

Australian Standard[®]

Closed circuit television (CCTV)

Part 4: Remote video



This Australian Standard® was prepared by Committee EL-051, Non-Broadcast Television. It was approved on behalf of the Council of Standards Australia on 6 August 2007. This Standard was published on 31 January 2008.

The following are represented on Committee EL-051:

- Australasian Railway Association
 - Australian Communications and Media Authority
 - Australian Federal Police
 - Australian Security Group
 - Australian Security Industry Association
 - Australian Security Intelligence Organization
 - Engineers Australia
 - Institute of Security Executives
 - Insurance Council of Australia
 - Insurance Council of New Zealand
 - NSW Police Service
 - New Zealand Police
 - New Zealand Security Association
 - Society of Motion Picture and Television Engineers
 - Victoria Police
 - Victorian Security Institute
-

This Standard was issued in draft form for comment as DR 07201.

Standards Australia wishes to acknowledge the participation of the expert individuals that contributed to the development of this Standard through their representation on the Committee and through the public comment period.

Keeping Standards up-to-date

Australian Standards® are living documents that reflect progress in science, technology and systems. To maintain their currency, all Standards are periodically reviewed, and new editions are published. Between editions, amendments may be issued.

Standards may also be withdrawn. It is important that readers assure themselves they are using a current Standard, which should include any amendments that may have been published since the Standard was published.

Detailed information about Australian Standards, drafts, amendments and new projects can be found by visiting www.standards.org.au

Standards Australia welcomes suggestions for improvements, and encourages readers to notify us immediately of any apparent inaccuracies or ambiguities. Contact us via email at mail@standards.org.au, or write to Standards Australia, GPO Box 476, Sydney, NSW 2001.

Australian Standard[®]

Closed circuit television (CCTV)

Part 4: Remote video

First published as AS 4806.4—2008.

COPYRIGHT

© Standards Australia

All rights are reserved. No part of this work may be reproduced or copied in any form or by any means, electronic or mechanical, including photocopying, without the written permission of the publisher.

Published by Standards Australia GPO Box 476, Sydney, NSW 2001, Australia

ISBN 0 7337 8529 8

PREFACE

This Standard was prepared by the Standards Australia Committee EL-051, Non-broadcast Television.

The objective of this Standard is to present requirements for the design, installation, commissioning, operation and management of remote CCTV systems for the purpose of providing—

- (a) alarm verification to initiate response from police (or other approved authorities) to Video Monitoring Centre (VMC) reported incidents; and
- (b) remote video surveillance or remote interactive video management, which may be used to initiate response from police (or other approved authorities) to VMC reported incidents.

This document is intended for use by—

- (i) installers;
- (ii) video monitoring centre (VMCs); and
- (iii) owners and users.

This Standard is largely based on British Standard BS 8418:2003, *Installation and remote monitoring of detector activated CCTV systems—Code of practice*. The major area of change has been to broaden the scope to include remote interactive video management and remote video surveillance in addition to remote video alarm verification.

Cognizance has also been taken of the following in the preparation of this Standard:

AS

- 2201 Intruder alarm systems
- 2201.1 Part 1: Systems installed in a client's premises
- 2201.2 Part 2: Monitoring centres
- 2201.3 Part 3: Detection devices for internal use
- 2201.5 Part 5: Alarm transmission systems

The term 'informative' has been used in this Standard to define the application of the appendix to which it applies. An 'informative' appendix is only for information and guidance.

CONTENTS

	<i>Page</i>
FOREWORD.....	5
SECTION 1 SCOPE AND GENERAL	
1.1 SCOPE	6
1.2 REFERENCED DOCUMENTS	6
1.3 TERMS AND DEFINITIONS	7
1.4 ABBREVIATIONS	9
SECTION 2 CCTV SYSTEM DESIGN AND INSTALLATION	
2.1 GENERAL	10
2.2 MODES OF OPERATION	10
2.3 DETECTOR OR HELP POINT BUTTON POSITIONING AND CONFIGURATION.....	12
2.4 CAMERA POSITIONING AND CONFIGURATION	12
2.5 AUDIO CHALLENGE.....	13
2.6 EMERGENCY BI-DIRECTIONAL AUDIO COMMUNICATIONS.....	13
2.7 CCTV SYSTEM PERFORMANCE AND INTEGRITY.....	13
SECTION 3 COMMISSIONING	
3.1 GENERAL	17
3.2 WALK TEST.....	17
3.3 REFERENCE IMAGES	17
3.4 NIGHT REMOTE CHECK	17
3.5 ENVIRONMENTAL SOAK TEST	17
3.6 FAULTS.....	17
3.7 CCTV SYSTEM REMOTE MONITORING ACCEPTANCE CERTIFICATE.....	17
SECTION 4 OWNER RESPONSIBILITIES	
4.1 SITE INFORMATION	18
4.2 POLICY IN RESPONSE TO ACTIVATIONS.....	18
4.3 STAFF ACCESS	18
4.4 EXCEPTION REPORTING	18
SECTION 5 VMC OPERATOR PROCEDURES	
5.1 GENERAL	19
5.2 FIRE-ALARM PROCEDURES.....	19
5.3 EQUIPMENT FAILURE.....	19
5.4 MANAGEMENT AND OPERATION OF THE VMC	19
SECTION 6 VMC SPECIFICATIONS	
6.1 CONSTRUCTION AND FACILITIES.....	20
6.2 LOGGING AND RECORDING	20
6.3 SUPPORT EQUIPMENT	20
6.4 IMAGE QUALITY.....	20
6.5 TRANSMITTED AUDIO.....	21

