REMOTE VIDEO RESPONSE

CCTV MONITORING HANDBOOK

SITE NAME/COMPANY:			
SITE IDENTITY CODE			
COMPANY:			
ALARM COMPANY			
PREPARED BY:			
AUTHORISED BY:			
ISSUE:		DATE:	

Contacts

CCTV INSTALLER DETAILS		**RVRC**	
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Manager	Tel: Fax:	Control Room	
Man Director	Tel:		

REMOTE VIDEO RESPONSE

AMENDMENTS

Serial	Number of Amendments	Amended by	Amendment date	Page Number	Remarks

REMOTE VIDEO RESPONSE

CONTENTS

REMOTE VIDEO RESPONSE

This booklet is prepared as a guide to the RVRC implementation of BS EN 50132-7 1996 Alarm Systems - CCTV surveillance systems for use in security applications - Part 7 Applications Guidelines" into their operational procedures.

Where British Standards or Codes of Practice apply abstracts are included opposite the relevant implementation guide.

REMOTE VIDEO RESPONSE

1. CCTV OVERVIEW

1.1 REMOTELY MONITORED CCTV INSTALLATIONS

CCTV is a proven and powerful deterrent to crime, working in hand with other security disciplines to protect people, and property. CCTV Installations have been used for many years to provide enhanced surveillance of both open and secure sites.

Historically the majority of these installations have been monitored in dedicated control rooms. Over recent years technical development has made remote monitoring more viable and the company has invested significantly to establish state of the art Remote Video Response Centres (RVRCs) which can provide an effective reliable service to end users.

CCTV surveillance systems simplistically consist of the hardware and software components of a CCTV system installed and operated to monitor a defined security zone. Unlike early electronic CCTV surveillance systems, those available today can be tailored to meet the requirements of specific sites. Matching of the equipment with the site characteristics is the crucial first step at the design stage enabling selection of the appropriate equipment. Similarly the system can only be effective if it is efficiently monitored and monitoring personnel need to be confident that activations only originate from genuine intruder activity. Badly specified systems offered to clients as a cost saving alternative to manned guards severely damage the reputation of installers and monitoring companies.

CCTV Surveillance System

A typical CCTV surveillance system comprises the following component equipment:

- Site Cameras
- Camera control equipment
- Sensors
- Communicator (data & audio)
- System control
- Recorder
- Remote Visual Monitoring Centre Receiver
- System Control
- Video/Digital recorder
- Communicator audio interface
- Detailed descriptions and guidelines for system components can be found in NACOSS NACP 20 NACOSS Code of Practice, for the Design, Installation and Maintenance of Closed Circuit Television Systems (see NACOSS Green Paper NAGR 16)

System Configuration

Details of the site installation, excluding the remote monitoring arrangements, are specified in the CCTV Connection Sheet and Site Plan (see Section 3 – Connection of CCTV Systems). Also, a typical CCTV surveillance system configuration is shown in schematic form in Appendix B

1.2 DEFINITIONS & ABBREVIATIONS

Active Monitoring: Incident based monitoring arising from automatic detection of activity in a restricted area causing the CCTV system to transmit stored images to an RVRC. A trained operator is then able to review both stored and live images from the system and carry out a pre-defined response plan.

Cameras: Units containing an imaging device producing a video signal from an optical image.

Camera Control Equipment: A transmission and receiving device for controlling remotely such features as pan & tilt and lens functions.

Closed Period: The time between the system being set and unset at the protected site. This could be overnight or for a weekend.

Communicator Audio Interface: A device enabling one- or two-way audio communications.

Communicator (Data & Audio): A device enabling digital and analogue communication signals to be passed via telephone or radio links to and from a remote station.

Pre-commissioning Tests: Tests carried out to demonstrate the effectiveness of the installed system and its suitability for acceptance

PTZ Presets: Settings of a steerable camera unit enabling the unit to be returned to predetermined positions used for reference images.

Receiver: A device installed at a remote monitoring centre enabling processing of signals transmitted from a site installation.

Recorder: Equipment to provide either intermittent or continuous recording of video signals

Remote Video Response Centre (RVRC): A manned operation capable of receiving multiple concurrent CCTV images from remote locations for the purpose of interacting with the site(s) to provide security and related services.

Sensors: A device installed to detect change in background conditions. This may be in the form of Passive InfraRed detectors (PIR) or Video Motion Detector (VMD).

System Control: A device within a secure environment enabling all equipment installed at site to be functionally controlled.

System Control (Remote): Equipment permitting a remote monitoring centre to control specific functions of a site installation.

Video Recorder: Devices installed at site and the remote monitoring station for recording video images from site cameras.

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1.3 CCTV MONITORING

Effective and reliable CCTV surveillance can only be achieved if the fundamental criteria of system design has been addressed and all potentially influencing factors carefully considered. Successful detection of intruders is dependent on minimising false activations and operational efficiency of the monitoring centre.

Monitoring can be provided by:-

- a control centre within the customers own premises
- a contracted monitoring service with installing company using installing company's own monitoring centre
- a contracted monitoring service through installer with a monitoring centre operated by a sub contractor
- a contracted monitoring service direct with independent monitoring centre

The latter three categories can generally be defined as Remote Video Response Centres.

1.4 WHAT DO RVRC OFFER

- Dedicated CCTV remote-monitoring centres networked to permit load distribution in the event of abnormal climate conditions, system malfunctions, temporary manning difficulties.
- Full technical support
- System Connections accepted throughout full twenty four hour period
- Engineer Testing.
- Automatic arming/disarming
- Guard Tours
- Years of experience in monitoring CCTV systems backed up by close co-operation with major designers in system development.
- Long term stability and financial security as part of a primary group in the security industry.
- Integrated Facilities Management packages for remote sites, including building system management, access control, security, and keyholding.
- Assistance with installation and sales training including future trend assessment.
- Trouble shooting
- Open days for engineers
- Customer Demonstrations
- Flexible Access Control
- Vehicle recognition
- Advanced telemetry protocols Service tailored to clients' requirements

Features of Remote Video Response Centre (RVRC)

RVRCs are equipped after detailed consideration of the following:-

- Video input & output signalling characteristics
- Prioritisation
- Expansion capability
- Sector picture selection

(cont. overleaf)

Features of Remote Video Response Centre (RVRC) *(cont)*

- Camera control facility
- Protection against unauthorised interference
- Storage facilities
- Monitoring centre environmental control
- Power failure protection

Construction and operation of RVRCs follow the requirements of BS 5979:2000, Remote monitoring centres for alarm systems, and procedures are compliant with BS 9002:1994, Quality Systems. All operational staff are recruited to the requirements of BS 7858:1996, Security screening of personnel employed in a security environment

1.5 INSTALLATION STANDARDS

Primary Objectives

- Detection and Notification
- Challenges
- Monitoring
- Identification Resolution (personal features, vehicle number plates)
- Recognition
- Signal Recording

Considerations

- Open/closed site
- Obstacles
- Bright lights
- Reflections
- Direct sunlight

Options/Features

- Colour/monochrome
- Supplementary lighting
- pan/tilt/zoom facility
- Access Control
- Remote Control

The rapid rate of development precludes prescriptive recommendations, however it is possible to design efficient cost effective systems if the essential criteria are identified in advance.

