

VPS Monitoring Centre Administration and Operational Booklet

Scope

This VPS client guide provides contact, administrative and alarm response information in a concise format.

It is intended as a quick reference guide to VPS Monitoring Station Administration and Operational Booklet.

Terms in this document: 'Company' – VPS Site Security, providing monitoring services and the maintenance of alarm systems certified to BS5979, BS8484, BS7858 and BS9518 Cat. II ARC standards

Contact

VPS Site Security, Broadgate House, Broadway Business Park, Chadderton, Oldham OL9 9XA

VPS Monitoring Centre

Open: 24/7

Telephone: 0345 155 2950

Email: control@vpsgroup.com

Investigations & Issues

Email: investigations@vpsgroup.com

Technical Team

Email: technical.support@vpsgroup.com

Client Information Changes

All changes should be sent to control@vpsgroup.com and technical.support@vpsgroup.com

The management of data is the most critical process within the monitoring station and requires the highest level of management control by both our clients and the monitoring station. We strongly advise that at least once per year our clients carry out a data audit (i.e., telephone numbers, URN status, emergency contact details, etc)

Alarm Monitoring Response

Our monitoring station standard response to alarm signals is detailed in the tables contained within this section. All actions taken by the monitoring station are as indicated unless the client advises otherwise.

<u>Fire Alarms</u>	<u>Panic Alarms</u>	<u>Intruder Alarms</u>	<u>CCTV Alarms</u>
30 secs for 80 % received.	30 secs for 80 % received.	90 secs for 80 % received.	90 secs for 80 % received.
60 secs for 98.5% received.	60 secs for 98.5% received.	180 secs for 98.5% received.	180 secs for 98.5% received.

Lone Worker	
Alarm received call/message 10 secs for 80% received. 40 secs from 98.5% received.	Complete Verification 120 secs for 80% received 180 secs for 90% received 600 secs for 98.5% received.

It is the responsibility of the client to confirm to the monitoring station any additional actions the monitoring station may follow on receipt of an alarm signal.

The monitoring system the monitoring station use ('Sentinel Plus') is event-driven and not note-driven, thereby preventing unauthorised actions taking place.

Alarm /CCTV Schedules

The 'Sentinel Plus' monitoring system has a process to automatically Set and Unset a given site/transmitter at a predetermined time and date.

There is a window of 15 minutes for this process to be implemented. This is an automated process which has no operator intervention.

In the event of a failure due to circumstances unknown the operator will be presented with overdue warning alarm

It is the customers responsibility to review their schedules around public holiday periods.

Footage Requests

In compliance with BS5979, all CCTV footage is held for a maximum period of 31 days.

These recordings are the property of the VPS Monitoring Station. We will not release copies of these recordings to a third party unless the requester complies with the Data Protection Act (DPA).

The act is very clear in this area, stating that we must gain permission from all parties involved in the telephone conversation or images before we can release copies.

It is imperative, even if we release copies, that these are not then copied or played back to a third party without our permission.

All footage requests should be sent to investigations@vpsgroup.com

Commissioning Procedures

An approved application form must be submitted to the Monitoring Station Administration team at least 24 hours in advance.

Ensure the Commission procedure can be completed during normal working hours.

VPS will confirm which services are being connected and request the system to be commissioned & on test. If in attendance the Engineer will be asked for the site ID and his engineer's number.

All Alarms, their conditions & restores will be tested, including path failures and dual path failures.

Panel manufacturers and signalling providers may delay certain types of alarm conditions to the Monitoring Station, so they will be aware of these delays and how they can be tested.

Where the signalling has line monitoring these must be tested by path and restored to ensure connectivity.

The Monitoring Station Administration team will validate the 'Signalling Test' and ensure that all the information required to support the Alarm Response has been provided.

Runaway Procedure

The Monitoring Station must protect its customers from faulty CCTV systems which create excessive activity, creating potential delays to genuine CCTV alarms.

The process is as follows: Entering 'Runaway' – If the number of signals from a camera or a detector exceeds ten (10) within a 15-minute period, then the camera or the detector will be placed in the 'Runaway' state.

No action will be carried out by the Monitoring Station when a detector / camera is in the runaway state. Removing 'Runaway' – The camera or detector will remain in the 'Runaway' state until the interval between signals from that camera or detector equals or exceeds 15- minutes.

It is the responsibility of the customer to ensure that all authorised persons on site are informed that they should operate in a way that will minimise the occurrence of spurious activations because of their presence.

They should be made aware that if entry to the site is made, other than by the defined entry route or at times outside the normal operation of the system, the Monitoring Station should be notified in advance.

It is the responsibility of the client to maintain the general housekeeping within the protected areas to reduce false alarms.

This should include maintaining foliage, clearing litter/debris, securing stock and/or stock covers and ensuring any site boundaries are maintained to restrict wildlife movements. Please note this list is not exhaustive and is intended to serve as guidance.

Intruder systems -ENPD6662 & BS8243 Intruder systems and actions

Typical examples for Grade 2/3 Systems (Unless special actions have been agreed with client)

Upon receipt of

- a none confirmed intruder signal the Arc will proceed to contact the keyholders.
- Sequential confirmed intruder systems will result in escalation to the local police force where a unique reference number has been put in place or the Nominated keyholder.
- Hold up alarm will result in escalation the local police force where a unique reference number has been put in place or the Nominated keyholder.
- Tamper or Masking or General fault will result in the Keyholder being contacted unless making up part of a sequential confirmed alarm in which case this will result in escalation to the local police force where a unique reference number has been put in place.

Lone Worker.

VPS only monitor Lone Worker Devices; they are not the maintainer.

The VPS Monitoring Station is fully accredited to BS8484:2022.

The National Police Chiefs' Council (NPCC) will only respond to Level 1 alarms for lone workers if the distress call comes from an ARC audited for and accredited with BS 8484:2022