

PROCEDURES FOR COMPLIANCE WITH THE ACPO/ABI SECTOR SCHEME
SALES, INSTALLATION AND MAINTENANCE



**PROCEDURES FOR COMPLIANCE WITH THE
REQUIREMENTS OF THE ACPO/ABI SECTOR SCHEME**

**SALES, INSTALLATION AND MAINTENANCE OF
SYSTEMS INSTALLED**

Scheme

February 2013

PROCEDURES FOR COMPLIANCE WITH THE ACPO/ABI SECTOR SCHEME
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Model Operation Manual

This document is intended for use by organisations supplying intruder alarm systems and includes **model procedures and forms** relating to the recruitment of personnel employed to design, install and maintain such systems.

Model procedures and forms are also included relating to the design installation and maintenance of intruder alarm systems.

The model procedures and forms are provided to assist those employed by organisations registered or seeking registration with inspectorates to develop procedures appropriate to their particular organisation.

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PROCEDURES FOR COMPLIANCE WITH THE ACPO/ABI SECTOR SCHEME
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1. Scope

The following Procedures cover processes within the Company as follows:

- 1 Sales Enquiry, Survey, Quotation and Order Processing
- 2 System Installation and Commissioning Processes
- 3 Corrective Maintenance and False Alarm Management Processes
- 4 Preventative Maintenance Processes
- 5 Complaints Processes
- 6 Security Screening Processes

Associated Forms

The Company utilises various forms referred to within the following procedures to control the processes.

These forms can normally be found within customer, personnel or other specific files or within the Company PC System (where held in soft copy).

Refer to Chief Executive for current issues in all cases.

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1. **Scope**

These procedures have been developed in order to ensure that the Company complies with the requirements of the ACPO/ABI Sector Scheme.

These procedures apply to the Sale, Installation, Commissioning, Corrective and Preventative Maintenance of electronic intruder and hold-up alarm systems, CCTV and Access control systems installed, maintained and monitored in compliance with the following:

BS EN 50131-1: 2006 + A1:2009	Alarm systems – Intrusion systems – Part 1: System requirements, revised as shown in Annex F
DD CLC/TS 50131-7:2010	Alarm systems – Intrusion systems – Part 7: Application guidelines.
BS EN 50136-1:2012	Alarm systems – Alarm transmission systems and equipment – Part 1: General requirements for alarm transmission systems.
BS 8243:2010 alarm	Installation and configuration of intruder alarms designed to generate confirmed conditions – code of practice.
DD263:2010	Intruder and hold-up alarm systems-commissioning, maintenance and remote support- code of practice.
BS 8418:2010	Installation and remote monitoring of Detector activated CCTV systems – Code of practice

The following component standards and documents should be applied in the specification of intruder and hold-up alarm systems, CCTV and Access control systems:

BS 4737: Part 3: Sections 3.0 to 3.14 inclusive	Specifications for components.
BS EN 50131- 6:2008	Alarm systems – Intrusion systems – Part 6: Power Supplies.
BS EN 50136-2-1:1998	Alarm systems – Alarm transmission systems and equipment

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The following parts of BS EN 50136, as appropriate:

BS EN 50136-2-2:1998	Alarm systems – Alarm transmission systems and equipment – Part 2-2: Requirements for equipment used in systems using dedicated alarm paths.
BS EN 50136-2-3:1998	Alarm systems – Alarm transmission systems and equipment – Part 2-3: Requirements for equipment used in systems with digital communicators using the public switched telephone network..
BS EN 50136-2-4:1998	Alarm systems – Alarm transmission systems and equipment – Part 2-4: Requirements for equipment used in systems with voice communicators using the public switched telephone network..
PD 6662:2010:	Annex, A, B and C:
BS 8473:2006+A1:2008:	Intruder and hold-up alarm systems. Management of false alarms. Code of practice
Information Commissioner's	CCTV Code of practice
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
EN 50131-1	Alarm systems – Intrusion systems – Part 1: General requirements
EN 50132-7	Alarm systems – CCTV surveillance systems for use in security applications – Part 7: Application guidelines

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PID 0008	Code of practice for legal admissibility and evidential weight of information stored electronically
BS EN 50133-1	Alarm systems. Access control systems for use in security applications. System requirements
BS EN 50133-7	Alarm systems. Access control systems for use in security applications. Application guidelines
BS EN 50132-7	Alarm systems. CCTV surveillance systems for use in security applications. Application guidelines
BS EN 50132-1:2010	Alarm systems. CCTV surveillance systems for use in security applications. System requirements

Implementation of the following procedures enable the Company to comply with ACPO/ABI Sector Scheme procedural requirements as interpreted. (Where required)
These procedures should be read in conjunction with the applicable British Standard, European Standard/Norm or Code of Practice.

