6
2 Terms and definitions	6
3 Requirements	8
3.1 General.....	8
Figure 2 — Stages of work for fire safety systems and security systems.....	8
3.2 Requirements for the service provider.....	8
3.3 Requirements for subcontracting.....	10
3.4 Requirements for staff	10
3.4.1 General.....	10
3.4.2 Role A.....	10
3.4.3 Role B.....	11
3.4.4 Role C	11
3.5 Requirements for service output	11
3.5.1 General requirements	11
3.5.2 Requirements for maintenance providers	12
Annex A (informative) Guidance on the documentation for the stages of work.....	13
A.1 General.....	13
A.2 Planning.....	13
A.3 Design.....	13
A.4 Installation	13
A.5 Commissioning.....	14
A.6 Verification.....	14
A.7 Handover.....	14
A.8 Maintenance.....	14

iTech STANDARD PREVIEW

(standards.iteh.ai)

<https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-55b7e927572e/sist-en-16763-2017>

European foreword

This document (EN 16763:2017) has been prepared by Technical Committee CEN-CENELEC/TC 4 “Services for fire safety and security systems”, the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by July 2017, and conflicting national standards shall be withdrawn at the latest by July 2017.

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

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[SIST EN 16763:2017](https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-35b7e927572e/sist-en-16763-2017)

<https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-35b7e927572e/sist-en-16763-2017>

Introduction

Many national and regional authorities and organizations within Europe publish services standards for the planning, design, installation, commissioning, verification, handover or maintenance of fire safety systems and/or security systems. This European Standard is intended to create a common understanding for a minimum service level by establishing criteria for the service level of service providers, the involved staff and the output of services provided.

The European Parliament and the Council passed into law on 2006-12-12 the directive 2006/123/EC “Services in the internal market” (SD). This Service Directive establishes general provisions facilitating service providers the freedom of establishment and the free movement of services within the EU, while maintaining a high quality of services (SD, Article 1-1). The SD states in Article 26 for a “Policy on Quality of Services” to enhance qualified service compatibility between the Member States. This European Standard was prepared to support the intention of Article 26-5 of the SD.

This European Standard does not replace the work of other CEN/CENELEC committees such as CEN/TC 72, CLC/TC 79 and CEN/TC 191. It should be read in conjunction with their standards and application guidelines for the use of their products and systems. Only services for the systems within the scopes of CEN/TC 72, CLC/TC 79 and CEN/TC 191 are covered in this European Standard with the exceptions defined in the scope.

This European Standard is intended to be applied in conjunction with application guidelines, either European (if any) or national, as well as with national laws and regulations in the field of expertise and can be used as the basis for establishing certification schemes for declared services but is not intended to be applied on its own as a certification scheme.

Figure 1 shows the position of this European Standard within the relevant European Standards framework.

Having all parts of Figure 1 will help to achieve a consistent implementation of this European Standard.

