

---

# A customer's guide to **BS 8418 detector-activated** remotely monitored CCTV systems

---



May 2016

---

For other information please contact:

British Security Industry Association  
t: 0845 389 3889  
e: [info@bsia.co.uk](mailto:info@bsia.co.uk)  
[www.bsia.co.uk](http://www.bsia.co.uk)

# Contents

<b>Introduction</b>	<b>3</b>
<b>Purchasing a BS8418 system</b>	<b>3</b>
1. Why do you want or need a BS 8418 compliant CCTV system?	3
2. Operational requirements	3
3. Selecting an installer	4
4. Choosing a Remote Video Receiving Centre (RVRC) to monitor the system	4
<b>Operating your BS 8418 system</b>	<b>4</b>
1. Detectors [4.3]	4
2. Camera equipment [4.4]	4
3. Lighting [4.4.2]	4
4. Audio challenge [4.5]	4
5. Your responsibilities	5
<b>Further information</b>	<b>5</b>

## Introduction

The British Standard for detector activated remotely monitored CCTV systems is BS 8418:2015 Installation and remote monitoring of detector-activated CCTV systems – Code of practice.

This guide is provided as a basic aide-memoire and does not replace any of the requirements of the standard.

This guide aims to give you an insight into the benefits of a remotely monitored detector activated CCTV system and highlights the considerations you should make prior to purchase. Such a system will, in most cases, help prevent criminal acts BEFORE they occur.

Careful consideration should be given to each of the following:

## Purchasing a BS8418 system

### 1. Why do you want or need a BS 8418 compliant CCTV system?

- a. A well planned and designed BS 8418 system will enable the constant and efficient security monitoring of your premises.
- b. Having an approved BS 8418 system will provide you with:
  - a level one response from the police or other responding authority
  - a benchmark level of security that could reduce your insurance liability
  - a reduced risk of theft and vandalism.
- c. A BS 8418 system may also add value in such areas as health and safety monitoring or building management.
- d. BS 8418 systems may be considered as an electronic enhancement to conventional on-site security guarding services.
- e. Some of the reasons you may be looking for a BS 8418 system could include:
  - to protect staff during the day and goods during the night.
  - most BS 8418 systems are purchased to protect expensive goods which are stored outside. These may include, for example: cars, lorries, trailers, or building products.

### 2. Operational requirements

It is important to identify the “operational requirements” of the system, i.e. what do you want the system to do? This should be based on a threat assessment and risk analysis. For assistance with this you could ask your insurance company, a member of the BSIA Specialist Services Section or CCTV Section ([www.bsia.co.uk](http://www.bsia.co.uk)).

When developing an Operational Requirement you should consider the features that a BS 8418 system has that offer enhancement over a CCTV system that does not have detector activated remote monitoring. These include:

- ability to respond to a live alarm event
- ability to challenge persons on site using audio
- situational awareness from a remote location
- focussing attention on areas of high risk
- storage of event data off site
- improve effectiveness and safety of security guarding personnel by changing working practices.

### 3. Selecting an installer

- a. Select an installer who is certified to install to BS 8418, to ensure best practice and compliance with standards. Installers will be certified by either the National Security Inspectorate ([www.nsi.org.uk](http://www.nsi.org.uk)) or Security Systems and Alarms Inspection Board ([www.ssaib.org](http://www.ssaib.org)).
- b. Make sure you obtain quotes from at least three CCTV installation companies.
- c. We recommend you choose members of the BSIA, a selection of these can be located at [www.bsia.co.uk/find-a-security-company](http://www.bsia.co.uk/find-a-security-company).
- d. Ask the CCTV installation companies for references from previous customers.
- e. Guidance in specifying a system can be sought from an independent consultancy company. We would recommend members of the BSIA Specialist Services Section or CCTV Section.

### 4. Choosing a Remote Video Receiving Centre (RVRC) to monitor the system

- a. We recommend you choose an RVRC which is a member of the BSIA ([www.bsia.co.uk](http://www.bsia.co.uk)).
- b. Ask the RVRC for references from their existing customers.
- c. Choose an RVRC which is certified to monitor BS 8418 systems to ensure compliance with standards. Inspectorates providing certification include the National Security Inspectorate ([www.nsi.org](http://www.nsi.org)) and the Security Systems and Alarms Inspection Board ([www.ssaib.org](http://www.ssaib.org)).
- d. The RVRC must comply with BS 5979 Category 2 or BS 8591 Category 2.
- e. Request a visit to your chosen RVRC to see a BS 8418 system in operation.

## Operating your BS 8418 system

Note: Where applicable, the relevant clauses in BS 8418:2015 are indicated by the square brackets e.g. [4.3]

### 1. Detectors [4.3]

- a. Detection devices should be fit for purpose and suitable for the environment in which they are used.
- b. Detection should not overspill the boundary of the secure area.
- c. The detection area should always be within the camera's field of view.

### 2. Camera equipment [4.4]

- a. Camera equipment should operate effectively in the lighting conditions on the site, both day and night, to produce a useable image.
- b. The entry/exit route should be viewed by a fixed camera or a functional camera in its parked position.
- c. For areas not intended to be the subject of surveillance, privacy masking may be used to prevent inadvertent viewing.