REFERENCE DOCUMENTS:

PROCEDURE	SUBJECT	DOCUMENT(S)
1	Design/Surveying	BS 8243:2010 PD 6662:2010 DD CLC-TS 50131-7:2010 BS EN 50131-1 Alarm Systems – Intrusions Systems 2006 + A1:2009 BS 8418:2010 BS EN 50133-1 BS EN 50133-7 BS EN 50132-1 BS EN 50132-7
2	Planning & Installation	BS 8243, BS EN 50131-3-5:2005 + A1;2008 PD 6662 :2010 DD CLC-TS 50131-7:2010 BE EN 50131-1 Alarm Systems – Intrusions Systems 2006 + A1:2009 BS 8418:2010

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		Current IEE Wiring Regulations BS EN 50133-1 BS EN 50133-7 BS EN 50132-1 BS EN 50132-7
2	Commissioning	PD 6662:2010 DD CLC-TS 50131-7:2010 BS EN 50131-1 Alarm Systems – Intrusions Systems 2006 + A1:2009 DD 263:2010 BS 8418:2010 BS EN 50133-1 BS EN 50133-7 BS EN 50132-1 BS EN 50132-7
3	Corrective Maintenance	PD 6662 2010 DD 263:2010 BS 8418:2010 BS EN 50133-1 BS EN 50133-7 BS EN 50132-1 BS EN 50132-7
3	False Alarm Management	BS 8473:2006 + A1:2008
4	Preventative Maintenance	PD 6662:2010 DD263:2010 BS 8418:2010 BS EN 50133-1 BS EN 50133-7 BS EN 50132-1 BS EN 50132-7
5	Complaint Handling	ACPO Policy
6	Security Screening	ACPO Policy

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PROCEDURE 1

SALES ENQUIRY, SURVEY, QUOTATION AND ORDER PROCESSING

Sales Enquiries and Allocation (*Associated Forms 14 – 16*)

A sales enquiry is taken by any of the office personnel and details of the customer are recorded.

The enquiry detail is forwarded to a Sales Surveyor, who is competent for the system type(s) to be quoted, with the appointment time (where applicable) or the Surveyor contacts the customer and arranges a suitable time.

Where above is impracticable, a specification/quotation may be produced from drawings/tender documents etc. or during installation of the system.

Site Survey

The Sales Surveyor shall attend the premises and provide to the customer his/her company identification card.

The Sales Surveyor shall discuss the prospective customer's needs, expectations and patterns of usage of the premises to be protected to enable the proposal specification and quotation to be completed.

Account shall be taken of the appropriate Police Authority Regulations, Company Codes of Practice and applicable Standards, the level of security required, associated "Risk" and environmental considerations.

Any survey drawings or sketches shall be properly and uniquely identified by name of the Customer, system type, and date. Each placement of security equipment will be shown as necessary with detail of equipment type references, distance from existing equipment/walls/doors, the fixing height and method of fixing.

The Sales Surveyor shall explain the details of maintenance options and the responsibility for fitting fused spurs.

All documentation will be returned to the office and retained securely.

Where the customer agrees to progress, the following procedure will be followed.

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PROCEDURE 1 - Sales Enquiry, Survey, Quotation And Order Processing Continued.....

Quotation Preparation

NOTE: For Take-over of Systems, refer to next Section.

All equipment, materials, labour costs are recorded within the quotation documentation and the quotation price calculated by the Sales Surveyor.

The quotation documentation is utilised for preparation of the Specification and Quotation using the Company standard format including descriptive paragraphs that comply with the applicable British Standards/European Standards and/or Codes of Practice.

On completion of the preparation of the Contract and Specification, the Sales Surveyor will check the completed documentation and, when correct, forward to the customer. One copy is posted/hand delivered to the prospective Customer. A second copy is filed in the appropriate office Quotation file.

Take-Over Procedure

Take-over of Security Systems originally installed by a **firm recognised by an Inspectorate Body which, in turn, must be accredited by the United Kingdom Accreditation Service (UKAS).**

The Sales Surveyor shall ascertain the reason for the take-over. A Take-Over will be carried out where the following applies:

- (i) The Customer has a dispute with their existing supplier.
- (ii) The system complies with applicable Standards and a certificate of Conformance/Compliance has been issued (can be from any UKAS Accredited Inspection Body).
- (iii) The system does not comply with applicable Standards but the prospective Customer agrees in writing to cost of bringing up to standard and issue of a certificate.
- (iv) The system has not been subject to excessive false alarms and is not "Blacklisted". In these cases the cause for the failures must be identified and rectified prior to take over. This may include proposals for updating the system including compliance with current standards.

A Maintenance Agreement will be forwarded to the Customer for signature following Company Procedures and in the case of (iii) above the relevant works are completed.

Take-over of Security Systems originally installed by a **firm NOT recognised by a UKAS Accredited Inspectorate Body.**

Where such an installation is to be taken over, a written report on improvements required is to be compiled.

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PROCEDURE 1 - Sales Enquiry, Survey, Quotation And Order Processing Continued.....

The Sales Surveyor will write to the Customer offering an upgrade and certificate issue. Where the Customer does not accept this proposal, the take-over will be refused.

Where accepted by the Customer, the relevant installation works will be undertaken following Company Procedures.

Take-over of Security Systems originally installed by **the Company**.

A Take-Over will be carried out where the following applies:

- (i) The system complies with applicable Standards and a certificate has been issued.
- (ii) The system does not comply with applicable Standards but the prospective Customer agrees in writing to cost of bringing up to standard and issue a certificate.
- (iii) The system has not been subject to excessive false alarms and is not “Blacklisted”. In these cases the cause for the failures must be identified and rectified prior to take over. This may include proposals for updating for the system including compliance with current standards.

A Maintenance Agreement will be forwarded to the Customer for signature following Company Procedures and in the case of (ii) above the relevant works are completed.

Order Acceptance

On receipt at the office, the Company Chief Executive or his delegated representative will examine the Contract and take the following action.

If the contract is accepted in its totality without any changes, he will sign and date all copies on behalf of the Company and return one copy to the customer and retain one for the contract file. Amended contracts are signed by the Chief Executive adjacent the alteration and processed normally.