General SERVICE PROVIDER REQUIREMENTS for all fields of expertise

Different APPLICATION REQUIREMENTS in the fields of expertise

Different PRODUCT & SYSTEM REQUIREMENTS for a field of expertise

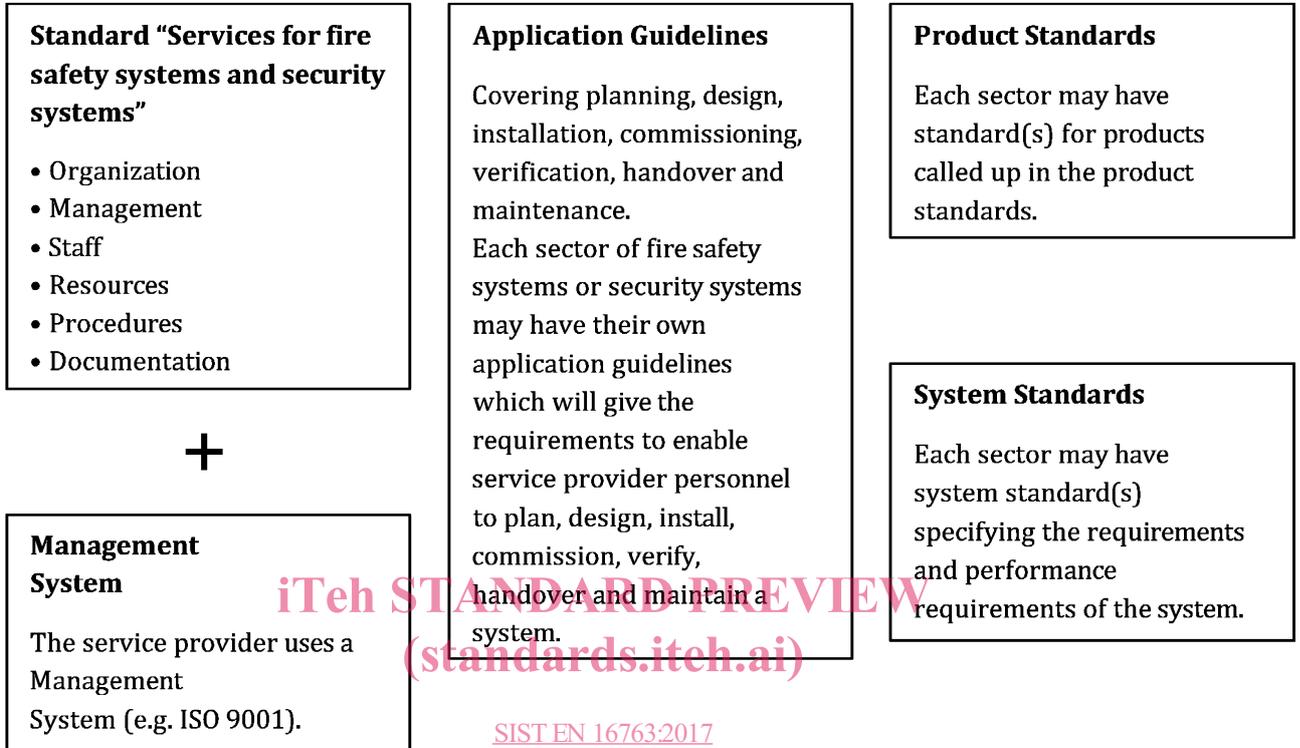


Figure 1 — Position of this European Standard within European Standards framework

EN 16763:2017 (E)**1 Scope**

This European Standard specifies the minimum requirements for service providers as well as the competencies, knowledge and skills of their involved staff charged with the planning, design, installation, commissioning, verification, handover or maintenance of fire safety systems and/or security systems, regardless whether these services are provided on-site or remotely.

This European Standard is applicable to services for:

- a) fire safety systems including, but not limited to, fire detection and fire alarm systems, fixed firefighting systems and smoke and heat control systems;
- b) security systems including, but not limited to, intruder and hold-up alarm systems, access control systems, external perimeter security systems and video surveillance systems;
- c) a combination of such systems including those parts of an alarm transmission system for which the service provider has contractually accepted responsibility.

Social alarm systems and alarm receiving centres are not included.

This European Standard is applicable regardless of project size.

This European Standard is applicable regardless of the service provider's organizational structure and size.

2 Terms and definitions

TeH STANDARD PREVIEW
(standards.iteh.ai)

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

2.1 authorized person of the service provider SIST EN 16763:2017
person(s) that represent(s) the service provider, holds decision-making authority and makes commercial and contractual commitments https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-93b7c9275728/sist-en-16763-2017

2.2 staff
persons working under the responsibility of the service provider

2.3 system
set of interacting or interdependent components forming an integrated whole

2.4 subcontractor
individual or organization contracted to perform part of the obligations of another provider's contract

2.5 stage of work
self-contained element of work

2.6 field of expertise
area of activity in which specific knowledge and technology are applied, and for which specific competencies in one or more of the stages of work are required

2.7**declared services**

stages of work in a field of expertise in which the service provider operates

2.8**service provider**

organization or part of an organization delivering one or more services to a client

2.9**planning**

specifications of protection objectives and scope of the system(s) based on identified risks and known boundary conditions

2.10**design**

selection and location of components such that the resulting system meets the specified system objectives of the planning

2.11**installation**

implementation of the design, specifically the assembling, mounting and connecting of the relevant system components

2.12**commissioning**

activating and testing of the system according to the design

2.13**verification**

process of confirming that the commissioned system meets the planning, design, installation and commissioning requirements

2.14**handover**

process of transferring the responsibility of the system to the organization specified in the contract

2.15**maintenance**

combination of preventive and corrective activities during the life of the system, which are intended to retain it in, or restore it to, a state in which it can perform the required function

2.16**client**

party for which services are provided

2.17**acknowledged rule of technology**

technical provision acknowledged by a majority of representative experts as reflecting the state of the art

[SOURCE: EN 45020:2006, definition 1.5]

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[SIST EN 16763:2017](https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-25b7e937572e/sist-en-16763-2017)

[https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-](https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-25b7e937572e/sist-en-16763-2017)

[25b7e937572e/sist-en-16763-2017](https://standards.iteh.ai/catalog/standards/sist/97ebb248-7038-4fd3-8cfb-25b7e937572e/sist-en-16763-2017)