Key Points

A comprehensive discussion of design considerations is made in NACP 20 (NACOSS Green Paper NAGR 16).
Some key points are detailed overleaf:

- Ensure that sensors strictly relate to visible horizons. Sensor activations that cannot be related to a CCTV image will inevitably lead to "No obvious cause" comments. Identification difficulties debase the entire installation efficiency.

- Restrict sensors to covering confines of the enclosed site. If cameras are triggered by passers-by or traffic outside the designed installation boundary remote intervention is initiated. This ties up receiving equipment and the human resources dedicated to monitoring.

- Sensor fields should ensure that unauthorised movements cross the beam rather than entering the field head on. The latter can lead to "see through".

- The negative effects of the rising and setting sun both on CCTV images and PIR detectors should be carefully assessed avoiding East-West directions as far as possible. If unavoidable, diverse means of detection should be fitted.

- Pan/Tilt/Zoom cameras should be programmed to return to a reference field of view linked to the appropriate sensor.

- Camera fields of view should be optimised to ensure that identification requirements can be met.

1.6 SYSTEM SPECIFICATION

Integrated communication, receiving, remote control and signal recording interfaces are available. The RVRC preferred systems are available upon request.

Where Pan/Tilt/Zoom (PTZ) cameras are installed these should be set up to provide discrete coverage of identifiable sectors referenced to stored pre-set camera positions

Telemetry protocols should always be verified with the RVRC prior to specification.

2. CCTV MONITORING CONTRACTS

2.1 OVERVIEW

Arrangements for monitoring CCTV (Close Circuit TV) systems must be covered by the following:

1. Standard Terms and Conditions (Not applicable to intruder monitoring)

2. CCTV Contract

3. Local Agreement — System specification compiled from word processed document covering :-
   Insurance Requirements
   Assignments
   Customer Requirements
   System Record

4. Schedule of Cost Elements

2.2 RESPONSIBILITIES

The RVRC Manager is responsible for ensuring that connections for monitoring of CCTV installations are covered by a current Standard CCTV Monitoring Contract before making the system live. He will also verify that monitoring arrangements comply with NACOSS and ACPO requirements.

The Alarm Company is responsible for ensuring that all applications for connection into the RVRC are covered under the current Standard CCTV Monitoring Contract before applying to make the system live. The Alarm Company must also ensure that installations meet with the client and NACOSS and Code requirements. The Alarm Company must notify the RVRC of any changes to the monitored installation in writing.

Direct end users are responsible for ensuring that all applications for connection into the RVRC are covered by a current Standard CCTV Monitoring Contract before applying to make the system live. The End user must also ensure that installations meet with NACOSS and Code requirements and that the RVRC is notified of any changes to the monitored installation in writing.

2.3 CONTRACT DOCUMENTS

Standard Monitoring Agreement

A Standard Monitoring contract details the particular conditions applied to CCTV monitoring arrangements.

A copy of the Standard Monitoring Contract can be found in Appendix D

Local Agreement

This document is specific to the installation to be monitored including any instruction/amendments agreed with the end user. The individual sections are as follows:

- Insurance Requirements identifying any required indemnification and third party insurance requirements.

- Assignments identifying any transfer of rights or responsibility to others

- Customer Requirements identifying the customers instructions specific to the monitoring of the installation including the Connection Sheet, and any standing instructions.

Details of the site installation should be confirmed on the CCTV Connection Sheet
The layout of the site and camera/sensor fields of view shall be identified on the Site Plan

Risk Assessment is outlined on the reverse of the connection sheet

- System Records identifying the RVRC interpretation of the Connection Sheet, Site Plan and any standing instructions. It should also contain a copy of the Commissioning Record.

Your Local Agreement can be found in Appendix D

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3. CONNECTION OF CCTV SYSTEMS

3.1 OVERVIEW

Connections can only be made live if contractual arrangements have been formalised.

3.2 HOW TO ORGANISE A CONNECTION

If you wish to make a connection into an RVRC you need to do the following:

- If you do not already have a contract with RVRC contact the RVRC sales department (0870 601 0115) to arrange for the relevant contract package to be forwarded for signature.
- Advise the RVRC of the intended connection date.
- Confirm that the installation complies with BS 50132-7 or submit a signed disclaimer statement if the installation does not comply.
- Confirm that the system has been designed to permit monitoring by transmission of CCTV images to RVRC
- Complete a CCTV Connection Sheet (See Appendix A for advice on completion).
- Provide Equipment Inventory
- Prepare a Site Plan for integration into our records (See Appendix A)
- Agree that on completion of commissioning, control of the system, when armed, will be solely with the RVRC

  On receipt of your notification the RVRC will set up a system record file with the basic details which will allow you to carry out any necessary preliminary system testing.

3.3 PRELIMINARY SYSTEM TESTING

Preliminary system testing should be pre-planned and the programme agreed with the RVRC to enable a systematic review of the site installation, communications links and monitoring characteristics.

Please note that we will not retain records of preliminary testing.

3.4 MAKING SYSTEMS LIVE

Before each system is made live the RVRC will require signed contract documents to be in place. All system record details must be entered on the CCTV System Record Database and the site plan scanned to enable the RVRC to process incoming signals.

Where possible system commissioning requests should be faxed or emailed twenty-four hours in advance to enable this operation to be planned into the daily work programme. (RVR are not responsible for any failure to carry out correct testing of the system on site)

(cont. overleaf)

MAKING SYSTEMS LIVE *(cont.)*

Commissioning of the system will be carried out in accordance with the procedure outlined in Section 4 of this handbook. The Commissioning Record together with the Connection Sheet and Site Plan constitute the specific schedule to the Monitoring Contract.

3.5 INTERFACE CONTACTS

For a schedule of contacts refer to Appendix F

4. COMMISSIONING OF INSTALLATIONS

4.1 OVERVIEW

The primary objective of commissioning is to verify that the objectives of the system design are achievable.
In carrying out commissioning it is essential that each camera/sensor is activated and critical assessment made of the monitored images in both day and night conditions.

4.2 COMMISSIONING PROCEDURE

Prior to commencing commissioning a system, the RVRC will prepare a system record file from the CCTV Connection Sheet, Site Plan, Schedule of Equipment and the CCTV Site Commissioning Record.

The installer must carry out pre-commissioning tests and appropriate adjustment/modifications made to the site installation to ensure that the final commissioning process can be carried out systematically.

Any changes to previously advised details must be confirmed prior to commissioning testing

NOTE 24 HOURS NOTICE REQUIRED TO PERMIT FILE TO BE SET UP AND PROGRAMMED

4.3 COMMISSIONING REQUIREMENTS

Commissioning must follow a logical progression and verify that all inventory items relevant to monitoring of the site are tested.

