

SECTION:

Alarm Receiving Centre Section (ARC)

SECTION SCOPE:

Membership of the Alarm Receiving Centre Section is open to companies engaged in the monitoring of security systems and/or providing associated ARC services.

SECTION STRATEGY SUMMARY: -

Utilising the 3Es strategy (Educate, Elevate, Evolve), the ARC objective is to shape and educate the professional security industry and wider verticals. Specifically (but not exclusively) with regards the monitoring of professional security solutions by ARC members that require a URN or a professional response.

Educate

- **Raise Awareness of Accredited ARC Value**
 - Explain why accredited ARCs receive priority police response (Level 1) and the risks of non-accredited alternatives.
 - Collaborate with NPCC and other stakeholders to promote the value of compliant monitored systems.
- **Standards & Compliance Guidance**
 - Provide active input into key standards and guidance relevant to ARCs and their operations – particularly including EN 50518 and BS 9518 requirements.
 - Issue best practice documents for ARC signalling, cybersecurity, cloud and regulatory compliance. Data compliance / guidance.
 - **CB** - Guidance on alarm monitoring software / hardware - risk management / audit trail, contributions to standards, product selection, life cycle, best practice use, - create guidance for ARCs for internal audit of systems? For certification, need to know how risks have been addressed. Why do we do things the way we do?
 - Transitioning ARCs from BS 5979 to EN 50518 – what does this look like, and what is the time line?
- **Technology Transition Education**
 - Continue to inform and update members about PSTN and 2G/3G switch-off impacts – 5G / 6G tech going forward.
 - Educate on new tech – horizon scanning, ground truth / integrity.
 - Provide thought leadership papers / podcasts / social Media postings around technology innovation and alarm signalling solutions for professionally monitored solutions.

Elevate

- **Promote Professional Standards**
 - Differentiate accredited ARCs through marketing campaigns and thought leadership.
 - Highlight benefits of monitored solutions to specifiers, CBs, Insurers, NPCC and end-users.
- **Strengthen Industry Influence**
 - Engage with inspectorates, Insurers, NPCC, HMG and procurement bodies to ensure ARC standards are recognized.
 - Do ARCs see themselves as being registered under SIA business licensing – will staff within companies that provide ARC services holding data, be required to be DBS checked / security screened? Is this a driver for ARC members to want to see happen.
 - Support initiatives like ECHO to demonstrate improved response times and operational excellence.
- **Membership Integrity**
 - Maintain high entry standards for new ARC section members.
 - Showcase member achievements through BSIA awards and campaigns.

Evolve

- **Adopt New Technologies**
 - Prepare for cloud-based ARC models, cybersecurity and AI challenges.
 - Develop and participate in SIGs for emerging tech. Engage with relevant stakeholders who bring innovation to the market, evaluate their usage for professional monitoring services.
 - Consider evolving certifications of relevance to new tech. e.g., CySPAG certification.
- **Expand ECHO Connectivity**
 - Drive onboarding of ARCs and police forces to improve alarm response efficiency.
 - Seek an amicable solution to adopting the ECHO Smart URN proposal.
- **Future-Proof Standards**
 - Influence revisions of EN and BS standards to reflect evolving operational needs.
 - Collaborate with stakeholders on innovation and resilience strategies.

Key industry topics that may have interest for the section, could include –

- **Labour** shortages and **skill levels**.
- Creating a professional and nationally **recognised career path** in electronic security.
- Contribution to the **BSIA Library** offering bite sized documents/standards/guidance.
- **Benchmarking** that helps provide comparison on industry status on a regular basis;
- Providing **Keynote speakers** that are **relevant to industry trends**.