

redcare

BS EN 50131:
Risk Assessment & Grading
An Introductory Guide



redcare Guide To Risk Assessment and Grading for BS EN 50131

The new BS EN 50131 standard for intruder alarm systems, due for introduction in September 2003, brings with it the move to a 'risk based' grading of security systems, and highlights the need for the installer to conduct a risk assessment.

This guide is here to help you get to grips with this new requirement. In it we explain:

- The background to the BS EN 50131 standard
- The need for risk assessment
- Risk assessment – what it involves and how it works
- Why risk assessment presents opportunities for business growth
- How signing up to **redcare**'s Installer Risk Assessment Support Programme will equip you with all the tools to help you make the best – and the most – of the change.

Background & implications of BS EN 50131

Why is this happening?

It is part of the process whereby all countries within the European Union operate to the same set of standards. After several years of discussion and debate CENELEC has developed standards and technical specifications – BS EN 50131 (that so far includes EN 50131-1, EN 50131-6 & TS 50131-7) – that all EU countries are due to adopt on September 1 2003. Part 1 outlines the General Requirements of the standard, Part 6 addresses Power Supplies, and Part 7 details the Application Guidelines, the specifics of design and installation. Together, they deal with the design, installation, commissioning and maintenance of intruder alarm systems and will apply to any new alarm system installed from that date.

What happens to the existing standards?

Wherever there is a conflicting British Standard already in place, that British Standard will be withdrawn after August 31, 2003 – and replaced with the new EU standard. From September 1, it is the European BS EN 50131 standard that is the one that must be adhered to with every new alarm installation.

The need for Risk Assessment

New approach: European legislation and standards apply a ‘risk-based’ approach. The idea is that before it is possible to decide upon a solution to a problem, first the ‘risk’ must be examined. You will see this change of approach being applied not just in security systems, but also in related fields like health & safety, fire prevention and building management.

The process: TS 50131-7 (Application Guidelines) requires that – before beginning any alarm design or installation – an ASSESSMENT must be conducted. Results from this assessment are used to help to inform decisions about what type of intruder alarm system to specify and install. BS EN 50131-1 (General Requirements) requires the designer or installer to decide upon the GRADING of alarm system that needs to be installed. The choice of Grade of intruder alarm will take account of the nature of the premises, the value of its contents, the degree of risk of intrusion and any other factors that may influence the choice of intruder alarm system. Having decided on the Grade of alarm to be installed, only components that have been classified as being to the minimum standard of that particular grade may be used in the installation. For example, Grade 4 components can be happily used in a Grade 3 system, while Grade 2 components could not.

How do I choose the Grade?

BS EN 50131 specifies four grades of alarm system – Grades 1 to 4 (where Grade 1 is the least secure and Grade 4 the most secure¹). The Grade of intruder alarm system to be specified must, according to BS EN 50131-1, depend on the performance required as determined during the Risk Assessment – that is, during the customer meeting, the site inspection and the location survey. In addition to this information installers should bring to bear their own experience of similar sites and of the local conditions. And finally, they will be expected to take into account any requirements imposed by an insurer, if the contents are to be insured.

Choosing what equipment to install

Under the requirements set out in BS EN 50131 every component of intruder alarm equipment must itself be classified under the four grades – Grades 1 to 4.



¹ See BT redcare's 'Security standard requirements for ACPO 2000' or visit the website www.redcare.bt.com

How will suppliers grade their equipment?

Every equipment manufacturer must state the Grade level of each item of equipment he sells. To speed the introduction of the system, equipment manufacturers are being allowed to self-grade their equipment. However, there will be a drive towards independent verification with some insurance companies already indicating that they prefer manufacturers who independently test and verify the Grade of their equipment.