Commissioning of systems should be carried out as a three-part exercise:-

1. Daytime Testing

- Testing all sensors linked to RVRC, ensuring the are correlated with the appropriate camera. Source location display should also be tested if available
- Testing all cameras linking to RVRC
- Testing of all arming/disarming devices
- Testing of camera controls (Pan/Tilt/Zoom). Camera pre-set and remote operation should be checked for the full field of view. A reference image will be stored for finalised PTZ presets. (If preset changes are required at any time the RVRC must be notified).
- Testing of audio links

2. Nightime Testing

- Night Checks to assess quality of supplementary lighting and image resolution. Camera tests must be undertaken with and without supplementary lighting (where applicable)

3. Seven Day Environmental Soak Testing

- During this period the system remains under review to permit evaluation of the effects of environmental influences

ANY DIFFICULTY IDENTIFIED DURING THE COMMISSIONING PERIOD WILL BE LOGGED AND BROUGHT TO THE ATTENTION OF THE INSTALLATION COMPANY.

4.4 ACCEPTANCE OF SYSTEM

Acceptance of a system for monitoring is the sole discretion of the RVRC Business Manager.

On satisfactory completion of the 7-day environmental soak test the system control password will be changed to prohibit control other than by the RVRC.

At this stage the RVRC contractual obligation commences.

The RVRC will confirm acceptance to the customer by returning the acceptance certificate to the customer.

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5. INCIDENT HANDLING OPTIONS

5.1 OVERVIEW

Our Remote Visual Monitoring Centres (RVRC) have the facility to log communication signals, record video data, control site equipment remotely and communicate with sites using audio links, make notifications to emergency authorities (where permissable), keyholders and alarm maintenance companies.

Monitoring of CCTV installations has numerous permutations and our RVRCs have standard monitoring procedures covering each major option available. The main options are:-

- Linked with approved intruder alarm
- Not linked with intruder or unapproved system
- Linked with audio challenge
- Guard Tours
- Customer Action/Notification Instructions
  - Notification of emergency authorities
  - Notification of keyholders
- Prescribed Action on failure to achieve contact
- Communication Link Checks

5.2 MONITORING OPTIONS

Linked with approved intruder alarm

- It is anticipated that where a BS EN 50132-7 compliant monitored CCTV system is linked with a police approved intruder alarm installation, the CCTV installation will be considered as the means of visual verification. Confirmation of this status should be sought from the relevant police authority.
- On receipt of an activation our operator will dial into the site to ascertain a reason for the activation.
- If there is reasonable reason to believe that the activation is the result of unauthorised interference with the security of the site, the operator will advise the police of the activation as a visually verified alarm, quoting the Unique Reference Number if allocated.
- Where it is not possible to determine whether a suspected presence is authorised, the operator will follow the response plan.
- In instances where no reason can be determined for the activation the incident will be updated on the event log
- If a CCTV system is to be used as an adjunct to a BS4737 Intruder Alarm system as confirmation technology, the signalling path should conform to BS4737 requirements.
  In some instances (dependant on complexity of system) it may not be possible to comply with BS5979 para 6.3.2.6 (any delay due to confirmation/abortion procedures should not exceed two minutes).

Refer to section 6.3 on Police Intervention for further details

Not linked with approved intruder alarm or unapproved system

- Where the installation is not linked to a police approved intruder alarm and/or the CCTV system is not compliant with BS EN 50132-7, the system will be considered simply as an aid to determine whether security at the site has been breached.

(cont overleaf)

Not linked with approved intruder alarm or unapproved system *(cont)*

- On receipt of an activation our operator will dial into the site to ascertain a reason for the activation.
- If it is clear that a malicious incursion has occurred at the site, our operator will attempt to notify the specified police control room, where this telephone number has been provided by the end user. Should the police not accept the notification the primary contact will be notified.
- Where it is not possible to determine whether a suspected presence is authorised, the operator will follow the response plan.
- In instances where no reason can be determined for the activation the incident will updated on the event log.

Refer to section 6.3 on Police Intervention for further details

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Linked with Audio Challenge

- Where audio links are in place these can be used as a deterrent to criminals or to facilitate identification of authorised personnel. Clear instructions on the use of audio challenges should be specified.
- Clearly all personnel using the site when the system is armed should be fully aware of security password procedures.
- Incorrect password exchange or failure to respond will be considered as unauthorised presence.

Guard Tours

- Integrated camera position presets can be programmed to enable predetermined guard tours to be carried out.
- Where operator intervention is prescribed in the event of an activation precautionary guard tours will be carried out to determine if there is any obvious reason for the activation.
- If there is inferior picture quality or interference with field of view the end user will be advised

System Status

- System status indicators are available giving visual display on site graphical plans to enable the operator to carry out activity assessments rapidly.

Access Control

- It is not practicable to monitor closed sites with personnel present. Where authorised site access control is a feature of the installation it is implicit that the access control system will automatically disarm the system on first entry and re-arm on last exit.
- Where exceptions to this arrangement are proposed prior agreement must be formally proposed and agreed with the Business Manager.

6. CCTV INCIDENT MONITORING

6.1 ACTIVE INCIDENT HANDLING

System Status

Our CCTV systems are capable of being polled by the RVRC to determine whether a site is open or closed

Alarm Images

In the event of a detected event at the remote site the system should be capable of transmitting a sequence of stored images captured before and during the incident. The RVRC operator views these stored alarm images before reviewing live pictures to determine the likely cause of the event.

If no activity is determined on the alarm images, then live pictures from the same camera will be viewed to determine if movement can be seen and a guard tour will be carried out. If there is no evidence of activity on site from the activated camera, the event will be closed and logged in the Event Log as a false alarm.

If the comparison of the Event pictures to the Reference images identifies that the system configuration has changed then the event will be considered as 'high risk' and the live images from all other cameras will be checked. If the camera position has moved and no cause of the alarm was determined, the customer will be informed by fax or email the next working day of the problem with a request to correct the situation.

Live Images

Following an activation, all camera positions including presets will be viewed where the alarm images or the Reference Images determine activity or changes at the protected site.

If activity is identified, the live images will be retained on-line by the operator whilst the response plan is carried out. If no cause for the alarm is identified, the event will be closed as a false alarm

All images captured by the RVRC during an incident are stored for 3 months

Video Loss Signals

The CCTV system at the remote site must be capable of determining and transmitting a Video Loss alarm to identify specific cameras that have become inoperable. On receipt of a Video Loss alarm the RVRC operator will advise site contact or keyholders of the problem.

6.2 RESPONSE PLAN

Specific instructions must be in place confirming the action you require us to carry out on receipt of an activation signal from the site. It is essential that these instructions are worded briefly and clearly, recognising that these instructions have to be transcribed to our database and the entry subsequently interpreted by our operators. The possibility of ambiguity in the instruction should be considered and clarification made if appropriate.
Any updates to instructions should be passed to the RVRC and confimation of receipt obtained by telephone.

Amendments should be kept to a minimum where possible.

Your current risk assessment/customer action/notification instructions are contained in Appendix D and an explanation of terms can be found in Appendix E

6.3 POLICE INTERVENTION

Police Intervention is determined in accordance with the prevailing ACPO policy

URN Issuing
The issue of Unique Reference Numbers to enable Police Response to a protected site is governed by the prevailing ACPO policy. Minimal legislation is place at the time of writing this document, specific applications should be made to the Alarm Manager within the relevant Police Force.

URN applications are the sole responsibility of the Installation/Maintenance company.

