



BSI Standards Publication

Monitoring and Alarm Receiving Centre

National foreword

This British Standard is the UK implementation of EN 50518:2019+A1:2023. It supersedes BS EN 50518:2019, which will be withdrawn on 17 January 2024.

The start and finish of text introduced or altered by amendment is indicated in the text by tags. Tags indicating changes to CENELEC text carry the number of the CENELEC amendment. For example, text altered by CENELEC amendment A1 is indicated by A1 A1.

The UK participation in its preparation was entrusted to Technical Committee GW/1, Electronic security systems and products.

A list of organizations represented on this committee can be obtained on request to its committee manager.

The UK committee draws users' attention to National Annexes NA and NB. National Annex NA provides UK-specific guidance on the implementation of BS EN 50518:2019+A1:2023 and National Annex NB addresses the clauses of the standard for a category II ARC which stated "no requirement".

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English Version

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Centre de contrôle et de réception d'alarme

Alarmempfangsstelle

This European Standard was approved by CENELEC on 2019-02-06. 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 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 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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European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

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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.

European foreword to amendment A1

This document (EN 50518:2019/A1:2023) has been prepared by CLC/TC 79 "Alarm Systems".

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- latest date by which the national standards conflicting with this document have to be withdrawn (dow) 2026-03-27

Amendment 1 to this standard makes miscellaneous changes to clarify what qualifies as an acceptable secure location.

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

Any feedback and questions on this document should be directed to the users' national committee. A complete listing of these bodies can be found on the CENELEC website.

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.

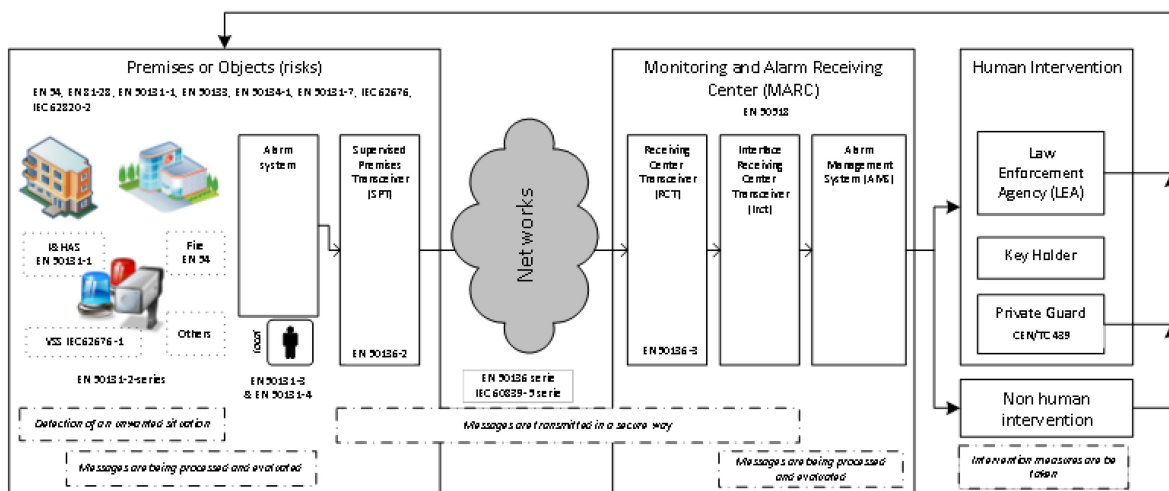


Figure 1 — Chain diagram of the total alarm process

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.