BY-LAW NO. 6

SOUTH AFRICAN INTRUDER DETECTION SERVICES ASSOCIATION

Requirements for a SAIDSA Approved Central Station for CCTV off-site Monitoring which includes 24 Hour Active Monitoring and/or Alarm Verification Monitoring

Amended October 2015

PREAMBLE

The construction of the Central station is intended to prevent or delay unauthorised entry and to enable the occupants to raise an alarm in the event of an attack. These are categorised as follows, the requirements of each being dealt with under separate headings:-

1. Construction
2. Permitted Openings
3. Normal Entrance
4. Doors
5. Emergency Exits
6. Glazed Areas
7. Ventilation Inlets and Outlets
8. Alarm Protection to the Central Station
9. Closed Circuit Television
10. Personnel Entry to Central Station
11. Telephone Lines
12. Power Supply
13. Central Station Antenna
14. Relay Sites and Repeater Stations
15. Signals received from a CCTV installation
16. Records
17. Supervisory Checks
18. Procedure Manual
19. Maintenance
20. Stand-by Equipment
21. Data Protection and Storage

1. CONSTRUCTION

All parts of the fabric of the Central Station shall be of substantial construction. Substantial construction is taken to mean:

1.1 **Walls:** At least 230mm of cement mortar brick work or 150mm reinforce concrete.

1.2 **Roof/Ceiling:** Suitably reinforced concrete at least 120mm thick, or steel to the equivalent strength.

2. PERMITTED OPENINGS

2.1 Permitted openings only are allowed as specified herein.

2.1.1 Normal entrance

2.1.2 Emergency exits

2.1.3 Glazed areas

2.1.4 Ventilation inlets and outlets

2.1.5 Service inlets and outlets

3. NORMAL ENTRANCE

3.1 A normal entrance shall comprise at least two interlocked doors separated by a lobby.

3.2 Both doors cannot be opened simultaneously.

3.3 The area between interlocked doors may not have other permitted openings.

3.4 The lobby shall be of the same construction as the central station.

4. DOORS

4.1 The doors together with their hinges, frames and locking devices shall be of substantial construction.

4.2 Where timber doors are used, both doors shall be at least 44mm thick, and of solid-core construction faced with a mild steel sheet of a minimum thickness of 1,5mm on both sides.

4.3 On an outward opening door, hinge bolts must be used. All other hinges shall be internal.

4.4 The locks securing the doors shall be of a high security type. All locks must be installed to manufacturers specifications and must resist a sudden impact.

5. EMERGENCY EXITS

5.1 Emergency Exits shall comply with the requirements above, however, a single door is acceptable and no lobby is required.

5.2 The Emergency Exit door shall be easily opened from the inside. This shall comply with local fire regulations.
The Door must be alarmed on a 24 hour non-shuntable zone and must be monitored by a SAIDSA approved Central Station.

5.3 Where timber doors are used, both doors shall be at least 44mm thick, and of solid-core construction faced with a mild steel sheet of a minimum thickness of 1,5mm on both sides.

5.4 The doors must be tamper proof from the outside.

6. GLAZED AREAS

6.1 Any glazed areas shall offer resistance to forced entry at least equivalent to that of three-ply laminated glass of 15mm thick, in sheets not larger in area than 1,5 square metres. Where glazed areas are larger than 1.5 square metres, they shall offer resistance to forced entry at least equivalent to that of European Standard EN1063 BR3-S for internal glazed areas, and BR4-S for external glazed areas. The member must be able to provide a certificate from a supplier confirming the standard of the glazed area installed.

6.2 Frames and fixings must be of substantial construction.

6.3 No opening sections are permitted in the glazed areas.

6.4 Where windows are line-of-sight, suitable Flatex or a minimum of 20mm diamond mesh of metal construction must be fitted.

7. VENTILATION INLETS AND OUTLETS

7.1 The cross sectional area of the inlets and outlets shall not exceed 0,02 square metres.

7.2 It shall be ensured that the interior/staff of the Central Station are not within direct line of sight from the outside. Ventilation piping/ducting must be protected by means of suitably constructed right angle elbows/bends.

7.3 Ventilation inlets and outlets shall be suitably protected against physical attack.

7.4 The inlets must be situated within a protected area or alternatively, be inaccessible.

7.5 Suitable air-conditioning is to be provided in the Central Station.

7.6 Adequate ventilation to be supplied to cycle and replace the air within the Central Station every 30 minutes.

8. ALARM PROTECTION TO THE CENTRAL STATION

8.1 Deliberately activated devices (emergency switches) shall be strategically sited within the Central Station.

8.2 Signalling from the above deliberately activated devices will be directly to the Central Station of another SAIDSA approved Central Station. Such signalling must be tested weekly.