If the customer has requested some changes or made any amendments, the Chief Executive will resolve the situation to the satisfaction of both parties and confirm in writing the agreed changes within seven days of receipt.

It may be necessary to revise the specification. The revision will be identified with the new date of issue. The previous issue will be retained on file.

Customer Purchase Orders. In cases where the customer forwards a purchase order in place of the Company Contract, these will be accepted at the discretion of the Chief Executive.

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PROCEDURE 2

INSTALLATION AND COMMISSIONING PROCESSES

System Installation (*Associated Forms 17 – 22*)

This procedure shows the steps taken by the Company to control all installation activities so as to ensure adequate provision of instructions and supervision commensurate with the type and complexity of the installation.

It is the responsibility of the Company appointed person to ensure that:

- (i) Installations are progressed in an efficient and planned manner
- (ii) All documentation and data (specified in the Sales Enquiry, Survey, Quotation & Order Procedure) is available to progress the installation.
- (iii) All applicable documentation as defined within the Company Code(s) of Practice is forwarded to the engineer(s) installing the system.

On receipt of the documentation, Company appointed person will:

- (a) Contact the Customer and arrange a convenient commencement date for the works (if not already arranged).
- (b) Confirm that any special instructions or completion dates are achievable.
- (c) Where applicable, arrange for the ordering of a connection to the Company's approved Alarm Receiving Centre (Certificated to BS 5979).
- (d) Where applicable, arrange application for a Unique Reference Number (URN) to the relevant police authority

The Company appointed person will ensure that the installations are planned to take account of:

- (a) The skills and knowledge levels of the installing engineer(s) under his control.
- (b) Agreed commencement/completion dates are met or agreement with the Customer is obtained for any deviation to the agreed dates.
- (c) All installations are carried out in conformance with:
 - (i) Contract specification
 - (ii) Applicable Company Codes of Practice
 - (iii) Applicable British and European Standards
 - (iv) Health and Safety at Work Act 1974 and all other applicable Legislation
 - (v) I.E.E.(BS7671) Wiring Regulations - current version.

Any query in relation to the above criteria must be referred to the Chief Executive.

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PROCEDURE 2 - System Installation Continued.....

Installation Continued

All completed installations must be inspected and commissioned as per Company Codes of Practice.

The Company appointed person is responsible for ensuring that all hand-over documentation specified within applicable Company Procedures and Codes of Practice is completed by both the hand-over engineer and where relevant by the Customer, and that the office copies of these documents are returned.

The Company appointed person will ensure that all Completion Certificates relating to systems completed **without any remote signalling connected** are held within the "Awaiting Signalling Connections" file.

The Company appointed person will review the situation of outstanding connections with the relevant telecom and police authority on a regular basis to ensure that these connections are completed as soon as possible. Records will be maintained of these actions within the above mentioned documentation until satisfactory completion.

On receipt of a URN, the Company appointed person will forward to the ARC.

Commissioning (*Associated Forms 31, 31a, 32a, – 38, 38a, 39, 39a 40, 41*)

Upon completion of the installation and prior to the handover, it is the responsibility of the engineer commissioning to ensure that the following checks will be carried out:

1. All cables are labelled at the control panel/equipment and any interface units for identification purposes.
2. Applicable Operations Checks are completed as required by the applicable Standard(s) for the system type being installed. Records of these checks are made within the appropriate Company Documentation.
3. A full functional test is to be carried out to ensure that system operates as required to the requirements of the Specification and customer.
4. A complete test is to be carried out to the Alarm Receiving Centre where applicable.
5. All Handover Documentation is completed and distributed as required by applicable Standards and Company Technical Manual/Codes of Practice.
6. The system is completed to the full satisfaction of the customer (confirmed by the signing off of a Completion Certificate).

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PROCEDURE 2 - Commissioning Continued.....

7. **Intruder Alarms only.** The entry/exit route will be explained to the customer and the necessity for staff control that may help to prevent false alarms during the setting and unsetting period. The control panel entry time and the Alarm Receiving Centre time windows should be set to allow adequate time for operation (including all BS 8243:2010 and PD6662:2010 requirements).
8. The customer will be made aware of procedures with the Alarm Receiving Centre and, where applicable for Intruder Alarms, monitored or record only open/close. The use of the password and false alarm prevention will be explained.
9. The User's Manual will be used to explain the method of operation and the customer should then be asked to operate the system in the presence of the engineer.
10. A copy of the specification will be left adjacent to the control panel or with the customer for service use.
11. Any item(s) of the specification that deviate from the system will be noted on "As Fitted" document and returned to the office. Where deemed necessary by the company, the specification will be re-typed and a copy filed in the customers' file.
12. The Digital Communicator chip may be left on site if the system is not connected or returned to the office.

Installation Handover Procedure

The Company's objective is to provide the customer with a correctly installed system and as much relevant information as necessary to enable them to understand and operate the system with complete confidence. The benefits of this are as follows:

1. The customer will be able to familiarise themselves with the system more effectively and recognise that the Company has been professional in the method of the handover and issue of documents.
2. The number of false alarm activations emanating from a system, through customer mis-operation will reduce.
3. A high quality handover procedure will reduce the number of service calls caused by customer error.

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PROCEDURE 2 - Commissioning Continued.....