Risk Assessment
In determining Police Response to a protected site the level of risk to a site must be ascertained. In the event that persons are seen but no actual sign of malicious act is detected, the RVRC will contact the site/keyholder to request further instructions. This route would only be taken if the enactment of the Response Plan has failed to identify the person seen or removed them from the site.

Confirmation of Risk Assessment and Response Plan instructions should be made on the reverse of the Connection Sheet.

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7. FALSE ALARMS

7.1 GENERAL

Response times are seriously degraded if receivers are swamped by non-essential signals. Clearly our RVRC receivers cannot be configured to differentiate between spurious and genuine activations, therefore we rely on the Installer and the End User to minimise the number of non-essential signals communicated to the RVRC. Our CCTV monitoring resource allocation is based on the number of activations per week per installation detailed in the tariff/contract. We believe that this figure provides a reasonable margin for normal operation.

7.2 MULTI FALSE ALARMS

False alarms can be generated by equipment malfunction or environmental problems such as tree foliage, animals, loosely secured objects, passing traffic etc. Many of these activations are spasmodic and it is frequently difficult to determine a cause. Installations generating repeated false alarms are assessed routinely and offending components should be disabled where it is not possible to rectify the problem. A standard disablement procedure applies in these instances permitting the RVRC to direct resources to priority monitoring tasks.

7.3 DISABLEMENT PROCEDURE

Where an installation generates excessive numbers of activations we will notify the end user and request that the problem is addressed (or advise that the camera/sensor requires to be disabled).

The Camera/Sensor Disablement assessment criteria are as follows:-

- Any camera generating more than four non-intruder activations in a one hour period will also be disarmed for one hour and the subscriber (or representative) advised. After one hour the camera will be returned to active status.
- If the installation continues to communicate false activations the subscriber will be notified of our intention to to disable the camera/sensor until the problem is rectified.
- Formal notification will be made in the event of malfunctioning equipment or suspected environmental effects.
- The notification confirms actions taken and should also be used to confirm re-enablement authorisation. monitoring status of the site.
- Continuing false alarm generation requires remedial action and if the site problem is not rectified an additional charge will be made for each activation in excess of the agreed contractual amount.

(cont overleaf)

Disabling a Camera which initiates a "No Video Signals" *(cont)*

Where necessary the camera No Video Signal message can be disabled leaving the sensor on line. This will only to be carried out after:-

- Signals are received from a particular site indicating that the camera cannot transmit images or transmits multiple false alarms and that these have been assessed as not being due to malicious action
- An alarm company senior engineer / Subscriber has been contacted and advised of the situation authorises us to turn the camera off; and all details and actions have been logged including the authorisation and the reason.

Confirmation of disarming to be faxed or emailed to alarm company by using fault report

Note: **Following a disablement it is the responsibility of the Alarm Company to confirm the instruction to enable cameras/sensors formally using fault report.**

8. REMOTE ACCESS TO SITE

Each installation should be covered by a formal maintenance service agreement with an approved installer/maintenance company. This service agreement should provide for both preventive and corrective maintenance.

8.1 PREVENTATIVE MAINTENANCE

A planned programme of preventive maintenance should be in place covering each twelve-month operating period. In addition to the system checks prescribed on NACP 20, the programme should consider the overall performance of the installation, review activation reports and camera disablement notifications. Where the overall effectiveness of the system is dependent on the ability of a RVRC operator interpreting CCTV images, a review should be carried out in relation to the end users current requirements, installed equipment and operational history. Assessments of monitoring capability should ideally be carried to a pre-determined schedule, which should be used to formalise the findings. This final part of the assessment is normally in the form of a "Walk Test"

8.2 CORRECTIVE MAINTENANCE

Our RVRC is available to assist in investigations and proving tests. These can be in the form of a "Walk Test" or other agreed pre-arranged routines. If appropriate formal records can be arranged.

8.3 WALK TESTING

Routine commissioning or maintenance testing may require an "Engineers Walk Test." End Users may also require a "Customers Walk Test" as part of their own procedures.

Full records of the walk test should be kept by both site and RVRC preferably using a Site Commissioning Record Sheet. The records should be agreed and include site, engineer/site representative, password, day and date and extent of test.

In the event of any fault being identified a record of the findings will be communicated to the Alarm Company.

In order to ensure that testing is carried out in controlled conditions the following conditions should apply:

Engineer Tests

Service Engineers will need to be registered as an Authorised Engineer with the RVRC

- Engineer should specify the site, the extent and sequence of testing, giving as much notice as possible to enable the system record to be brought up.
- Engineer must demonstrate authorisation by password etc.
- Ideally the test should follow the pre-arranged sequence.
- On completion of the test the Operator and Engineer should agree the record of test. At this point live images will be checked against the Reference Images to ensure that the system is compliant to the specification at Commissioning. Where authorised by the customer, new Reference Images will be stored to reflect changes.
- Engineer should advise the Operator that he is leaving site and if appropriate instruct that the site should be made "live".

(cont overleaf)

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Customer Walk Test *(cont)*

Customers may undertake a walk test of the system by prior arrangement with the RVRC
Site Representative should identify himself/herself by name with a relevant authorisation password.
Site Representative should advise the extent and purpose of the Site Walk Test specifying those sensors, cameras and audio points to be visited.

9. RECORDS AND REPORTS

9.1 OVERVIEW

The principal records retained by the RVRC are:

- Activation Logs
- CCTV images
- Actions/ Notifications/Interventions
- Voice Communications
- Disablements
- System Records including changes to customer instruction for notifications

9.2 DETAIL OF RECORDS

Activation Logs

The time of receipt of initial activation and perceived causes will be logged against all activations as part of an auditable activation history. A prescribed menu will be used to classify causes. The time that the session closed down is also logged.

CCTV Images

All images received at the RVRC are recorded on time lapse video recording equipment. These images are stored in digital form either on Video Cassette Record tapes or CD-ROM. Video records are retained for a minimum period of 90 days.

Actions/Interventions

Whenever an assessment of activations is carried out, any remote operation of site equipment is logged
All operator interventions are logged including camera/sensor disablements and enablements.

Voice Communications

All inbound and outbound telephone calls are recorded.

Notifications

Notifications of site, keyholders, emergency authorities and alarm companies are logged.

Where applicable allocated incident numbers recorded.

Disablements

Operators have the facility to carry out disablement/enablement of cameras and sensors where these are causing problems that are affecting the overall efficiency of the RVRC. Where disablement is necessary the appropriate notification will be made. (See also Section 7 False Alarms)

System Records and Changes to Instructions

Connection details are retained and changes to monitoring instructions are logged.

(cont overleaf)

Activation Reports *(cont)*

Activation logs and associated actions taken are retained for six months. Summaries are forwarded daily to the Alarm Company.

9.3 REPORTS

The following reports are available, but dependant upon the chosen service level:--

Activation Logs	Daily summaries giving time of receipt, camera activated, and action taken
Guard Tour Abnormal Incident Report	In the event of any abnormal observation during a routine check on an installation the subscriber will be advised.
Camera/Sensor Disablement	Notifications confirming disarming of cameras/sensors when fault conditions are suspected
Video Image Copies	Where appropriate copies of video images received at the RVRC can be provided. A small administration charge mat be made in accordance with the Data Protection Act.

