

EMCS REQUEST FOR CENTRAL STATION CONNECTION FORM

EMCS REQUEST FOR WIRELESS CCTV CONNECTION FORM (NON BS8418) OC93/5

BEFORE THIS SYSTEM CAN GO LIVE, YOU MUST SPEAK TO CCTV ADMIN ON 0844 335 6818

Installer Details

Alarm Installer		Associated Intruder Chip No.	
Company Code			

I confirm that I am authorized to complete this request on behalf of the Alarm Installer.

I / We understand that a binding contract shall be formed in accordance with the Terms and Conditions for the Provision of Monitoring Services incorporated in the Credit Account Application Form which I / We submitted to EMCS and that this contract shall apply to all services referred to in the Application for Services from the earlier of: a) the date that EMCS accepts this EMCS Request For Central Station Connection Form and b) the time that I / We first make a connection to the Communication Centre for the services referred to in this EMCS Request For Central Station Connection Form. Please click [here](#) to see our terms and conditions.

Site Details

Site Name	
Address 1	
Address 2	
Address 3	
City	
Post Code	
Site Tel No	
Site Password	

Transmitter Details

Transmitter Type - Please specify:-	
Is a Siren Installed on site ?	

Premises Open & Close Times

Day	Open	Close
Mon		
Tue		
Wed		
Thur		
Fri		
Sat		
Sun		

Keyholder 1

Name	
Tel 1	
Tel 2	
Password	
Email Address	

Keyholder 2

Name	
Tel 1	
Tel 2	
Password	
Email Address	

Keyholder 3

Name	
Tel 1	
Tel 2	
Password	
Email Address	

Keyholder 4

Name	
Tel 1	
Tel 2	
Password	
Email Address	

Police Force	
--------------	--

Camera Number	Camera Type	Camera Location	Detector Type	Camera Number	Camera Type	Camera Location	Detector Type
1				11			
2				12			
3				13			
4				14			
5				15			
6				16			
7				17			
8				18			
9				19			
10				20			

CCTV RESPONSE PLAN

Any system requiring police response must have a URN and conform to BS 8418 - Installation and remote monitoring of detector activated CCTV systems - Code of practice.

The response below will be taken in conjunction with our form "OC09 Alarm Monitoring Policy - Section 19.

CCTV Activations" for each site supplied by the Customer.

If we do not observe any persons or suspicious activity, no further action will be taken and the alarm will be cleared down with an appropriate comment logged.

Please detail below any special requirements.

<u>Alarm Response Plan</u>
If person seen ALWAYS call Keyholders and ALWAYS sound siren. If nothing is seen the take no further action.
If no footage is sent on a CCTV alarm, call keyholders.
On all alarms where someone is seen on site, please list all relays (using the reverse command) and see if there is a relay. If there is - click on CLOSE relay and then type in the relay number. To turn the siren off, send an OPEN to the same relay
PLEASE NOTE - We cannot dial back into these sites they are one way video clips only

If you would like to change the above default response plan, please specify the details in the box below.

--

Faults

Upon receipt of test overdue (no signal received in 24 hours) - please contact site/keyholders to inform them we have not received a test signal from the site in 24 hours.

For Detector Offline alarms, inform site/keyholders as it means a detector has gone offline

For Tamper alarms, always inform keyholders.

If you would like to change the above default response plan, please specify the details in the box below.

--

Detector Isolation

If your CCTV system has an offending zone which exceeds the false alarm policy, EMCS will isolate the offending zone for a minimum of a 2 hour period until the alarm traffic is reduced below the false alarm threshold (5 signals in a rolling 2 hour period per zone). At this time, the system will notify the keyholder/installer of the isolation.

Please advise how you would like to be notified:-

Please highlight a preferred contact method for **temporary** Detector Isolations below:-

a	Site / Keyholders	By Text	<input type="checkbox"/>	By Email	<input type="checkbox"/>
By default sent to the installer email. Please provide any other recipients					
b	Installer / Maintenance	By Text	<input type="checkbox"/>	By Email	<input type="checkbox"/>
By default sent to the installer email. Please provide any other recipients					
c	Log Only (Informed by report)		<input type="checkbox"/>		

If your CCTV system has an offending zone which is continually excessive, EMCS may isolate the offending zone indefinitely. At this time, our false alarm support team will notify the installer of the isolation and send a detailed report.

All permanent isolations are reported on daily until the zone has been reinstated.

Acceptance

The customer accepts the conditions on this form for the provision of a CCTV Monitoring Service at the site(s).

(EMCS) Signature

Date

(Customer) Company Name

Date

Click here to accept the terms and conditions below.