	ACTION REQUIRED
<p>Specifications</p> <p>No Alterations.</p> <p>Alterations to a Specification.</p>	<p>Leave copy with customer documentation</p> <p>Note alteration(s) and leave copy with customer documentation. Complete "As Fitted" Document where applicable, obtain customer's signature and return form to the office.</p>
<p>System User's Handbook</p> <p>Every new system must be issued a System User's Handbook. The sections to be completed are as follows: Name and address of customer System visits record (for service/maintenance) Company and system details Equipment Installed Operational Checks (record of resistance readings, PSU voltage and current readings etc) Record of bell delay, entry/exit & bell cut off times etc where applicable</p>	<p>Leave with customer.</p>
<p>Completion Certificate</p> <p>Complete all items as applicable. Checklist, enter N/A where not applicable to the system. To be signed by the engineer and customer.</p>	<p>Return to the office.</p>
<p>Notification to Police & Environmental Health (Intruder Alarms Only)</p> <p>Advise customer of the requirement for them to complete and for them to forward to the relevant authorities.</p>	<p>Leave with customer.</p>
<p>Telephone Number Stickers</p>	<p>Fix to control panel</p>
<p>Control and Indicating Equipment – Operating Instructions</p> <p>Complete as required.</p>	<p>Hand to customer.</p>
<p>Keyholder Information (where required if not forwarded direct to the customer from office administration)</p> <p>The engineers pack may contain a Keyholder Form with spaces for the name, address, telephone number and password.</p>	<p>Ensure that all sections are complete and return to the office.</p>

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PROCEDURE 2 - Use of Sub-Contractors *(Associated Forms 12 – 13)*

Sub-Contractors

General

Occasionally sub-contractors will be employed for the installation of security systems. The following procedure describes the process involved in the selection, acceptance and on-going assessment of sub-contractors:

- a) The Managing Director or nominated person is to be responsible for the overall management of sub-contractors.
- b) The General Manager, in conjunction with the Technical Director is to be responsible for reviewing training needs and maintaining records.
- c) The Technical Director is to be responsible for the maintenance of all sub-contractors' logs.
- d) The Technical Manager is to be responsible for the assessment of all sub-contractors work at installations.

Scope

This procedure covers the following areas of sub-contracting management:-

- a) Selection of Sub-Contractor
- b) Acceptance of Sub-Contractor
- c) Training
- d) Ongoing Review of Sub-Contractors
- e) Assessment
- f) Management Review

Detailed Procedure

Selection from:

- a) Approved sub-contractors list, a firm or person for a further contract.
- b) Person or firm if highly recommended by another SSAIB security installing company.
- c) Person or firm if recommended by a company employee.
- d) Before any commitment to utilise the services of a sub-contractor, carry out full security screening to current British Standards.
- e) Only those sub-contractors that meet the required criteria will be permitted to work and only after agreeing to company Terms and Conditions, and signing the Company's declaration.
- f) All sub-contractors will be required to carry their own Public Liability Insurance to the minimum statutory requirement or as required by any main contractors or customers.

PROCEDURE 2 – Use of Sub-Contractors continued....

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Acceptance:

- a) Once satisfactory full security screening has been completed, the name of the sub-contractor may be added to the "Approved Sub Contractors List".
- b) All sub-contractors will be required to sign an agreement form.
- c) All sub-contractors will be issued with field manuals, and company identification cards.

Training:

- a) All sub-contractors will receive training according to their needs and records of that training will be maintained by the company.

Ongoing Review of Sub-Contractors:

- a) A log of all installations on which the sub-contractor was employed will be maintained, to include the date started, and the date of completion.

Assessment:

- a) Every 4 months the Technical Manager or nominated person will undertake, on all sub-contractors, an assessment of their work at a specific site.
- b) If in the opinion of the Technical Manager and/or the General Manager, the quality of work falls beneath an acceptable level then that sub- contractor may be removed from the sub-contractors approved list.

Review:

- a) The approved sub-contractor list, workloads and assessment of sub-contractors will be reviewed twice yearly and findings reported to the Management Review Meetings.

PROCEDURE 3

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CORRECTIVE MAINTENANCE AND FALSE ALARM MANAGEMENT

Corrective Maintenance (*Associated Forms 23, 24, 26, 27, 30,30(a) and 43*)

General

(Follow PD 6662:2010 scheme, DD 263:2010 for I&HUA systems)

All requests from customers for an engineer visit will be recorded. The following will be recorded as a minimum:

- i) date and time of receipt of call
- ii) customer name/identification detail
- iii) reason for the call
- iv) date and time of close-down

These requests will be forwarded to the engineers with an overview to ensure, where practical, that the Company's contractual obligations with the specific customer is achieved (e.g. for Intruder Alarms 4 hours or before the alarm system is required to be 'set', whichever is the longer).

Corrective Maintenance

The engineer will determine the cause of any alarm activation, fault or other request for attendance and then carry out one or more of the following taking into account the requirements of all applicable Standards, Codes of Practice and the Company Technical Manual:

- a) Repair and leave the system fully operational.
- b) Temporarily repair the alarm system subject to the customer's approval.
- c) With the customer's approval, disconnect part of the system.
- d) In the case of a telecom line fault, to confirm the condition and change the system to alternative signalling (if installed).
- e) Fit temporary or permanent protection following break-in or damage.
- f) Refit/reconnect protection or fit additional protection at the customer's request.
- g) **Intrusion Alarms:** Investigate the cause of any false alarm as defined within the Company Code of Practice for False Alarms.
- h) Where a break-in or other incident has occurred an incident report form will be completed.

PROCEDURE 3 – Corrective Maintenance & False Alarm Management Continued.....

