



## Monitoring Stations Certification



- ARC
- RVRC
- CCTV



## SSAIB certification

Certification against this SSAIB scheme will demonstrate compliance with the ACPO and ACPO (Scotland) policies on Police response to security systems and the Chief Fire Officers Association's (CFOA) Policy on remote monitored fire alarm systems (RMFA). It will enable the certificated stations to monitor intruder and fire alarm systems and route activations to fire service and police control room to initiate a response. The scheme is also recognised by insurers and SSAIB is accredited to operate it by UKAS. The scheme requires that the certificated company operates a management system which satisfies the SSAIB scheme criteria. However, your management system is not required to be certificated as an ISO 9001 Quality Management System and this is not a mandatory requirement of these schemes.

Many providers operate efficient and effective businesses with quality management systems not formally accredited to ISO 9000 but which are perfectly compatible with their business need.

However, SSAIB is able to provide ISO 9001: 2000 certification if a more formal approach is preferred.

SSAIB has wide UKAS (United Kingdom Accreditation Service) Accreditation, which means that our approach is subject to independent scrutiny and validation against international standards.

## The market and your business

Monitoring centres, in particular ARCs, are performing a central and critical role in both the fire and intruder alarm sectors. Activations from monitored fire and intruder systems must be routed through an ARC for verification prior to being passed to the relevant authority for a Police or Fire Service response; the aim of this approach being to minimise the number of false alarms handled by the emergency services.

BS 8418 similarly aims to minimise false alarms by using detectors to trigger CCTV activation, with images being transmitted to remote stations. This scheme calls upon a wide range of standards and requires the facility to 'audio challenge' a potential intruder. A URN for the installation is required to initiate a Police response.

Third Party Certification will be required for all monitoring activities that are intended to involve an emergency service response. SSAIB certification will demonstrate that you operate a well managed, ethical business and that you are technically informed and competent; all of which provide confidence in you as a provider of security services.



## Criteria for Certification

Providers must demonstrate that they can:

- Operate and maintain monitoring equipment to relevant British or European Standards.
- Have appropriate management systems and procedures in place.
- Have relevant personnel security screened
- Meet certain financial criteria and are financially stable.
- Have appropriate insurance cover.
- Have suitable premises, where confidentiality can be observed with adequate safeguards for the security of sensitive information. A category 2 ARC must be able to withstand determined physical attack.
- Have trained staff and implement training procedures
- Have sufficient systems installed and/or monitored to allow a trading history to be demonstrated.

The ability to be able to claim and demonstrate compliance with all of the above is a valuable marketing tool for your business.

## SSAIB operates a range of monitoring centre and control room schemes, including:

- Alarm Receiving Centres (ARCs)
- Remote Video Response Centres (RVRC)
  - Control Rooms (operated to BS 7499)
  - CCTV (involving observation of the public)



## Our credentials

Our credentials are important as yours when it comes to promoting your monitoring services.

### The important points are:

- We are the leading certification body for all security service providers.
- We are recognised by insurers, the Police and the Fire Service.
- We have extensive UKAS accreditation for a wide range of schemes.
- We are an independent, not-for-profit organisation, governed by a Board drawn from a wide range of industry stakeholders.

Title (Mr/Miss/Mrs/Ms): \_\_\_\_\_

First Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Company: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

### **Areas of Interest:**

Please tick appropriate box

- Intruder Alarms
- CCTV Systems
- Access Control Systems
- Other (please state): \_\_\_\_\_

### **Please send me:**

- Application pack
- Information pack
- Please contact me to discuss



SSAIB  
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## Why Choose SSAIB Certification?

**Standards and Guidance**- SSAIB provides guidance and support to certificated companies and their clients on standards and technical issues. We can help you to keep up-to-date with new technology and standards through publications, workshop and training. As a certification body we participate in technical standards development to ensure that they are workable and relevant to the needs of the industry and the marketplace. Our understanding of systems and standards is second to none.

**Insurance Approval** - SSAIB certificated companies enjoy insurance approval. For most installations requiring an alarm system for insurance purposes, the insurer will insist that a Third Party Certificated provider (e.g. SSAIB certificated) is contracted.

**Police Response** - SSAIB satisfies ACPO and ACPO(S) requirements, enabling all certificated companies to obtain URNs for their monitored systems. We have an excellent rapport with the Police generally and ACPO and ACPO(S) are represented at the SSAIB's Governing Board.

**Fire Service Response** – SSAIB certification satisfies CFOA's requirements, enabling all certificated companies to obtain URNs for their monitored systems.

**Third Party Certification** – This demonstrates your confidence and competence as a company. Opening your business to independent scrutiny and your workmanship to independent inspection is the mark of a responsible and professional company. You will be proud to display the SSAIB logo as your mark of success.

**Listing of certificated companies** - SSAIB produces and promotes a listing of certificated companies in a directory format and on our website. Purchasers, specifiers and users of security services can access the contact details of all certificated providers regionally and/or through a skill search.

[www.ssaib.org](http://www.ssaib.org)

## Security in Safe Hands

If you would like more information on SSAIB Certification for any of the schemes listed below, contact us or return the prepaid card attached. We will be pleased to discuss any aspect of fire or security systems certification with you.

- Intruder Alarm Systems
- ARC Monitoring
- Guarding Security Services
- Keyholding and Response
- Installation and Remote Monitoring of Detector
- Activated CCTV
- CCTV Management and Operations
- Access Control Systems
- Exterior Deterrent Systems
- Social Alarms
  - Door Supervision and Stewards

### Contact us

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