

REMOTE MONITORING

Our vision is your security



Remote video surveillance systems are driving down the cost of site security and management, achieving payback of capital expenditure within the first year when compared with manned guarding costs.

Savings of up to 80% on personnel costs are being made over five years, with other drivers for implementation including the working time directive; NI increases and regulatory changes, combined with improved levels of security and reduced management overhead.

Yet many facilities managers are not keeping pace with the possibilities offered by electronic monitoring, so in this edition of Security Guide we take a closer look at the tangible benefits that exist for your business, including some of the most common questions asked by customers:-

- *What are the benefits of remote monitoring?*
- *What should I look for?*
- *Can this replace my guard force?*
- *Can this improve my security team's performance?*
- *How will this save me money?*
- *How do I select a suitable supplier?*

WHAT IS REMOTE MONITORING?

Remotely monitored CCTV combines on-site closed circuit television with operator manned off-site monitoring, at a dedicated monitoring station, to provide round the clock professionally operated security management.

CCTV has established itself as one of the most effective ways to reduce crime in your business or other industrial area. When combined with remote monitoring, it becomes an even more effective security management solution – providing instant alerts when problems occur, to ensure that crime against people, theft and destruction are all significantly reduced.

And in today's financial climate, where companies are under increased pressure to improve efficiencies within the workplace and reduce costs, it's a more effective solution that is also more cost effective, when compared with traditional manned guarding costs.

HOW IT WORKS

Remote Monitoring systems use transmission equipment linked to CCTV cameras and detectors on commercial, public sector and, increasingly, domestic sites. If an alarm/detector is triggered, images from an associated camera can be transmitted to a specialised Remote Video Response Centre, (RVRC).

Here operators can manage an incident by accessing a site plan, issuing audio warnings on-site directly to intruders – 'talking CCTV' – which is a sufficient deterrent in over 90 per cent of incidents. If necessary, operators will alert the emergency services, who invariably provide a priority response as the incident has been confirmed visually.

Remote CCTV monitoring works as follows:

- 1) A CCTV system is installed on site with motion detectors covering areas



- that require remote monitoring.
- 2) The system is linked to a CCTV monitoring station using the internet with a secondary back up link (e.g. standard telephone line or the 3G mobile network).
- 3) The system is set up to record locally, just like an unmonitored system, ensuring that all camera images are stored for the required number of days.
- 4) When the system is armed, an activation on one of the motion detectors will send an alarm to the CCTV monitoring station, together with images of the event that has caused the alarm. Operators are able to see the event image and also view live images on site.
- 5) Based on the client's requirements, the operator has a number of options including:
 - i. Using a tannoy system to warn and inform an intruder that they are being monitored and to leave the site (this is a very successful method of preventing criminal activity).
 - ii. Request attendance by the emergency services.
 - iii. Call the customer or a third party to attend the site.

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- iv. Activate additional security measures, such as lighting, alarm systems, access control systems etc.

Additional functionality and interactivity can be built in, tailored to a customer's requirements.

- Live Intervention
- Stops Crime
- Economical
- Delivers 24 Hour Protection
- Prevents False Alarms
- Customised to Your Needs
- Offers You Peace of Mind

BENEFITS

Remotely monitored security could be the best value solution in this climate of economic hardship and correspondingly increasing crime.¹

Remotely monitored, detector activated, CCTV has demonstrated an ability to stop crime at the earliest possible stage on commercial, industrial, public sector and residential sites and, crucially, to assist the police to catch offenders, and provide evidence of the crime.

Remotely monitored CCTV provides visual confirmation by an operator for the cause of specific activations. This minimises false alarms and, importantly, enables the fastest possible appropriate action.

The end result is an event driven method which is significantly more effective than conventional intruder alarms on many different types of sites, and offers major cost, flexibility and reliability benefits when compared to manned guarding, patrols and continually recorded CCTV.

INDUSTRY STANDARD

What is BS 8418?

BS 8418 is a Code of Practice for the installation and remote monitoring of detector activated CCTV systems. It sets out recommendations on best practice for the design, installation, commissioning and operation of detector activated CCTV systems.

PURCHASING A BS 8418 SYSTEM

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

- A A well designed BS 8418 system will enable the constant and efficient monitoring of your premises.
- B Having an approved BS 8418 system will give you a Level One response from the Police or other responding authority.
- C The system could potentially reduce your insurance liability.
- D Such a system will reduce the risk of arson, theft and vandalism.

Operational requirements

It is important to identify the "operational requirements" of the system, i.e. what do you want it to do? Some reasons you may be looking for a BS 8418 system could include:

- A To protect staff during the day and goods during the night.
- B 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.
- C BS 8418 systems may be considered as an electronic replacement or enhancement to security guarding services.

Selecting an installer

- A Make sure you obtain quotes from at least three installation companies.
- B We recommend you choose a member of the BSIA (www.bsia.co.uk).
- C Choose an installer who is accredited to install BS 8418 systems to ensure compliance with standards. Inspectorates providing accreditation would include the National Security Inspectorate (www.nsi.org.uk) & Security Systems and Alarms Inspection Board (www.ssaib.co.uk).
- D Ask the installer for references from satisfied customers.
- E Guidance in specifying a system can be sought from a member of the BSIA Security Consultancies Section.

Choosing a Monitoring Centre

- A We recommend you choose a Remote CCTV Monitoring Centre that is a member of the BSIA (www.bsia.co.uk).
- B Ask the Remote CCTV Monitoring Centre for references from satisfied customers.
- C Choose a Remote CCTV Monitoring Centre which is accredited to monitor BS 8418 systems to ensure compliance with standards. Inspectorates providing accreditation would include the National Security Inspectorate (www.nsi.org) & Security Systems and Alarms Inspection Board (www.ssaib.co.uk).