All Corrective Maintenance Calls

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A report of all actions taken will be made on the Engineers Report Sheet and the customer's signature obtained. A copy of this report will be left on site with the customer.

The engineer will return the other copies to the office.

On completion of the call the engineer will report his completion, actions taken and/or any further action required back to the service reception.

In the case of:

- i) confirmed telecom line faults then this information will be passed (where applicable) to the Alarm Receiving Centre. The Alarm Receiving Centre will action/progress with the appropriate telecom service provider until rectified.
- ii) A temporary disconnection, the information will be passed to service reception, recorded and follow-up action arranged to re-connect. The service engineer will record actions taken on re-connection within an Engineers Report Sheet as detailed above.

False Alarms (Policed and Non-Policed)

All False Alarms will be recorded as follows:

- i) Either PC Software System or
- ii) Paper based systems (such as log books, diaries, etc.)

Note: The above may change from time-to-time as business needs dictate.

Corrective Maintenance Spares

Spares will be kept within the Company for all current standard stock equipment or on site for large installations as necessary as required by the current standards applicable.

It is additionally the policy of the Company to maintain stocks, where practical, of obsolete equipment or component parts.

Notwithstanding those mentioned above, the Company will make effort to obtain and/or arrange repair for other obsolete equipment. Where impractical then an alternative will be recommended.

Engineers' vehicles will be equipped with a minimum "Standard Stock" requirement as local needs dictate to cover most circumstances.

PROCEDURE 3 – Corrective Maintenance & False Alarm Management Continued....

Out of Hours Corrective Maintenance Call Requests in accordance applicable standard(s)

The Company provides out-of-hours Engineers as follows:

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- 1) Out-of Hours Corrective Maintenance Rota
- 2) Arrangement with another SSAIB or NACOSS Firm within the local area(s) under contract.
- 3) A combination of the above.

Note: The above may change from time-to-time as business needs dictate.

False Alarm Management

Note: For personnel attack alarms the BSIA 10 point plan should be implemented.

First Activation

The engineer shall note full details of the root cause of activation on corrective maintenance report together with action taken – if customer error, provide local instructions to prevent repetition. If cannot be identified or rectified inform the Company appointed False Alarms Manager via the Engineers Report Sheet.

Second Activation

The engineer shall note full details of root cause of activation on corrective maintenance report together with action taken. If customer error, provide local instructions to prevent repetition. If cannot be identified or rectified inform the Company appointed False Alarms Manager via the Engineers Report Sheet.

The Company appointed False Alarms Manager will forward a letter to the customer advising of the local Police Force Policy. If necessary, the Company appointed False Alarms Manager will make arrangements for a site meeting to discuss a resolution.

If the system error continues, additional instruction will be offered. Where Company related, the engineer will make arrangements for a thorough check of the system.

Third Activation

The engineer shall note full details of the root cause of activation on the Engineer's Report Sheet together with action taken. Where customer error, the engineer will provide local instructions to prevent repetition. If problem cannot be identified or rectified inform the Company appointed False Alarms Manager via the Engineers Report Sheet.

The Company appointed False Alarms Manager will make arrangements for a site meeting to discuss a resolution. If fault or corrective action cannot be diagnosed, report to the Chief Executive.

PROCEDURE 3 – Corrective Maintenance & False Alarm Management Continued....

Fourth Activation

The engineer shall note full details of the root cause of activation on Engineers Report Sheet together with action taken. If customer error, provide local instructions to prevent repetition. If

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problem cannot be identified or rectified inform the Company appointed False Alarms Manager via the Engineers Report Sheet.

If customer related, the Company appointed False Alarms Manager will forward a letter to the customer advising of the local Police Force Policy. If necessary, the Company appointed False Alarms Manager will make arrangements for a site meeting to discuss a resolution.

If Company error, the Company appointed False Alarms Manager will attend site. If fault or corrective action cannot be diagnosed report to the Chief Executive. If fault cannot be remedied, the Chief Executive and/or those appointed by him will attend site.

Systems off Response

Where systems have not met the current ACPO policy, the police will withdraw response and advise the customer in writing.

The Company must ensure that:

- i) no further activations are passed to the police by the Alarm Receiving Centre
- ii) the Company False Alarms Manager monitors and records all further activations
- iii) the customer is advised in writing of the withdrawal of police response and an offer made to upgrade the system to a Confirmed Alarm System (including the requirements of BS 8243:2010) for I&HAS.
- iv) when the system has been upgraded, a request is forwarded to the police to reinstate the system to Level 1 Response as soon as possible.

Records

The Company appointed False Alarms Manager will maintain a record of all actions taken.

Diagnosis of False Alarms.

- 1. Check customer operational procedure, including securing of premises, setting procedure for the system and whether all staff involved with closing and opening premises are conversant with these procedures.
- 2. Check the premises for any change of use or structural changes, electrical supplies or work which could affect the alarm system.
- 3. Check for seasonal displays i.e. Christmas decorations, suspended mobiles and sale signs in the field of environment.

PROCEDURE 3 – Corrective Maintenance & False Alarm Management Continued....

- 4. Check possible sources of environmental interference, e.g. heating systems automatic lighting control and radio frequency interference.
- 5. Check correct operation of alarm systems, in particular:
 - (a) Control equipment and systems own log if available.
 - (b) Power supply, including the standby batteries.