Refer to section 12 for the Data Protection Act Guidelines.

10. QUALITY TESTING

10.1 QUALITY CHECKS

The following quality checks will be pro-actively carried out by the RVRC (subject to service level agreement):

Weekly system health checks

If a system has not activated within a seven-day period the RVRC will remotely access the system when it is reflecting set status. Each camera view will be accessed to ensure that a clear image quality can be obtained in line with the Reference Images stored at point of Commissioning. The RVRC will notify the customer by exception via fax or email if a fault is detected

Live Incident Quality Check

If during the handling of an Event the quality of an image is identified as poor, a fixed format notification will be issued to the customer advising them of the nature of the problem and requesting remedial action be taken.

Critical Data Omissions

If during the handling of an Event critical data that is required to complete the response plan effectively is unavailable or inaccurate (e.g. keyholder no longer valid) a fixed format notification will be issued to the customer by fax or email requesting the supply of the missing data.

11. SERVICE LEVELS

11.1 INCIDENT RESPONSE TIME

Alarm activation images will be viewed, wherever possible, within 90 seconds of receipt of the transmitted alarm

11.2 LOCAL SYSTEM FAULT REPORTING

When faults are detected on the system, customers will be notified by fax or email the next working day

11.3 TELEPHONE RESPONSES

Wherever possible the monitoring station will ensure that:
80% of calls are answered within 15 seconds
95% of calls are answered within 45 seconds

11.4 INCIDENT INVESTIGATION

General

All complaints should be notified formally using Form 63. If further investigation is required a formal request should be made to the Business Manager.

Reporting and investigation of incidents will be carried out in accordance with our standard complaints procedure (see Flow Chart in section 11.6)

The following guidelines apply:-

Incident Investigation Requests

Alarm Company should request detailed incident investigation formally on Complaint/Query Confirmation Form quoting:-

Reference Number
Site Name
Time & Date of incident
Information required
Reason for information request
Value of any potential claim

Incident Investigation Reports

Our response will provide:

- Verbal acknowledgement and interim response within 24 hours
- Written response including video tape review with video prints of any suspicious activity normally within three working days (subject to approval by the companies legal representative)

Video Record Retention

Video tapes covering periods under investigation will be quarantined for six months from date of receipt of incident investigation request.

Customer Complaints

Complaints received either in writing or verbally should be dealt with as follows:

Alarm Company to contact the Business Manager/Supervisor with information regarding the complaint

Customer confirms complaint immediately in writing.

The RVRC provides an interim verbal report within twenty-four hours and a full written report normally within three working days (subject to the conditions detailed above). All communication will be routed through the holder of the monitoring contract unless formal instructions are given to the contrary.

11.5 EVENT REPORTING

All events recorded within a closed period will be reported by fax or email to customers nominated contact within the next working day (RVR Plus and Premium only or by separate negotiation)

11.6 NEW SITE CONNECTION

A new site will be set up for Commissioning within one working day of receipt of details from existing customers.

11.6 CUSTOMER COMPLAINT CORRECTIVE ACTION AND ANALYSIS

INCOMING COMPLAINT		FORM	ACTIONEE
↓		Telephone, letter, or Customer Complaint Confirmation	
REFER TO OPERATIONS SUPERVISOR		Occurrence Report	Operator
↓			
REVIEW & DECIDE ON CORRECTIVE ACTION	→ ACKNOWLEDGE TO CLIENT	Complaints Book/Supplier Defect Report	Supervisor
↓			
IMPLEMENT CORRECTIVE ACTION	→ INFORM CLIENT (can be same as letter)		Supervisor/ Bus Mgr
↓			
REVIEW CORRECTIVE ACTION		Non-conformance Report	Supervisor/ Quality Rep
↓			
MANAGE REVIEW AND ENDORSEMENT		Management Review Meeting and Complaints Book closure	Quality Rep and Bus Mgr or Gen Mgr

12. DATA PROTECTION

12.1 COMPLIANCE WITH DATA PROTECTION ACT

RVRC is bound by the Office of Data Protection Registrar Code of Practice.

- In the interests of our customers, the following statements that refer directly to CCTV monitoring of premises have been extracted for information
- If it is not possible to prevent periodic surveillance of areas accessible to the general public (e.g. public footpaths, adjacent roads etc) or monitoring carried out of garage forecourts the appropriate signage must be exhibited. This is the occupier's responsibility.
- Where the RVRC can control cameras, the fields of view should be restricted to ensure that they do not operate outside the scheme boundary.
- Where there could be a requirement to provide images to third parties there should be prior agreement from the occupier in writing.
- A statement complying with the seventh Data Protection principle – to ensure that personal data on individuals whose images have been captured will be treated with respect will cover any response to a request for copies of video tapes.

12.2 FURTHER REFERENCE

For further information please refer to the Office of Data Protection Registrar Code of Practice for users of CCTV and similar surveillance equipment monitoring spaces to which the public have access.

APPENDIX A

SPECIMEN RECORD SHEETS

Specimen Records:-

A1	System record
A2	Fault Report

REMOTE VIDEO RESPONSE
Acorn House
Shab Hill
Birdlip
GLOUCESTER GL4 8JX

A4 Client/System Record Dump

Site Number:	Site Contact	Installer Code:
Site Name:	Site Password:	Installer:
Address:	Transmitter:	Address:
	Carrier:	
	Tx Phone No.:	
	Tx Password:	
	Audio:	Phone:
	Challenge:	Fax:

Special:	Auto Reports To:
Keyholder 1:	Start Date:
Keyholder 2:	Renewal Month:
Keyholder 3:	Cancelled Date:
Keyholder 4:	
Keyholder 5:	Police Area
Keyholder 6:	URN:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Dis-arm/Un-set:							
Arm/Set:							

REMOTE VIDEO RESPONSE
Acorn House
Shab Hill
Birdlip
GLOUCESTER GL4 8JX

FAULT REPORT

Site Number:	Tx:	Installer Code:
Site Name:	Carrier:	Installer:
Address:	Tx Tel:	address
		Tx Pswrd:
		Start:
		Cancel d:
Site Tel.:		Installer Tel.:
Site/Installer Fax:	Site/Installer Email:	

Normal Auto Report Fax/Email:

SEND this report BY: FAX/EMAIL to:

FAULT CATEGORY: Camera Disablement/COMMS failure/NO VIDEO SIGNAL etc

CAMERA(S) AFFECTED: CAMERA 7

FAULT DETAILS:

EXCESSIVE ACTIVATIONS - ENVIRONMENTAL - SUNSHINE SHADOWS

ADDITIONAL INFORMATION

This is to inform you that having advised <contact_name> of the above site, we have disabled the offending item. Re-enablement will take place in (1) hour!

REMOTE VIDEO RESPONSE

CONDITIONS FOR MONITORING

RISK ASSESSMENT

A contract for monitoring requires the end user to carry out a full risk assessment to recognise its insurance requirements and specify the response plan applicable in each risk category.