Why has this new British Standard been introduced?

Increasingly sophisticated intruder alarms are being integrated to incorporate 'smart' detectors and CCTV cameras to provide a means of verifying, or confirming if an alarm is genuine. This ensures that the appropriate response can be actioned quickly and effectively by key holders, and more importantly by the Police. To minimise the number of false alarms that the Police attend, intruder alarms must comply with DD243. Now, with the introduction of BS 8418, this initiative has been applied to detector activated CCTV and remote monitoring.

Official ACPO policy is to only issue URNs, or Unique Reference Numbers, to CCTV systems which comply with BS 8418, and many police forces are likely to respond less rapidly to systems which do not have this accreditation.

COMPARISON OF REMOTE MONITORING WITH OTHER METHODS

The most basic and common option for security on site is probably the intruder alarm. Police forces have historically quoted false alarm rates of over 90 per cent. After major efforts by the industry, this has fallen dramatically, but is still high enough to lead to the very real threat of a

lack of police response and a knock-on effect on insurability. This contrasts with remotely monitored, detector activated, CCTV where, because incidents are visually confirmed, the emergency services have benefited from a near zero false alarm rate from BS 8418 accredited Remote Video Response Centres.

Manned Patrols

Manned patrols can provide some protection from security threats but a major drawback is that by the very nature of patrolling there are unavoidable and dangerous gaps as guards visit a number of sites - windows of opportunity that allow the determined vandal or criminal gangs to move in.

Manned Guarding

If patrols don't work for you, then there is always manned guarding. The advantage over patrols is that someone is constantly on-site; the disadvantages are cost - at least £35,000 per year, poor quality of staff, guards working long hours with associated implications of limited attention span and, ultimately, damage to the site as incidents are missed. Added to this of course, is the lone worker and minimum wage legislation, which has added considerably to manned guarding costs.

CCTV Cameras

Another strategy is to install CCTV

cameras, which can have a deterrent effect for the opportunist. The most common method is simply to continuously record camera images to be viewed later. This is only of assistance after an event to secure a conviction; if it is ineffective as a deterrent, then it won't stop the damaging incident actually taking place and affecting your business insurance or safety.

On-site Monitoring

CCTV may also be monitored on-site by a security guard, but this is as expensive as manned guarding and there is still the problem of maintaining motivation and staying alert when watching a monitor continuously for several hours.

Remote Monitoring

With remotely monitored, detector activated, CCTV - which meets the BS 8418 standard - sites can have the peace of mind that comes from knowing they have been cost effectively transformed into a secure, controlled environment, ready to meet the threat of attack.

COSTS

The economics of this type of CCTV have changed for the better in recent years. It is viable to implement a new remote monitoring solution on site for less than £10,000 for the initial installation and set-up costs and then receive accredited BS 8418 remote monitoring from as little as £20 per week.

The installation costs are dependent on the size of the site and may also be significantly reduced if there is an existing CCTV installation which could be adapted.

WHAT DO GBSG OFFER

GB Security Group have a 24 hour, fully approved, remote video receiving centre. This allows us to provide a completely integrated service while ensuring it meets our high service standards. We provide customers with full reports on their site and monitoring station activity, allowing customers to fully understand and be

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CASE STUDY

A major food processor in Bourne has boosted site security and cut costs with a new remotely monitored CCTV system.

It's the result of a review by GB Security Group, who were asked to conduct a security assessment to establish where savings could be made, whilst enhancing the site perimeter integrity - which was being seriously compromised, with theft and trespass a recurring problem.

It was quickly realised that the 24/7 on-site Security Officer could be replaced by a Remotely Monitored CCTV System incorporating all the required functionality to effectively run the site security.

The security system consisted of an electronically operated main gate with an intercom linked to our RVRC. A second intercom was provided at the inner barrier, where incoming commercial traffic was controlled onto the weighbridge. The weighbridge function was able to be moved and remotely operated from the main factory and controlled by a set of traffic lights at the weighbridge. Visitors and appointments are logged and cleared for entry via the monitoring centre and a pedestrian gate with an intercom allows Agency Staff to be authorised onto the site.

Two more intercoms were installed at the weighbridge, one to the factory and one to the RVRC providing egress from the site and communication between drivers and site management.

The overall site security was achieved using 3 separate transmitters controlled via a broadband connection to 10 fully functioning dome cameras and 9 fixed cameras linked to detectors providing comprehensive perimeter and key areas cover. An audio challenge facility completed the system.

This technology also allows GB Security Group to provide a complete communications management service including the control of video recordings, data protection compliance and full reporting capability. On-site management have full access to the system without compromising the remote control capability of the off-site CCTV Staff.

Overall site security has been increased significantly with the replacement of the security officer. The CCTV system capital expenditure was recovered within 18 months and ongoing savings on manned guarding equal £70,000 per annum after monitoring & maintenance charges.

aware of what is happening on site. We also offer 24 hour in-depth technical support, enabling customers to get the most out of their systems, and with the

reassurance that we are always on hand to help if required. There are no additional charges for individual activations of a remote monitoring system; we pride ourselves on no hidden costs as all our customers pay a transparent fixed price! We can also provide additional services as part of remote guarding including;

- Remote gate opening/closing
- Audio Challenge
- Access Control
- Intercom communication for ingress/egress
- Operate site equipment such as weighbridges, smoke generators and lighting
- Monitor equipment such as plant, fire systems and cold stores

Make the most of remote monitoring services and more importantly stay smart by saving on your security costs.

CUSTOMER CHECKLIST



USEFUL REFERENCES

- ¹ <http://www.info4security.com/story.asp?sectioncode=10&storycode=4122644>