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- (c) Movement detectors. Carry out walk tests and check that range is properly set.
- (d) Beam interruption detectors: check that beams are not likely to be obstructed or attenuated by dust or dirt.
- (e) Point detectors: check that protected doors and windows are physically secure when closed.
- (f) Cabling and connections: check that the loop resistance and values remain constant and agree with previous measurements. Check that connections to audible alarms are sound.
- (g) Signalling systems: check for correction operations and proper connections via telecom lines. Check that connections to audible alarms are sound.
- (h) Check all tamper circuit connections.
- (i) Check equipment related to exit access route includes final exit/first entry locks and switches.

Statistics

The Chief Executive or his appointed deputy is responsible for ensuring statistical information that is required for the Management of Corrective Maintenance is produced.

These statistics include:

- 1) Contractual Corrective Maintenance Response Times
- 2) False Alarm Statistics (monthly and rolling 12 months)

Within the Company this is achieved through the following methods:

- a) PC Software System or
- b) Paper based systems (such as log books, diaries, etc.)

Note: The above may change from time-to-time as business needs dictate.

The Chief Executive or his appointed deputy is responsible for ensuring statistical information is analysed on a monthly basis and any appropriate corrective action is documented.

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PROCEDURE 4

PREVENTATIVE MAINTENANCE

(Associated Forms 25 – 29, 29(a))

Preventative Maintenance will be carried out on installations to meet the Company's contractual obligations.

For Intruder Alarms, this will be in accordance with PD 6662:2010, DD 263:2010, but may be more frequent in some particular cases. Where possible the customer (normally domestic customers) should have been notified of the visit.

For all other systems, preventative maintenance will be in accordance with appropriate Standards, Codes of Practice.

Engineers will be provided with either a list of maintenance visits due (weekly, monthly, etc) or on an individual basis as arranged by the office.

Within the Company this is achieved through the following methods:

- c) PC Software System or
- d) Paper based systems (such as log books, diaries, etc.)

Note: The above may change from time-to-time as business needs dictate.

Where any premises are found to be unoccupied on arrival, the customer can be notified by leaving a copy of a service report stating that the engineer called but was unable to gain access and requesting that they contact the office to arrange a mutual date for a further visit.

All Preventative Maintenance will be carried out to meet the requirements of the applicable Standards, Codes of Practice.

Remote Signalling:

It is important that local police and Telecom procedures are followed when tests are conducted with remote signalling systems. Engineers must be aware of the requirements in the police area in which they are working.

Engineers must inform Alarm Receiving Centres of what tests are to be performed and in what sequence they will be carried out. The system should be tested so that all signals are sent through to and received by the Alarm Receiving Centre in accordance with DD263:2010.

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PROCEDURE 4 – Preventative Maintenance Continued....

Remote System Check

Remote system checks will be conducted following relevant codes of practice, for I&HAS DD263:2010

Records

Before leaving the premises, the signature of the customer or their representative will be obtained on a Preventative Maintenance Report Sheet. A copy of this must be given to the customer.

Where any part of the system is disconnected the approved signature of the customer must be obtained and recorded on the Preventative Maintenance Report Sheet.

Statistics

The Chief Executive or his appointed deputy is responsible for ensuring statistical information that is required for the Management of Preventative Maintenance is produced.

These statistics include:

- 1) Monthly Contractual Maintenance Achievement
- 2) Annual Contractual Maintenance Achievement (annual or rolling 12 months)

Within the Company this is achieved through the following methods:

- e) PC Software System or
- f) Paper based systems (such as log books, diaries, etc.)

Note: The above may change from time-to-time as business needs dictate.