No risk redcare

Both **redcare** and **redcare gsm** have been independently tested for their conformity with the new EU standards and **redcare** has achieved the highest level of security – Grade 4. The independent test report* concluded that the level of encryption applied to **redcare gsm** transmission protocols is ‘sufficiently robust to resist known attack methods.’

redcare is also the only signalling service to be accredited with Secured by Design status by ACPO CPI Ltd. This means that **redcare** has Police Preferred Specification.

You can be sure that, whenever you use **redcare**, you are using the most secure signalling system available. Further details on the independent grading **redcare** has achieved can be found on the last page of this booklet.

How Risk Assessment works

What is it?

It is simply the gathering of information necessary to design a suitable system – one that meets the needs of the customer and any other interested parties such as the insurer – conducted by first making a detailed account of the risks at the premises. This account should be recorded and stored safely after its completion. It may be required to be made available as necessary for auditing by the appropriate inspectorate.

What’s it for?

In summary, the Risk Assessment aims to:

- Consider all possible risks at the premises
- Ensure adequate protection for the customer.

How does it work?

Most of the information required can be gathered by asking the customer and also by conducting a detailed inspection of the customer’s premises and its immediate vicinity.

In many ways the process is similar to current practice. You will need to²:

- Ask questions
- Gather information
- Assess the risk.

The big difference is that now you should:

- Record the facts.

So that’s it, then?

Not quite. Under BS EN 50131 the Risk Assessment process is an ongoing one. There is a requirement to review the Risk Assessment – and also the appropriate design of intruder alarm system – whenever there is a ‘material’ change to the circumstances at the premises. Deciding what constitutes such a ‘material’ change is the responsibility of the owner of the premises, but he may make that decision with the help of his system designer or installer. Examples of ‘material’ changes might be items of value being housed in a different room or structural changes to the internal layout of the premises.

* Independent testing of **redcare** products was carried out on behalf of BT **redcare** by an independently Secured by Design-approved test centre. For more details see separate section Risk Free **redcare**

² DD 243:2002 ‘the design and configuration of the IASs incorporating alarm confirmation technology should take into account the needs and expectation of the customer and the desired response to alarms. The design process should consider the whole of the premises to be protected.

The opportunity for business growth

While there is no requirement to explain the Risk Assessment process to the customer it provides the ideal opportunity to:

- Demonstrate your expertise and breadth of experience
- Make the customer really feel you have taken on board their concerns
- Build customer trust and loyalty
- Provide a framework for system design, highlighting for the customer the firm underlying reasons for the chosen system specification.

And while there is also no requirement to show the completed Risk Assessment findings to the client we think there may also be good sales reasons to do so:

- It adds clarity and confidence for the customer – it's a framework they can understand
- It is a great way to demonstrate your professionalism and differentiate your service from those of your competition.

And, remember, in terms of generating new or incremental business:

- The requirements of BS EN 50131 and Risk Assessment are ongoing. They need to be regularly and systematically reviewed and customers need to be aware of their responsibility to review the risk and the system specification whenever there is any 'material' change to the circumstances at their site
- BS EN 50131 may create opportunities to revisit, reassess and upgrade existing intruder alarm systems.



...always there

How redcare can help

While there is a stipulation of the need for Risk Assessment in the new standard, there is no formal template setting out how this should be done. Inspection bodies (NACOSS, ICON, SSAIB) are likely to want to see evidence that you have completed a Risk Assessment.

This is where **redcare's** Risk Assessment Installer Support Programme gives you the help you need to show you have complied with the standard, and also to build customer loyalty.

Why not join now and make Risk Assessment easy and profitable? After extensive industry consultation we have built a free programme of help, advice and practical easy-to-use tools to take the hassle out of Risk Assessment. We have been listening closely to what you need. And the result is a package that will not only make Risk Assessment easy, but also help you to present survey results tailored to your business and to your customers.

What you get – five steps to business growth

1. FREE Risk Assessment Survey Template

A ready-made step-by-step Risk Assessment Survey Template for commercial premises – supplied in an easy-to-use pad. Based on extensive work with installers, it provides all the questions you will need in an easy-to-ask structured format.