9. CLOSED CIRCUIT TELEVISION

9.1 All permitted openings to the Central Station shall be suitably monitored by vandal resistant closed circuit television cameras.

9.2 Recording of the cameras as per 9.1 above shall be provided at at a minimum of 6 frames per second per camera with a history of at least 24 hours with time/date stamp.

10. ENTRY TO CENTRAL STATION

10.1 Where 4 or more operators are utilised in the Central Station, access control should be provided which includes a time event log.

10.2 Entry to the Central Station other than by authorised personnel shall require positive identification by the Central Station operators.

11. TELEPHONE LINES

11.1 Where Telkom or other service provider regulations and techniques permit there should be a minimum of two exchange telephone lines for voice communication.

11.2 These telephone lines shall be routed separately from the building, underground or concealed.

11.3 One telephone line shall be barred from incoming calls.

11.4 Cellular communications are acceptable, but must be a fixture.

11.5 In all communications with the police and response companies, a reference number shall be obtained and recorded.

11.6 All records to be kept for a minimum of twelve (12) months.

12. POWER SUPPLY

12.1 The electricity supply may be either from external mains or from a battery standby.

12.2 In the event of a disruption of the external electricity supply, the stand-by power supply shall automatically be brought into use without interruption.

12.3 The stand-by supply shall include batteries located within the Central Station, capable of sustaining the monitoring equipment for a period of not less that 24 hours or not less than 50 minutes if a standby generator is installed.

12.4 The standby generator shall have an independent means of starting without leaving the control room vulnerable.

12.5 The amp hour capacity of the standby power supply shall be calculated on the basis of the average hourly current drain multiplied by the factor 1.5.

12.6 Any recharging facility of the standby power supply shall be sufficient to provide the maximum load requirements and to simultaneously recharge the battery from that discharged state to the required capacity within 24 hours.

12.7 In the event of an interruption in the mains power supply, all equipment essential to the operation of the Central Station shall continue to operate without loss of security or degradation of performance.

13. CENTRAL STATION ANTENNA

(including any antenna receiving/transmitting RF signals)

13.1 The antenna must be sited within close proximity to the Central Station. Where this is impracticable, then the aerial and any connecting cables should be suitably protected against any mechanical damage or unauthorised interference.

13.2 The antenna shall be protected by suitable electronic intruder detection devices to detect tampering.

14. RELAY SITES AND REPEATER STATIONS

14.1 Where the service provider permits, a comprehensive signal test shall be carried out every hour to ensure the efficient working order of all relay sites, repeater stations and receivers and all records of such tests shall be maintained.

15. SIGNALS RECEIVED FROM A CCTV INSTALLATION

15.1 Receipt of a signal from a CCTV installation shall give a visible and/or audible warning.

16. RECORDS

The following records should be kept in the Central Station.

16.1 Record of visual events received giving details of action taken and response.

16.2 Customer database backups may not be older than 24 hours.

16.3 Electronic on-line back up equipment must be optically and electronically isolated. It can however remain unplugged and remain this way unless a back-up is being performed.

16.4 All reported incidents shall be available for a period of 36 months.

17. SUPERVISORY CHECKS

17.1 When the Central Station is manned by one operator, provision shall be made for physical or electronic supervisory checks on the operator at intervals not exceeding 30 minutes.

17.2 Failure of the operator to respond to the checks shall result in an alarm being transmitted.

18. PROCEDURE MANUAL

There shall be a Central Station procedure manual. Compliance with this manual should be checked at regular intervals.

19. MAINTENANCE

An effective preventative maintenance programme shall be instituted covering the visual receiving equipment, power supplies, stand-by equipment, relay sites and repeater stations.

Tests must be carried out once a week and documented.

20. STAND-BY EQUIPMENT

20.1 Stand-by equipment is to be readily accessible in the company's premises.

20.2 Stand-by equipment shall be directly interchangeable and all reasonable precautions shall be taken to ensure that normal uninterrupted Central Station service is provided in the event of essential equipment being faulty or damaged.

20.3 The Stand-by equipment must be alarmed and protected if situated outside the Central Station.

20.4 Stand-by equipment shall be dedicated to the CCTV Central Station and shall remain unplugged until required.

21. DATA PROTECTION AND STORAGE

21.1 All recorded visuals shall be kept in safekeeping for a minimum of 30 days.