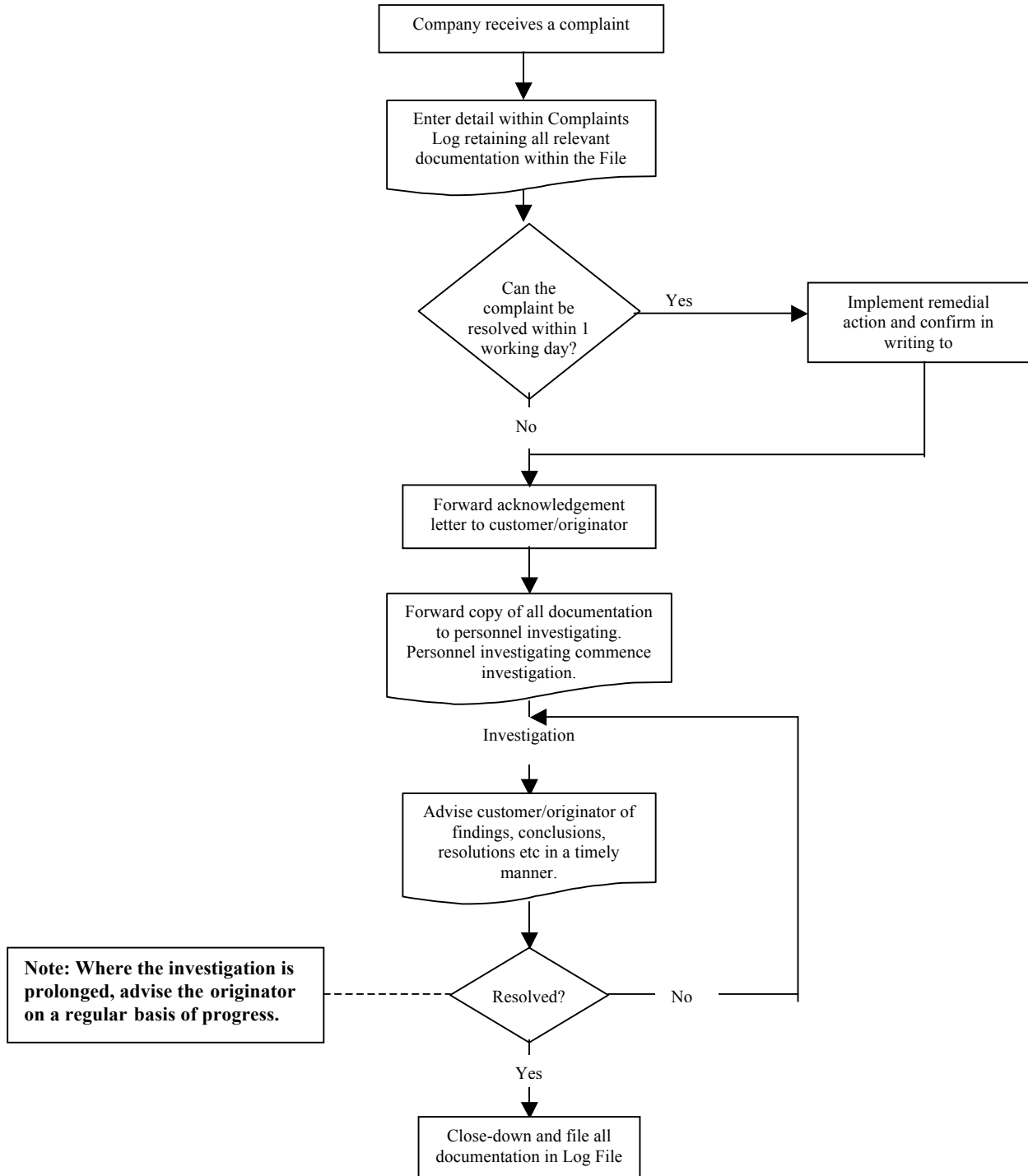
The Chief Executive or his appointed deputy is responsible for ensuring statistical information is analysed on a monthly basis and any appropriate corrective action is documented.

PROCEDURE 5

**PROCEDURES FOR COMPLIANCE WITH THE ACPO/ABI SECTOR SCHEME
SALES, INSTALLATION AND MAINTENANCE
HANDLING OF COMPLAINTS**

(Associated Form 42)

