

**Monitoring and alarm receiving centre -- Part 3:
Procedures and requirements for operation**

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EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

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English version

**Monitoring and alarm receiving centre -
Part 3: Procedures and requirements for operation**

Centre de contrôle et de réception
d'alarme -
Partie 3: Procédures et exigences de
fonctionnement

Alarmempfangsstelle (AES) -
Teil 3: Abläufe und Anforderungen an den
Betrieb

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CENELEC

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Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

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Foreword

This document (EN 50518-3:2013) 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- latest date by which the national standards conflicting with this document have to be withdrawn (dow) 2016-10-07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 50518-3:2011.

EN 50518-3:2013 includes the following significant technical changes with respect to EN 50518-3:2011.

- 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 1 and Part 2, and cannot be used separately.*" to the foreword.
- The scope is limited to intruder and hold-up alarm systems.
- All normative references are updated.

EN 50518 consists of the following 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 1 and Part 2, 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 all Monitoring and Alarm Receiving Centres (MARC's) 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.

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, wastewater, fuel supplies, gas, oil and mains power supplies).

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1 Scope

This part of EN 50518 specifies the minimum procedures and requirements for the operation of an ARC.

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 15713, *Secure destruction of confidential material – Code of practice*

EN 45011, *General requirements for bodies operating product certification systems (ISO/IEC Guide 65)*

EN 50518-1, *Monitoring and alarm receiving centre – Part 1: Location and construction requirements*

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

EN ISO/IEC 17020, *Conformity assessment – Requirements for the operation of various types of bodies performing inspection (ISO/IEC 17020)*

3 Terms, definitions and abbreviations

3.1 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 50518-1:2013 and EN 50518-2:2013 and the following apply.

3.1.1

alarm verification

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

3.1.2

notified alarm

alarm condition that has been passed to the ARC

3.1.3

security screening

process of checking history and background of employees and potential employees

[SOURCE: EN 15602:2008, 2.2.6]

3.1.4

security vetting

verification by the national authority of the judicial and criminal record of employees and potential employees

[SOURCE: EN 15602:2008, 2.2.7]

3.1.5

relevant employment

employment which involves, or may involve, the acquisition of, or access to, information or equipment, the improper use of which could involve the organisation, any client of the organisation or any third party in a security risk

[SOURCE: EN 15602:2008, 2.2.3]

3.2 Abbreviations

For the purposes of this document, the abbreviations given in EN 50518-1:2013 and EN 50518-2:2013 apply.