Monitoring Centre Procedures

The CCTV system will be connected to a Remote Visual Monitoring Centre RVRC that will provide the following service :

In the event of an activation the RVRC operator will check the view through each camera. If nothing is seen and the site has audio capability, the operator will issue a voice warning (unless otherwise instructed). If intruders are not evident the connection will be terminated, the event logged and notification made by fax on the next working day

If, on receipt of an alarm activation, the operator views activity considered to be suspicious, the keyholder will be notified immediately. Where instructed every effort will be made to pass calls to the Police in the event of any criminal activity observed.

Should the system lose connection to a camera, it will send a “video loss” signal to the RVRC, who will contact a keyholder.

All camera transmissions are recorded at the RVRC and tapes are kept for 90 Days. All telephone conversations are recorded and retained for the same period..

Copies of recordings are available if requested subject to conditions as previously described within this booklet.

TESTING/COMMISSIONING

All paperwork must be received and checked for completeness and signed by an authorised person before a connection is put live.

All systems will be placed on a Soak Test for 7 days. Only keyholders will be informed during this period.

FAULT CONDITION DISARMING

The RVRC will only take four activation calls from an installation in any one hour, unless the reason for the activations can be ascertained. At the fifth such activation the RVRC will disarm the camera and a keyholder advised. The cameras will remain disarmed if the camera activation is considered to be due to repetitive non-threatening activity, for example tarpaulins blowing.

The alarm company will also be notified of any camera/sensor disarming by fax using CCTV Notifications Form. This notification will be made the next working day if outside normal working hours.

REMOTE VIDEO RESPONSE

EQUIPMENT INVENTORY

In order to enable the RVRC to assess the monitoring processing requirements the installer should provide RVRC with an inventory of the site installation. This should include a listing of the components and relevant technical data.

The following items of equipment are installed at ..... :-

ITEM	No	MAKE/TYPE
Cameras linked to RVRC		
Cameras not linked to RVRC		
Sensors		
Pan & Tilt Mechanism		
Switcher		
Lighting		
Recording Equipment		
Control Equipment		
Multiplexer		
Amplifier		
Audio Facility		
Entry/Exit Arming & Disarming		
Gate Control		

REMOTE VIDEO RESPONSE

GUIDELINES FOR FILLING IN CONNECTION SHEET

Site Name	Name used to identify site
Site Address	Address of site - MUST INCLUDE POSTCODE
Site Contact	Give name of person to contact during office hours
Site Phone Number	Telephone number to be used for contacting site during monitoring hours
Site Fax Number	Fax number to be used for routine communications.
Transmitter Type	Type of site installation interface e.g. ADPRO VST10 CA, DVST Dal 100, Europlex
Transmitter Tel. Number	Telephone number to be used for communication link to remote monitoring centre
Transmitter Password	Give password to be used by RVRC to access installation.
Receiver Type	Give type of receiver e.g. Adpro
Installer Contract Number	Enter monitoring contract number from your monitoring contract and unique site reference
Linked Intruder	Confirm intruder alarm identification number where systems are linked for monitoring purposes.
Identity	Give identification reference for linked intruder alarm installation
PSTN : ISDN : OTHER	Confirm telephone/communication link type
Service Required	Identify standard of service required (see tariff for cost and details of service available in each category)
Camera	Unique camera identification number used in conjunction with site plan
F/D/PTZ	Type of camera either fixed, dome or pan/tilt/zoom
View/Risk	Name Identifier for Item/area of view covered by camera.
Sensor	Type of sensor linked with the camera identified
Relay	Type of relay associated with camera view e.g. intercom/entrance gate, roller shutter contact
Keyholders	Keyholders should be familiar with operation of CCTV security installation and be able to attend site within twenty minutes.
Keyholders Name	List Keyholders in order of priority of contact
Keyholder Phone 1	Primary number to be used to contact keyholder
Keyholder Phone 2	Back-up number to be used to contact keyholder
Keyholder Password	Unique password to be used to identify keyholder and/or covert distress signal
Operation Schedule	Identify whether installation is to be set/unset by RVRC, automatically by Customer or manually by customer. Give time installation should be unset and set (any consecutive periods of operation should be clearly identified).

(cont overleaf)

REMOTE VIDEO RESPONSE

(cont)

Police Response	Identify police force area control room telephone number to be used where police notification is required Provide Unique Reference Number for installation provided by police. Confirm police force area
Lighting Type	Identify type of supplementary lighting installed e.g. Sodium (Lighting type may affect Image resolution)
Projected Start Date	Confirm date you envisage system is to go live
Audio Broadcast	Highlight where audio link is in place. Specify whether one or two way link.
Risk Assessment/Response Plan	Specify action required in each risk category identified on reverse of this connection form. (The End User is strongly advised to consult his insurers when assessing risks and formulating the response plan)
Special Instructions	Specify any special instructions/information regarding installation
Installation Company	Identify installer/maintenance company responsible for ensuring that installation complies with BS 50132-7 with contact name and telephone number.
Declaration	An authorised representative of the installation /maintenance company (or the End User) must sign each CCTV Connection Form.
Site Plan Attached	Prompt to ensure that a detailed site plan is provided to complement the connection form.
Equipment Inventory……	Prompt to ensure that equipment inventory is provided.
Accepted by	This is for RVRC use to verify that full details have been provided and correctly entered on the system record.

REMOTE VIDEO RESPONSE

GUIDELINES FOR FILLING IN COMMISSIONING RECORD

Site Name	Name used to identify site
Site Address	Address of site
Contract Number	Monitoring contract number from monitoring contract
Commissioning Stage	Identify stage of commissioning relevant to this commissioning report.
Camera/Preset	Unique camera identification number used in conjunction with site plan
F/D/PTZ	Type of camera either fixed (F) Dome (D) or Pan/Tilt/Zoom (PTZ)
Sensor	Type of sensor linked to camera. Check that it is functioning ☐
Relay	Type of relay associated with camera view e.g. intercom/entrance gate, roller shutter contact. Check that it is functioning ☐
Ref. Image	Confirm that camera/preset reference image is stored
Site Coverage	Indication of extent of proposed area of camera coverage for which target is visible Divided box is depicted view from camera from direction of description box. Blind spots depicted X. 0 = Target not seen at all 1 = Target difficult to see (only found after careful search) 2 = Target easily seen (needs to be searched for but would not be missed) 3 = Target easily seen (no mistake possible)
Detection Boundary	Indication of extent of proposed area of camera coverage for which dynamic target can be detected. Divided box depicts area from camera/sensor from direction of description box. Blind spots depicted X
Image Resolution	Indication of quality of image with target in centre of depicted area V = Facial detail can be distinguished W = Distinct image of head can be seen X = Distinct image of torso can be seen Y = a smeary, indistinct image Z = Nothing can be seen at all
Comments/Observations	Any blind spots or installation anomalies should be noted Setting of relays should be confirmed
Installation Company	Name of company responsible for installing/maintenance of site installation
Commissioning Engineer	Name of engineer carrying out commissioning.
Contact Number	Telephone number to be used to contact installer's representative
Accepted/Rejected by	RVRC supervisor responsible for assessing acceptability of installation for remote monitoring.
NOTE:	**Final acceptance can only be made on completion of 7- Day Soak Test**
Reason for Rejection	Detail reasons why installation is not acceptable e.g Offsite triggering of sensor 1

REMOTE VIDEO RESPONSE

CONFIRMATION OF COMPLAINT/QUERY

To: Mr. Steven Betts **Business Manager**
RVRC (Gloucester) Acorn House, Shab Hill, Birdlip, Gloucester, GL4 8JX

From (name)	
Alarm Company	
Communicator Number (DD No.)	
Subscriber Name	
Installation Address	
Date Complaint/Query Made	
Details of Complaint/Query:	

Signed: . . . . . Date: . . . . . .
Position in Company: . . . . . .