### 3. Lighting [4.4.2]

- a. Good lighting of the area within the camera's field of view is essential to ensure satisfactory operation of the system, additional illumination may be needed to achieve this. Care should be taken to ensure lighting does not cause a nuisance to others.

### 4. Audio challenge [4.5]

- a. Audio challenge capabilities may be mandatory to obtain a Unique Reference Number (URN) and obtain level 1 police response (please check the appropriate police force policy).
- b. In most cases where audio challenge is used it encourages unwanted visitors to leave the site.
- c. Care should be taken to ensure the audio does not cause a nuisance to the local community.

## 5. Your responsibilities

- a. Staff access - staff should be fully trained in the use of the system and understand the procedure(s) and relevant contact details if they deviate from the agreed entry or exit route.
- b. Make sure you are available for the final commissioning of the system so that you are aware of any outstanding actions or items that may need your attention and to ensure the system meets the agreed operational requirements.
- c. Make sure you provide the following site documentation to the RVRC to ensure the system is acceptable for live monitoring: site address; installer details; site plan; operational schedule; response plan; customer contact details; associated intruder alarm system information; inventory of CCTV equipment installed; and fault reporting procedure (the CCTV company may supply this information directly to the RVRC).
- d. You should have a maintenance agreement in place with a certified CCTV company to ensure continued effective operation of the system and service you have purchased. This will be required to comply with BS 8418 and to obtain (and maintain) police response. Contact details for the maintenance company should be provided to appropriate staff.
- e. You should check the lighting in areas where CCTV cameras are operating and conduct a walk test on a regular basis to ensure the system is functioning correctly in conjunction with the RVRC.
- f. During the operation lifetime of the system, ensure that all changes to the CCTV system configuration, or applicable areas of the supervised premises (detection areas in the camera field of view), are notified to the RVRC at the earliest opportunity.

**Note:** Operators of CCTV systems must comply with the legal requirements of the Data Protection Act 1998. Failure to do so may result in legal action being taken.

## Further information

Further information can be obtained from the following sources to ensure you make an informed decision when purchasing a BS 8418 CCTV System and Remote Monitoring Service:

Your insurance company

Your local crime reduction officer

British Security Industry Association – [www.bsia.co.uk](http://www.bsia.co.uk)

National Security Inspectorate – [www.nsi.org](http://www.nsi.org)

Security Systems and Alarms Inspection Board – [www.ssaib.org](http://www.ssaib.org)

National Police Chiefs' Council – [www.npcc.police.uk](http://www.npcc.police.uk)

Police Scotland – [www.scotland.police.uk](http://www.scotland.police.uk)

The Association of British Insurers – [www.abi.org.uk](http://www.abi.org.uk)

Clean Neighbourhoods and Environment Act 2005

Data Protection Act 1998

### Surveillance camera code of practice

[www.gov.uk/government/publications/surveillance-camera-code-of-practice](http://www.gov.uk/government/publications/surveillance-camera-code-of-practice)

### Surveillance camera code of practice: self-assessment tool

[www.gov.uk/government/publications/surveillance-camera-code-of-practice-self-assessment-tool](http://www.gov.uk/government/publications/surveillance-camera-code-of-practice-self-assessment-tool)

BS 8418 : 2015 Installation and remote monitoring of detector-activated CCTV systems – Code of practice

BS EN 62676-1-1 British Standard on the minimum requirements for a Video Surveillance System

BS EN 62676-1-2 British Standard on security, performance and connectivity of video transmissions

BS EN 62676-4 British Standard on requirements for the selection, planning, installation, commissioning, maintaining and testing of CCTV systems

**This document was created by the CCTV Section of the British Security Industry Association (BSIA).**

The British Security Industry Association is the trade association for the private security industry in the UK. Our members provide over 70% of UK security products and services and adhere to strict quality standards.

CCTV has had a profound impact on crime prevention and detection. The UK leads the way in the application of CCTV and its use is wide-ranging, encompassing facial-recognition technology, remote video monitoring, video smoke detection, mobile systems and Automatic Number Plate Recognition (ANPR) as well as many other functions.

In order to provide guidance and simplification in the complex area of CCTV, the BSIA is very active in the European & International standards arenas and also develops its own guides and codes of practice where currently standards do not exist.

The CCTV section encourages debate on new developments and concerns, such as digital video evidence and facilitating communication protocols between different manufacturers' products. In doing so it seeks to ensure that all stakeholder interests are represented including: security companies, users, the police, inspectorates and insurers. The section also works with government on these issues.

CCTV must be operated responsibly in order to respect citizens' rights and maintain public confidence. Laws such as the Data Protection Act have an important role to play in achieving this. BSIA CCTV companies drive best practice in this area and can provide advice on how CCTV users can adhere to the relevant legislation.

Has a security company, BSIA membership will raise your company profile and ensure that your business is at the heart of influencing the future of the security industry. You will become part of a unique group of high quality and professional companies which are well-respected and well-represented to government, end users, specifiers, standards and legislative bodies. For more information contact the BSIA.

**Worcester**

Kirkham House  
John Comyn Drive  
Worcester  
WR3 7NS

**London**

31 Southampton Row  
Holborn  
London  
WC1B 5HJ

*tel* +44 (0)845 389 3889  
*fax* + 44 (0)845 389 0761

[www.bsia.co.uk](http://www.bsia.co.uk)

 @thebsia

