

Installation and remote monitoring of detector activated CCTV systems — Code of practice

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Committees responsible for this British Standard

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Association of Security Consultants
Association of Social and Community Alarms
BRE/LPC Laboratories
British Telecommunications Plc
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Home Office — Crime prevention Centre
Metropolitan Police
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Contents

	Page
Committees responsible	Inside front cover
Foreword	ii
Introduction	1
1 Scope	1
2 Normative references	1
3 Terms, definitions and abbreviations	2
4 CCTV system design and installation	4
5 Commissioning	7
6 Site operational procedures	8
7 Owner responsibilities	9
8 RVRC operator procedures	10
9 RVRC specifications	11
10 RVRC procedures	12
11 Activation management	13
12 Service levels	13
13 General	14
Annex A (informative) Setting procedure in the active state	15
Bibliography	16

Foreword

This British Standard supersedes PAS 38:2000, which is withdrawn. PAS 38 was initially published as an interim specification for companies installing and monitoring detector activated closed circuit television (CCTV) systems. These CCTV systems are becoming more widely available and responding authorities need to be assured that CCTV systems meet certain minimum requirements.

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Attention is drawn to existing legislation concerning health and safety at work, data protection, human rights and the rehabilitation of offenders, race relations and equal opportunities. The following British Acts of Parliament are relevant:

The Data Protection Act 1998 [1]; The Human Rights Act 1998 [2]; The Working Time Regulations 1999 [3]; The Criminal Procedure and Investigations Act 1996 [4].

Compliance with a British Standard does not of itself confer immunity from legal obligations.

Summary of pages

This document comprises a front cover, an inside front cover, pages i and ii, pages 1 to 16, an inside back cover and a back cover.

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Introduction

This document is intended to provide recommendations to the following parties:

- installers on best practice for the design, installation, commissioning and operation of detector activated CCTV systems;
- remote video response centres (RVRCs) monitoring CCTV systems;
- owners and users on the management of CCTV systems.

CCTV systems installed and monitored in accordance with this code of practice should be capable of obtaining a response to a confirmed incident from the police (or other responding authority).

When a detector senses an event, images are transmitted to, and displayed at, an RVRC and this is regarded as an alert. However, emergency response should not simply be called in relation to an alert. RVRC operators should view images for a period of time and might only call for emergency response if there is positive evidence in these images of unauthorized access to the site and of actual criminal or other untoward activity, i.e. an incident. The emergency response will be as agreed between the parties (see 7.2).

The normal mode of operation for these CCTV systems is not to display images at an RVRC unless there has been an event at the site. However, depending on the terms and conditions of the contract with the owner, the RVRC operator may be permitted to view the site at other times. The owner may also be able to view the site remotely.

Particular attention is drawn to the Information Commissioner's, *CCTV Code of Practice* [5].

1 Scope

This British Standard gives recommendations for the design, installation, commissioning, operation and remote monitoring of detector activated CCTV systems.

It is intended to be primarily of use to RVRC operators and owners of CCTV systems.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 4737 (all parts), Intruder alarm systems.

BS 5979, Code of practice for remote centres receiving signals from security systems.

BS 7858, Code of practice for security screening of personnel employed in a security environment.

BS 7958, Closed-circuit television (CCTV) — Management and operation — Code of practice.

BS 7992, Code of practice for exterior deterrent systems.

BS EN 50131-1, Alarm systems — Intrusion systems — Part 1: General requirements.

BS EN 50132-7, Alarm systems — CCTV surveillance systems for use in security applications — Part 7: Application guidelines.

PD 0008, Code of practice for legal admissibility and evidential weight of information stored electronically.

3 Terms, definitions and abbreviations

3.1 Terms and definitions

For the purposes of this British Standard, the following terms and definitions apply.

3.1.1

activation

transmission of images to an RVRC

3.1.2

alert

activation where there is not positive evidence in images of unauthorized access to the site and of actual criminal activity

3.1.3

CCTV control equipment

equipment for receiving, processing and initiating the onward transmission of data

3.1.4

closed site

site entirely surrounded by a soundly constructed and secure barrier, when the CCTV system is in a set condition, in order to deter unauthorized access

3.1.5

CCTV system

system consisting of camera equipment, monitoring and associated equipment for transmission and controlling purposes, which might be necessary for the surveillance of a defined secure area

3.1.6

data

information in the form of pictures, sound and any other associated, linked or processed information, including that about a person

3.1.7

detector

device that detects an event

3.1.8

event

activity within a secure area

3.1.9

incident

activation where there is positive evidence in images of conditions requiring an emergency response and/or of actual criminal activity

3.1.10

initial activation

first activation that occurs after the CCTV system has been set, or after a previous incident or alert has been closed down during the set period

3.1.11

open site

site not entirely surrounded by a soundly constructed and secure barrier when the CCTV system is set

3.1.12

RVRC operator

person located at the RVRC specifically designated, trained and authorized to carry out monitoring of the CCTV system at the RVRC

3.1.13**owner**

legal person or entity, agency or individual, designated as having overall responsibility for the formulation and implementation of the policies, purposes and control of a CCTV scheme

3.1.14**ancillary control equipment (ACE)**

portable device used for setting and/or unsetting a CCTV system

3.1.15**recorded material**

any data recorded on any medium that has the capacity to store data and from which data can later be recalled irrespective of time

3.1.16**remote video response centre (RVRC)**

operation which is continually manned and capable of receiving multiple concurrent CCTV images from remote locations for the purpose of interacting with site(s) to provide security and related services

3.1.17**secure area**

area within the site to which access cannot be gained without the creation of an event

3.1.18**user**

person authorized by the owner to operate the CCTV system on site

3.1.19**parked position**

position to which a pan, tilt and zoom (PTZ) camera automatically returns after a preset time or earlier on command

3.1.20**set**

status of a CCTV system or part thereof in which an event results in an activation

3.1.21**unset**

state of the CCTV system in which events are prevented from generating an activation

3.1.22**automatic timer**

device that sets and/or unsets the CCTV system at pre-programmed times

3.2 Abbreviations

For the purposes of this British Standard, the following abbreviations apply.

ACE	ancillary control equipment
BST	British Summer Time
CCTV	closed circuit television
ISDN	Integrated Services Digital Network
PIR	passive infrared
PSTN	Public Switched Telephone Network
PTZ	pan, tilt and zoom
RVRC	remote video response centre
UPS	uninterrupted power supply
VMD	video motion detection