CCTV MONITORING SERVICE

1. Where specified in this Contract for CCTV Monitoring Services, and provided that the Customer complies with its obligations under clause 5, EMCS shall use its reasonable endeavours during the continuance of the Agreement to:
 - 1.1 Provide the CCTV Monitoring Services in accordance with the Contract for CCTV Monitoring Services;
 - 1.2 As part of the commissioning process of a CCTV system before live operation can occur, an engineer walk test should be undertaken on site by the installing engineer in association with the owner and/or user and in conjunction with EMCS CCTV Support Team. The basic tests should ensure compliance with BS8418 (see BS8418 section Commissioning) in the following aspects:
 - 1.2.1 Location and field of view of cameras and associated detectors
 - 1.2.2 Sensitivity of detectors, including those used to operate lighting
 - 1.2.3 Clarity of images
 - 1.2.4 The accuracy of recorded data, notably labels used to describe the CCTV system
 - 1.3 A detector/input should not be allocated to more than one camera.
 - 1.4 VMD should not be used (unless in conjunction with Calipsa)
 - 1.5 Prior to the commencement of the CCTV Monitoring Services, EMCS shall in accordance with this Form (OC08), test the CCTV System on a 7 day trial to identify any trends at the Premises.
 - 1.6 Upon conclusion of the trial period of the CCTV System verify any activation of the CCTV System. Any faults identified will be notified by EMCS to the customer. All corrective actions, re-configurations, or replacements shall be carried out before the system is re-submitted for another trial period and notified to the EMCS CCTV /support Team. If this is not carried out within 7 days. The CCTV system monitoring will be suspended.
 - 1.7 In the event of an activation of the CCTV System, EMCS shall follow the instructions provided by the Customer in the response plan as set out in this form and in conjunction with our Alarm Monitoring Policy (OC09); and
 - 1.8 Retain a digital record of all CCTV pictures received on activation of the CCTV System for a period of one month from the date of activation.
 - 1.9 If the site is considered to be clear (which will be determined by instructions provided on the response plan), the CCTV operator will cancel the activation and enter descriptive comments.
- 2 In the event of loss of monitoring facilities at EMCS, data from affected systems will be routed to our back up centre. If this is not achieved in less than 15 hours then the customer will be notified so that systems can be monitored locally at the site.
- 3 The Customer acknowledges that the CCTV Monitoring Services requires an interpretative response from EMCS as to whether there has been an Activation. Responses are based purely on the information available at the time and in the reasonable judgement of the person concerned. For the avoidance of doubt, due to the subjective nature of the CCTV Monitoring Services, EMCS accepts no liability for any damage or loss resulting from an incorrect response based upon the reasonable judgement of EMCS.
- 4 The Customer shall at all times during the continuance of the CCTV Monitoring Services:
 - 4.1 Request for CCTV Connection Form (our ref. OC08) and a site map with location and field of view of cameras and associated detectors must be completed and received by EMCS at least 24 hours before an engineer attends site for all new CCTV connections.
 - 4.2 Comply with all requirements and obligations placed upon the Customer under this CCTV Contract for Monitoring Services;
 - 4.3 Where Police attendance is required ensure that the CCTV System conforms to British Standard 8418;
 - 4.4 Ensure that there are sufficient lights on the Premises to illuminate the Premises and that the picture received by EMCS is in its reasonable opinion of sufficient quality to enable an Activation to be identified regardless of the time of day.
 - 4.5 Ensure all authorised persons on the Premises are informed that they should operate in a way that will minimise the occurrence of False Activations of the CCTV System.

CCTV MONITORING SERVICE

5 The Customer agrees that neither the Customer, its agents nor the End User shall add to or modify the CCTV System without obtaining the prior written consent of EMCS.

6 The installer shall carry out two maintenance visits per annum and six monthly preventative maintenance visits.

7 Automated Policy:

7.1 In the event that multiple false alarms are sent from an individual detector/camera, EMCS will isolate the excessive camera/zone (after 5 signals) for a minimum 2 hour period.

7.2 An automated email/text confirming the zone which has been isolated will be sent to the installer/customer at the time the zone is omitted.

7.3 If the camera/zone sends no further traffic in a clear 2 hour period, EMCS will automatically bring this zone/camera back into full service.

7.4 EMCS will only permanently isolate a zone if:

7.4.1 Highly excessive alarm/signal traffic.

7.4.2 Multiple temporary isolations on the same zone over a week.

7.4.3 There is a fault on the camera/detector.

7.4.4 Detection clearly picking up movement outside the monitored area.

7.4.5 Impossible to identify the cause of trigger due to lack of lighting.

7.4.6 Cameras set up as view only from commissioning which are signalling.

7.5 All requests for isolations to be reinstated must go through the false alarm management team. They can be reached on 0844 406 0601 or fast@emcs.co.uk

7.6 In the instance EMCS isolate a zone permanently, both the zone and the cause will be noted and passed to the installer. As soon as we have received confirmation in writing the issue has been resolved, the isolated detector/camera is placed on a soak test period (period to be agreed with installer). If there are no issues after the soak test period, then this will be reinstated. If the issue persists, the false alarm management team will liaise with the installer to try and rectify the issue.

8 Calipsa:

8.1 Calipsa is a deep learning analytic which is a service included on all remotely monitored CCTV with EMCS.

8.2 Calipsa will further analyse any alarm received and help identify if the cause is true or false.

8.3 If it is determined the cause is false (e.g wildlife/environmental), this will not be passed to an operator.

8.4 If it is determined the cause is true, it will be passed through to an operator with analytical data attached, highlighting the cause of the alarm.

8.5 For more information, please contact the CCTV team on 0844 406 0601 or by email at cctv@emcs.co.uk