For Office Use only

Defect	Y/N	Remarks
Equipment Failure		
Controller Error		
External Service Shortfall		
Alarm Co		
Emergency Service		
End User		

Entered into Complaints Register ARC006'21 DOC by (name)			
Satisfactorily Resolved	Y/N	Letter to Client	date:
Details			

REMOTE VIDEO RESPONSE

Acceptance Certificate

Company Name _____

System No. _____

Has succesfully completed all stages of the **commissioning process**.

Your system is now being **monitored** by RVR and Maintained by

REMOTE VIDEO RESPONSE

Name _____

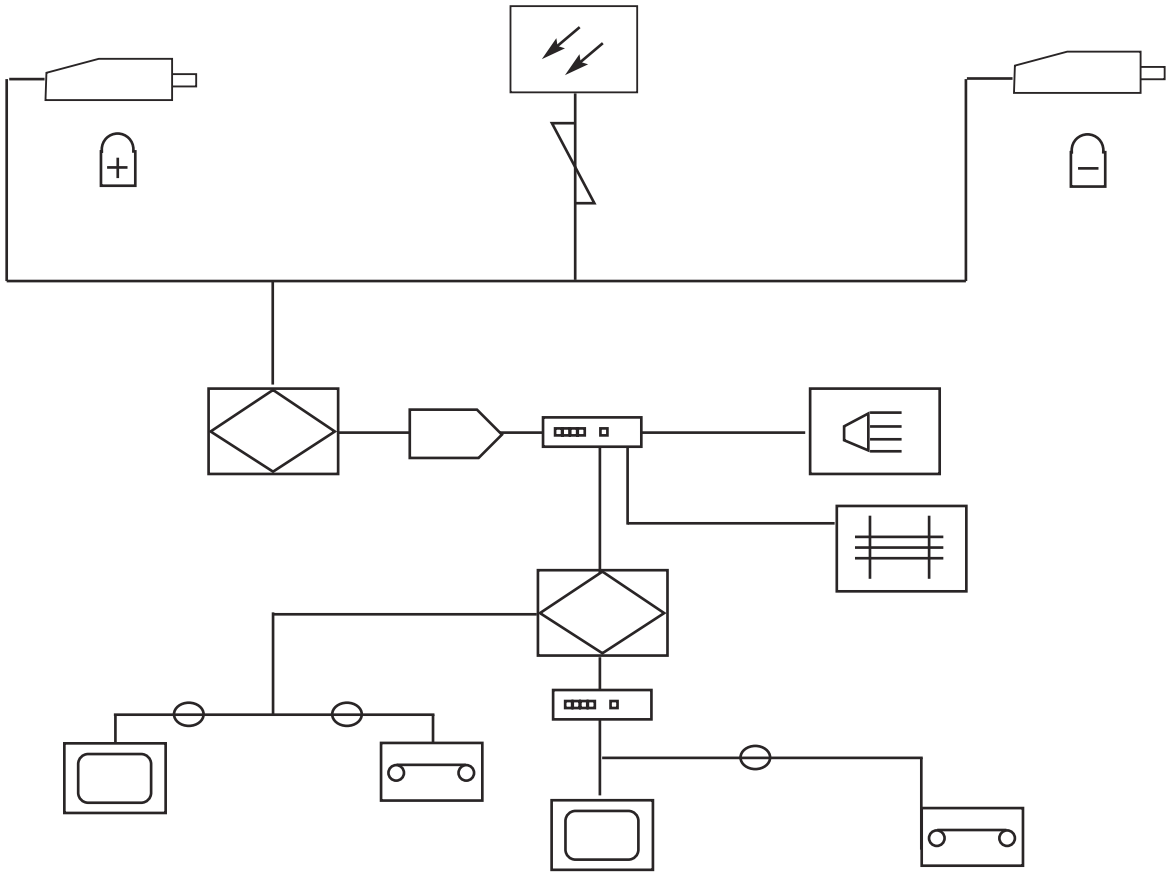
REMOTE VIDEO RESPONSE

APPENDIX B

TYPICAL CCTV SURVEILLANCE SYSTEM

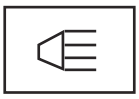
REMOTE VIDEO RESPONSE

DIAGRAM OF TYPICAL MONITORED CCTV SYSTEM



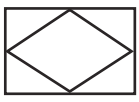
Symbols and Conventions for Diagrams of CCTV Installations

camera



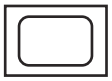
audio link

co-axial cable

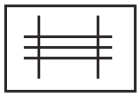


switcher

pan mechanism



monitor

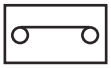


access control

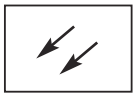
twisted pair cable

amplifier

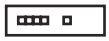
pan and tilt mechanism



recording equipment



fibre optic cable



control equipment

REMOTE VIDEO RESPONSE

APPENDIX C

CONTRACTS & LOCAL AGREEMENTS

C1 – RVRC CCTV Monitoring Contract
C2 – Local Agreement

REMOTE VIDEO RESPONSE

APPENDIX C1

RVRC CCTV MONITORING CONTRACT

STANDARD MONITORING AGREEMENT

New contract to be input
Details to be incorporated into the Form

1. COMPANY DETAILS

Name: RVRC (a division of Security Monitoring Centres Limited)
Correspondence Address: Crocus Street, The Meadows, Nottingham, NG2 3EJ
Tel: 0870 609 1000
Fax: 0115 9864997
Registered Office: Pentagon House, Sir Frank Whittle Road, Derby, DE21 4XA
Company Number: 318215

2. CUSTOMER DETAILS

Name:	
Correspondence Address:	
Invoice Address (if different):	
Tel:	
Fax:	
Registered Office:	
Company Number:	

3. SERVICES

3.1 Systems to be Monitored

☐ Intruder and/or fire alarm systems

☐ CCTV Systems

☐ Tracking Systems

REMOTE VIDEO RESPONSE

3.2 Services Specification

The services comprise the monitoring of signals from Systems through Commications Links, and the notifications of specified persons or the taking of other specified action on receipt of signals, in accordance with the Operational Procedures set out below and any requirements of the Customer set out in the Monitoring Application.

OPERATIONAL PROCEDURES
Title:
Version:

The Customer acknowledges receipt of the Operational Procedures, and agrees to comply with them.

Services Specification (cont)
Where the customer has not specified the type of signals to be received or the channel on which they will be received, or the Customer has not specified a response plan, or where any information has been omitted from a Monitoring Agreement, the Company will, until such information is supplied, provide the Services in accordance with any general procedures or practice previously agreed with the Customer, or in the absence of any general procedures or practice, in accordance with the Operating Procedures.

3.3 Call Off of Services

To request any Services the Customer shall complete and submit to the Company a Monitoring Application

3.4 Commencement of Services

The Services will commence in respect of a System when that System has been commissioned in accordance with the relevant Operating Procedure.

