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Monitoring and Alarm Receiving Centre

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English Version

Monitoring and Alarm Receiving Centre

Centre de contrôle et de réception d'alarme

Alarmempfangsstelle

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EN 50518:2019 (E)

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- latest date by which the national standards conflicting with this document have to be withdrawn (dow) 2022-02-06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.

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.

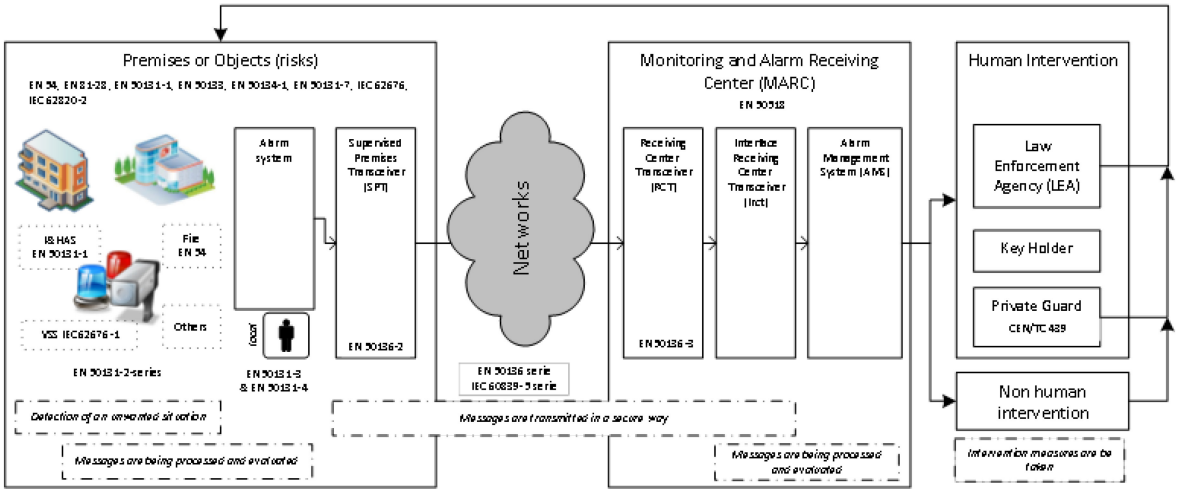

Figure 1 — Chain diagram of the total alarm process

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).

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.

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.

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*

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 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*

koniec náhľadu – text ďalej pokračuje v platenej verzii STN