2. FREE On-line Risk Assessment

This on-line resource allows you to construct the Risk Assessment Survey both in a way that's tailored to your business, but also to personalise the finished survey for your customers on your letterhead and incorporating your branding. What better way to differentiate yourself from your competitors.

3. FREE Risk Assessment Survey Design Grid

This Risk Assessment Survey Design Grid is a handy device to help you make observations and notes during the process – at the customer interview, the examination of the premises and location survey.

4. FREE redcare Seminar Programme

As we approach the September 1 date for introduction of the BS EN 50131 standards we will be running a series of seminars on how to make the most of the changes and to ensure all your questions are answered. Leading experts from across the industry will continue to provide back-up support and advice with new developments as the standards roll-out continues. In addition our comprehensive free training programme will incorporate the new BS EN 50131 requirements.

5. FREE Information Updates

As well as these great tools and the free advice programme we will be keeping programme members fully and regularly updated with developments both via email and at our online Risk Assessment website resource.

How to join – it's easy

Simply join up when you visit the special **redcare** Risk Assessment website at www.bt.com/riskassessment. Or phone us now on 0800 800 828

redcare is here to take the load off. We'll give you FREE with our Risk Assessment Installer Support Programme all the tools to not only make it really easy to conform with BS EN 50131 but – better than that – to do so in an individual personalised way, tailored both to your business and your customers. For Your FREE Membership Pack visit the Risk Assessment Installer Support Programme website at www.bt.com/riskassessment redcare. Always there...



Risk Free redcare

redcare and **redcare gsm** have both been independently tested for their conformity with the new BS EN 50131 standard and **redcare** has achieved the highest level of security – Grade 4. Being Grade 4 means that **redcare** can be used in any alarm system, whatever the overall Grading requirements of the system. Using **redcare** means you will never have to worry about the Grade of the signalling path you have chosen, no matter what changes or upgrades may in the future be required.

Why independent testing matters: While some equipment suppliers may prefer to self-grade their equipment we believe your customers will require the reassurance of independently verified performance. Indeed, some insurance companies are already indicating that they prefer manufacturers who independently test and verify the Grade of their equipment.

About the tests: The tests were carried out on behalf of BT **redcare** by an independently Secured by Design-approved test centre. The programme of tests was derived from the Association of British Insurers (ABI) initiative to enable the compliance of alarm signalling systems for the transmission of alarm messages to an alarm receiving centre to be demonstrated. The criteria for the tests applied were defined by the requirements prescribed in BS EN 50136-1-1. Under the standard, the security Grade of an alarm transmission system is defined by its performance against a combination of five parameters:

- Transmission Time
- Reporting Time
- Availability of the Network
- Substitution Security
- Information Security.

As well as fault reporting, both tamper protection and tamper detection were considered within these key areas.

In the case of **redcare gsm** these tests were conducted on both the primary land line and the secondary gsm radio alarm transmission systems. The independent report concluded in particular that the level of encryption applied to **redcare gsm** transmission protocols is 'sufficiently robust to resist known attack methods.'



Secured by Design status: Because **redcare** has passed this rigorous independent testing against BS EN 50131, ACPO CPI has awarded it with Secured by Design Accreditation. **redcare** is the only signalling service to be accredited with Secured by Design status. This means that **redcare** has Police Preferred Specification.

redcare is the Risk Free Solution. Whenever you use **redcare**, you can be sure you are using the most secure signalling system available.

How to contact us
Freefone 0800 800 828
Fax: 020 7929 6490
Email: redcare@bt.com

Web: www.redcare.bt.com
www.redcare.bt.com/riskassessment

redcare Marketing
Freeport WC 4456
London EC3B 3DE

Free redcare Training Programme:
Contact Neil Bartholomew on 020 7645 5529 or
visit www.redcare.bt.com/security/installers



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