

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

This publication is not a British Standard

ICS 13.320; 33.160.40

NO COPYING WITHOUT BSI PERMISSION EXCEPT AS PERMITTED BY COPYRIGHT LAW

**BSI**  
Documents

**AVA**

Document Sharing Hub

This Publicly Available  
Specification comes into effect  
on 15 August 2000

© BSI 08-2000

ISBN 0 580 33181 4

Amendments issued since publication

| Amd. No. | Date | Comments |
|----------|------|----------|
|          |      |          |
|          |      |          |
|          |      |          |
|          |      |          |

# Contents

|                                        | Page |
|----------------------------------------|------|
| Foreword                               | ii   |
| Introduction                           | 1    |
| 1 Scope                                | 1    |
| 2 Normative references                 | 1    |
| 3 Terms, definitions and abbreviations | 1    |
| 4 CCTV system design                   | 3    |
| 5 Operator procedures                  | 8    |
| 6 RVRC specification requirements      | 9    |
| 7 RVRC procedures                      | 9    |
| 8 Incident management                  | 10   |
| 9 Service levels                       | 11   |
| 10 General                             | 11   |
| Bibliography                           | 12   |

## Foreword

This Publicly Available Specification, PAS 38, has been published to provide an interim specification for companies installing and monitoring detector activated CCTV systems. These systems are becoming more widely available and responding authorities need to be assured that systems meet certain minimum requirements.

This Publicly Available Specification is not to be regarded as a British Standard. It will be withdrawn upon publication of its content in, or as, a British Standard.

Acknowledgement is given to the following organization which was involved in the development of this specification:

British Security Industry Association – CCTV Section and Security Systems Section

This Publicly Available Specification has been prepared and published by BSI which retains its ownership and copyright. BSI reserves the right to withdraw or amend this Publicly Available Specification on receipt of authoritative advice that it is appropriate to do so. This Publicly Available Specification will be reviewed at intervals not exceeding two years and any amendments arising from the review will be published in an amended Publicly Available Specification and publicized in *Update Standards*.

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

**Compliance with a Publicly Available Specification 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 12, an inside back cover and a back cover.

## Introduction

This Publicly Available Specification is intended to provide guidance to installers on best practices for the installation and operation of detector activated remote CCTV surveillance systems and to remote video response centres (RVRC) monitoring such systems in order that the systems meet the requirements of the owner. Systems installed and monitored in accordance with this code of practice should be able to obtain response from the police (or other responding authority) to a confirmed incident.

This type of CCTV system operates in the following way. When a detector is activated, images are displayed at an RVRC and this is normally regarded as an event. However, police should not simply be called in response to an event. Operators should view images for a period of time and may only call police if there is positive evidence in these images of unauthorized access to the site and of actual criminal or other untoward activity. There may be circumstances where an event is to be regarded as an alert. The intention in these situations would be for the operator to call the owner or users of the system and not to call the police.

The normal mode of operation for these systems is not to display images at a RVRC unless there has been an activation 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.

## 1 Scope

This Product Assessment Specification gives guidance on the design, installation, commissioning, operation and monitoring of detector activated remote CCTV systems.

## 2 Normative references

The following normative documents contain provisions, which, through reference in this text, constitute provisions of this Product Assessment Specification. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. For undated references, the latest edition of the publication referred to applies.

BS 4737 (all parts), *Intruder alarm systems*.

BS 5979, *Code of practice for remote centres for alarm 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 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 0008:1996, *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 Product Assessment Specification, the following terms and definitions apply.

#### 3.1.1

##### activation

detection of an event causing the transmission of images to an RVRC

#### 3.1.2

##### alert

activation where there is no positive evidence in images of unauthorized access to the site and of actual criminal activity

### **3.1.3 control equipment**

equipment for processing and initiating the onward transmission of information to the RVRC

### **3.1.4 closed site**

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

### **3.1.5 CCTV system**

system consisting of camera equipment, monitoring and control equipment, which may be necessary for the surveillance of a defined security zone

### **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 the secure area

### **3.1.9 incident**

activation where there is positive evidence in images of unauthorized access to the site and/or of actual criminal activity

### **3.1.10 open site**

site not entirely surrounded by a soundly constructed and secure barrier

### **3.1.11 operator**

person specifically designated, trained and authorized by an RVRC to carry out monitoring of the system

NOTE This can include the role and responsibilities of "Data Controller" (see note to 3.1.12).

### **3.1.12 owner**

legal person or organization designated as having overall responsibility for the formulation and implementation of the policies, purposes and control of a CCTV scheme and associated data

NOTE Attention is drawn to the role of "Data Controller" as prescribed by section 1, sub section 1 of the Data Protection Act 1998 [1]. The owner may be a partnership providing it is formally constituted.

### **3.1.13 recorded material**

data stored such that it can later be recalled

### **3.1.14 remote video response centre**

operation which is continually manned during the hours which monitoring is undertaken, 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