Please note that a full response plan may not be able to be provided until commissioning is completed and (where applicable) a URN has been issued.

4. CHARGES

Amount
The Charges applicable to the Services are as follows:-

Description	Amount per System	Invoicing
		[Option 1/2/3]

[The charges for each System monitored by the Company will be fixed for a period of [12 months] from [the date the Company started providing the Services in respect of that System].

REMOTE VIDEO RESPONSE

4.2 INVOICING

The connection charge will be invoiced at or after the date a System goes live.

Other charges will be invoiced as follows depending on the option, which is selected:

Option 1	All charges will be payable monthly in arrears. The Company will issue its invoice in respect of its charges for a month at or after the end of that month.
Option 2	The Annual Rental will be payable annually in advance, commencing of the date the System first goes live. The Company will issue its invoice for the Annual Rental at or after the date the System first goes live. Additional charges payable in respect of activations of the System will be payable monthly in arrears. The Company will issue its invoice in respect of activations during a month at or after the end of that month.
Option 3	All charges will be payable annually in arrears. The Company will issue its invoice in respect of its charges for a year at or after the end of that year.

Invoicing (cont)

[A year means each annual period running from the date a System goes live to the same date in each following calendar year.] [A month means each monthly period running from the date a System goes live to the same date in each following calendar month or the last date in the calendar month if the calendar month has fewer days.]

4.3 PAYMENT

The Customer shall pay the Company's invoices within 30 days of receipt

5. DURATION

Option A

If it is a Master Agreement, include the following:-

This Agreement shall commence on signature by both the Customer and the Company and shall continue until terminated by either party at any time when the Company is not contracted to provide any Services by the Customer.

The Services in respect of each System shall continue for a fixed period of 1 year from the date when the Company started providing those Services, and shall continue thereafter until terminated by either party by giving 3 months notice in writing to the other, such notice to be given no sooner than the end of the fixed period.

Where the Customer is an installer, the Customer shall not be entitled to terminate any Services in respect of a Subscriber unless the Subscriber has terminated its agreement for those particular Services with the Customer.]

Option B

If the Agreement is a Fixed Term agreement:-

This Agreement shall commence on signature and shall continue for a fixed period of 1 year, and shall continue thereafter until terminated by either party by giving 3 months notice in writing to the other, such notice to be given no sooner than the end of the fixed period.

(cont overleaf)

REMOTE VIDEO RESPONSE

The Services in respect of each System shall continue from the date when the Company started providing those Services and shall terminate automatically when this Agreement terminates.]

6. STANDARD TERMS AND CONDITIONS FOR MONITORING AGREEMENTS

THIS AGREEMENT INCORPORATES AND IS SUBJECT TO THE COMPANY'S STANDARD TERMS AND CONDITIONS FOR MONITORING AGREEMENTS CURRENT AT THE DATE THIS AGREEMENT IS SIGNED. THE CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY OF SUCH TERMS AND CONDITIONS. ALL TERMS AND CONDITIONS OF THE CUSTOMER ARE HEREBY EXCLUDED.

7. LIABILITY

PLEASE NOTE THAT THE STANDARD TERMS AND CONDITIONS FOR MONITORING AGREEMENTS INCLUDE PROVISIONS WHICH LIMIT THE LIABILITY OF THE COMPANY TO THE CUSTOMER.

8. COMMUNICATIONS LINK

THE COMMUNICATIONS LINK BETWEEN A SYSTEM AND A CALL CENTRE IS PROVIDED BY AN INDEPENDENT ORGANISATION, WHICH IS NOT UNDER THE COMPANY'S CONTROL.

THE COMPANY DOES NOT ACCEPT RESPONSIBILITY FOR THE COMMUNICATIONS LINK AND SHALL HAVE NO LIABILITY IF A SIGNAL DOES NOT REACH THE COMPANY BECAUSE OF A PROBLEM WITH THE COMMUNICATIONS LINK

9. SIGNATURE BOX

Signed by a duly authorised signatory for and on behalf of the Customer:-	Signed by a duly authorised signatory for and on behalf RVRC:-
Signature: _____	Signature: _____
Print Name: _____	Print Name: _____
Position: _____	Position: _____

REMOTE VIDEO RESPONSE

Appendix C2

LOCAL AGREEMENT

- Connection Sheet
- Site Plan
- Commissioning Record
- Response Plan
- Additional Insurance Conditions
- Assignments
- System Record

APPENDIX D

EXPLANATION OF TERMS

REMOTE VIDEO RESPONSE

EXPLANATION OF TERMS

Audio Challenges
If instructed our operator will issue prescribed challenges (see schedule of available challenges included on reverse of Connection Sheet)

Guard Tours
Where operator intervention is prescribed in the event of an activation, precautionary guard tours will be carried out to determine if there is any obvious reason for the activation.

Notification of Emergency Authorities
If the operator views suspicious activity a keyholder will be notified immediately

Where instructed every effort will be made to pass calls to the Police in the event of criminal activities being observed.

Notification of Premises/Keyholders
Standard arrangements for notifications are recommended. If an authorised password response is given in the form of a password/pass number and/or code, no further action will be taken unless the subscriber specifically requests police attendance.

RVRC personnel have instructions not to accept any form of identification other than the authorised password/pass number. This is intended to safeguard the subscriber in the event of intruders gaining access to the site and holding personnel under duress.

The police will be immediately informed of the circumstances if the Password/Pass number is misquoted or not given.

Keyholder Qualification
Keyholders need to be trained to operate the system, able to attend within 20 minutes, contactable by telephone and with their own transport.

Site/Keyholder Contact
The contact procedure is as follows:-
1. First contact - Allow to ring for one minute then call next contact on list.
2. Second/Third contact - Allow to ring for one minute then call next contact on list.
3. If a contact telephone line is engaged then three further attempts will be made before calling the next contact.
4. If a contact cannot be raised having carried out procedures 1 to 3 a Failure to Achieve Contact is recorded. No further action will be taken by RVRC to contact keyholders.
5. If an answering machine is obtained in attempting to achieve contact our operator will immediately continue to the next contact only returning when all subsequent attempts to contact are complete. A message will then be left advising the date and time of the attempted contact.

Prescribed action on failure to achieve contact
Instructions should be provided for contingency purposes when it is not possible to notify a nominated contact. Where a failure to achieve contact has occurred the Alarm Company will be informed as soon as practicable. (This may be the next working day).

Communication Lines
All CCTV communication lines are tested every twenty four hours, normally during the night shift.

REMOTE VIDEO RESPONSE

APPENDIX E

SCHEDULE OF USEFUL CONTACTS

(Schedule of contact names, telephone/fax numbers
to include operations, admin, invoice queries, sales, & MD)

REMOTE VIDEO RESPONSE

USEFUL CONTACTS

RVRC
Acorn House
Shab Hill
Birdlip
GLOUCESTER
GL4 8JX

Tel: 0870 606 7277
Fax 0870 606 7278

RVRC Operations Tel: 0870 606 0252

Business Manager Tel: 0870 606 7277

Sales Tel: 0870 601 0115

Email rvr@smc-net.co.uk