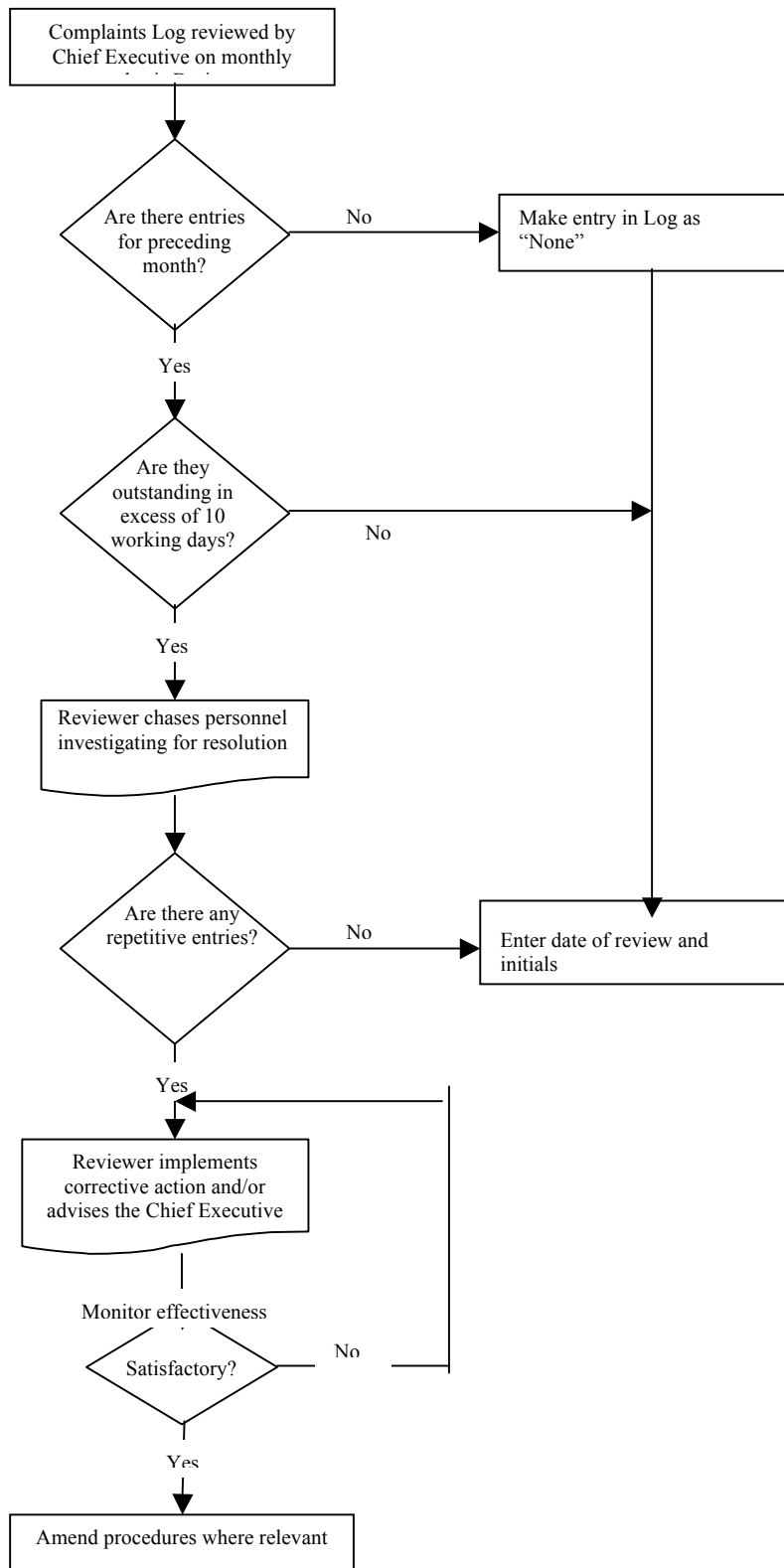
Recording and Investigation



PROCEDURES FOR COMPLIANCE WITH THE ACPO/ABI SECTOR SCHEME
SALES, INSTALLATION AND MAINTENANCE

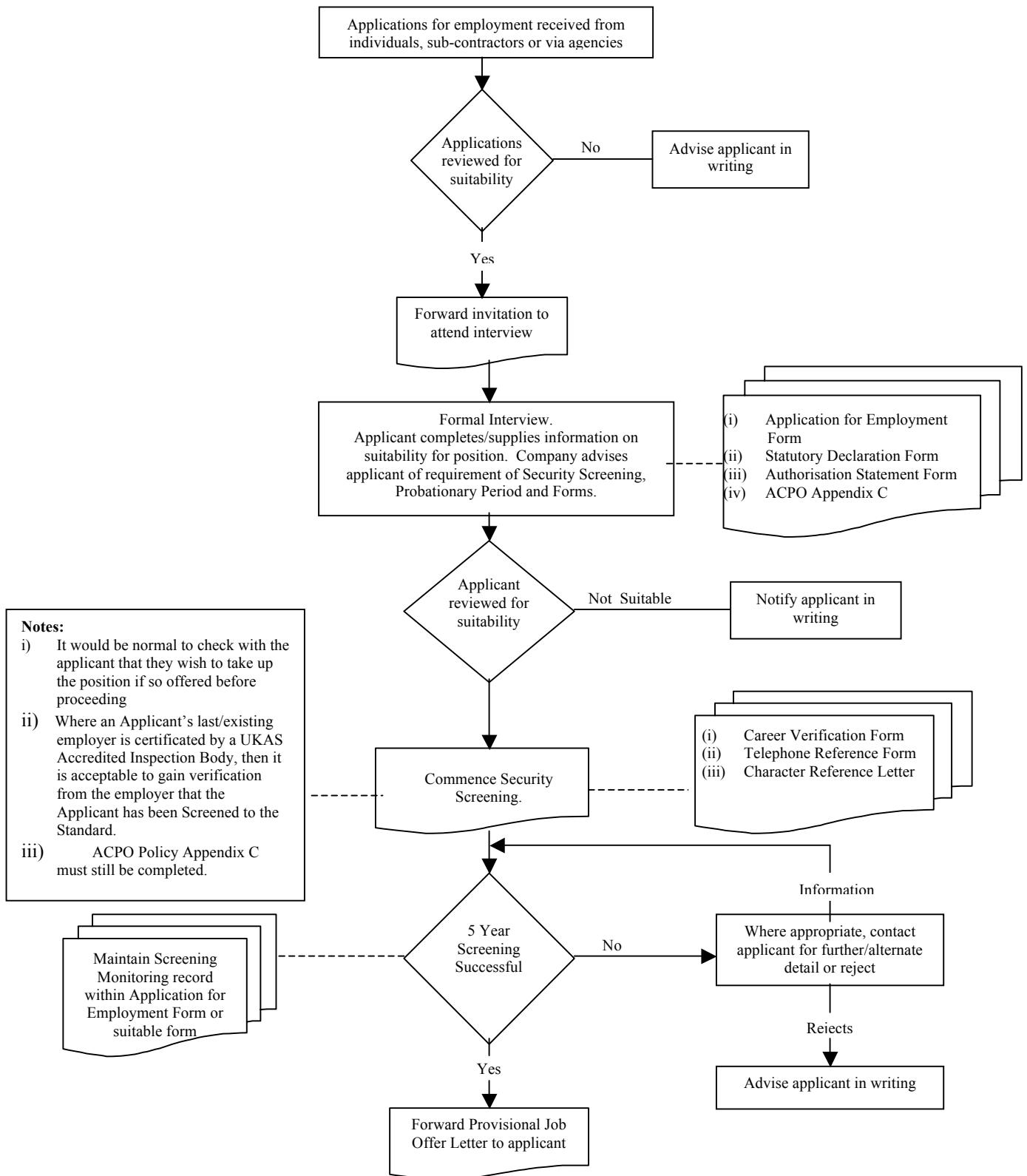
PROCEDURE 5 - Handling of Complaints Continued.....

Monitoring



**PROCEDURES FOR COMPLIANCE WITH THE ACPO/ABI SECTOR SCHEME
SALES, INSTALLATION AND MAINTENANCE**

PROCEDURE 6 – SECURITY SCREENING *(Associated Forms 1 – 8)*



Continued on next page

**PROCEDURES FOR COMPLIANCE WITH THE ACPO/ABI SECTOR SCHEME
SALES, INSTALLATION AND MAINTENANCE**

PROCEDURE 6– Security Screening Continued

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