SECTION 7	VMC PROCEDURES	
7.1	SITE DOCUMENTATION: THE CONNECTION FORM.....	22
7.2	NON-IMAGE RECORDS AND EVENT LOGS AT THE VMC.....	22
7.3	STORAGE OF IMAGES RECEIVED.....	22
7.4	IMAGES FOR EVIDENTIAL PURPOSES.....	22
7.5	VMC OPERATOR ACTIONS	23
7.6	PICTURE QUALITY CHECK.....	23
7.7	CRITICAL DATA OMISSIONS	23
SECTION 8	ACTIVATION MANAGEMENT	
8.1	CLASSIFICATION OF ACTIVATIONS.....	24
8.2	MULTIPLE UNWANTED ACTIVATIONS.....	24
SECTION 9	SERVICE LEVELS	
9.1	GENERAL	25
9.2	ACTIVATION RESPONSE TIME.....	25
9.3	LOCAL CCTV SYSTEM FAULT REPORTING.....	25
9.4	INCIDENT REPORTING	25
SECTION 10	EQUIPMENT MAINTENANCE.....	26
SECTION 11	PERSONNEL SCREENING.....	27
APPENDICES		
A	RELEVANT STANDARDS AND LEGISLATION.....	28
B	FURTHER INFORMATION.....	29

FOREWORD

As a Code of practice, this Australian Standard should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Attention is drawn to existing legislation concerning health and safety at work, data protection, human rights and the rehabilitation of offenders, race relations and equal opportunities. At the time of publication, the following are relevant:

- (a) Common Law Duty of Care.
- (b) AS/NZS 4360, *Risk management*.
- (c) OH&S Act 2000 and the Regulation: 2001.
- (d) Civil Liability Amendment (Personal Responsibility) Act 2002 (Civil Liability Act).
- (e) Impact of Crimes (Forensic Procedures) Act.
- (f) AS 4804, *Occupational health and safety management systems—General guidelines on principles, systems and supporting techniques*.
- (g) The Evidence Act.
- (h) AS 4806.1.

Compliance with an Australian Standard does not of itself confer immunity from legal obligations.

STANDARDS AUSTRALIA

Australian Standard
Closed circuit television (CCTV)

Part 4: Remote video

SECTION 1 SCOPE AND GENERAL

1.1 SCOPE

This Standard sets out requirements and recommendations for the design, installation, commissioning, operation and remote monitoring of the following:

- (a) Remotely monitored detector-activated alarm verification CCTV systems.
- (b) Remotely monitored interactive video management CCTV systems.
- (c) Remotely monitored CCTV surveillance systems.

NOTES:

- 1 Standards and legislation relevant to systems and equipment are listed in Appendix A.
- 2 Information on choice of technology is given in Appendix B.

1.2 REFERENCED DOCUMENTS

The following documents are referred to in this Standard.

AS

- 4806 Closed circuit television (CCTV)
- 4806.1 Part 1: Management and operation
- 4806.2 Part 2: Application Guidelines
- 4806.3 Part 3: PAL signal timings and levels

AS/NZS

- 2201 Intruder alarm systems
- 2201.1 Part 1: Client's premises—Design, installation, commissioning and maintenance
- 2201.2 Part 2: Monitoring centres
- 2201.5 Part 5: Alarm transmission systems

For a list of the applicable standards, acts and regulations, see Appendix A.

1.3 TERMS AND DEFINITIONS

For the purposes of this Standard, the following terms and definitions apply.

1.3.1 Activation

The successful transmission of images to the video monitoring centre from the remote equipment as the result of an event.

1.3.2 Alert

An activation where there is no positive evidence in the images received of unauthorised access to the site, of actual criminal activity or of other activity that warrants a response.