

Security

Closed Circuit Television (CCTV) Systems

CCTV is an effective and flexible part of an integrated security system, providing support to physical protections and intruder alarm systems.

In its basic form, a CCTV system comprises cameras, television monitors, and a means of recording photographic images. It can also be enhanced by alarm detection and live transmission equipment to either an on-site security control or a remote centre to be a proactive and responsive element of the integrated security package.

CCTV can therefore deter and detect criminals, give a response, and provide evidence.

Managing the Risk

Design and installation: should be carried out by companies which are Gold accredited by the National Security Inspectorate (NSI). Such companies must submit themselves for audit against the above standards for design, installation, maintenance and monitoring, together with financial stability and administration, staff vetting and training.

System design: needs to be tailored to the specific requirements of the site to be protected, and a full risk assessment should be carried out to establish needs – for example, to control theft, arson and vandalism, and/or to provide access control. There should be comprehensive coverage of all site and building elevations, and adequate external security lighting should be provided to enable good quality images to be obtained 24-hours per day. In order to be fully effective, CCTV cameras require a clear field of vision, and therefore site vegetation should be kept low; an open aspect also helps to make potential criminals feel exposed. Digital recording devices should be used to provide a higher definition image, and increased image storage and retrieval capacities.

System monitoring and response: arrangements and procedures should be carefully considered and applied:

- On-site monitored systems: employees who are required to monitor the system should be thoroughly trained in the use of the system. In addition, clear written employee response procedures should be in place and understood.
- Remotely monitored systems: images can be transmitted to an approved Remote Video Response Centre (RVRC), where Alarm Receiving Centre (ARC) staff will view images and instigate an appropriate response. This response can include 'voice back' facilities to the site to audibly challenge intruders.

- Detector-activated systems, if compliant with BS 8418 Installation and Remote Monitoring of Detector Activated CCTV, form an integral part of the premises intruder alarm system, and are subject to the same notification and police response arrangements as the premises intruder alarm system.

Maintenance: to ensure that the system is maintained in good working order, the system should be checked twice per year by a National Security Inspectorate (NSI) approved installer as part of a maintenance contract.

General Data Protection Regulation (GDPR): From 25th May 2018 the EU General Data Protection Regulation (GDPR) supersedes the Data Protection Act 1998. It expands the rights of individuals to control how their personal information is collected and processed, and places a range of new obligations on organisations to be more accountable for data protection. Places using CCTV will have to complete data protection impact assessments (also known as privacy impact assessments or DPIAs) to identify the most effective way to comply with their data protection obligations and meet individuals' expectations of privacy. Organisations will have to justify the surveillance; CCTV recording will have to be securely stored and encrypted. More information is available on the UK government website (<https://www.gov.uk/government/news/government-to-strengthen-uk-data-protection-law>) and the data protection regulator, the Information Commissioner's Office (ICO) website (<https://www.itgovernance.co.uk/data-protection-dpa-and-eu-data-protection-regulation>).

Specification approval: The standard required by American International Group UK Limited is NACP 20 – CCTV Code of Practice; issued by the National Security Inspectorate (NSI).

The design specification for the system, provided by the installing engineers, should be forwarded to American International Group UK Limited for approval, prior to a contract being signed.

It is essential that the CCTV system is reliable, and resilient against attack or interference; the correct design, installation, maintenance and operation of the system are therefore vital.

Standards: The references are the latest enforceable version of:

- [BS EN 50132 Video surveillance systems for use in security applications. Application guidelines](#)

- NACP 20 – CCTV Code of Practice; issued by the National Security Inspectorate (NSI).
- BS 8418 – Installation and Remote Monitoring of Detector Activated CCTV.
- BS50518 - Monitoring and Alarm Receiving Centre.
- BS8591 - Remote Centre Receiving Signals from Alarm Systems
- Accreditation by the National Security Inspectorate (NSI) for CCTV operations indicates compliance with the above standards.

Solution Supplier

National Security Inspectorate (NSI) is an independent approvals and inspection body for CCTV Systems.
www.nsi.org.uk

For further information please contact your local AIG risk engineer.

www.aig.co.uk

BELFAST

Forsyth House
Cromac Square
Belfast BT2 8LA
Tel: 02890 726002
Fax: 02890 726085

CROYDON

2-8 Altyre Road
Croydon, Surrey CR9 2LG
Tel: 020 8681 2556
Fax: 020 8680 7158

LEEDS

5th Floor Gallery House
123-131 The Headrow
Leeds LS1 5RD
Tel: 0113 242 1177
Fax: 0113 242 1746

MANCHESTER

4th Floor, 201 Deansgate
Manchester M3 3NW
Tel: 0161 832 8521
Fax: 0161 832 0149

BIRMINGHAM

Embassy House
60 Church Street
Birmingham B3 2DJ
Tel: 0121 236 9471
Fax: 0121 233 3597

GLASGOW

Centenary House
69 Wellington Street
Glasgow G2 6HJ
Tel: 0141 303 4400
Fax: 0141 303 4440

LONDON

58 Fenchurch Street
London EC3M 4AB
Tel: 020 7954 7000
Fax: 020 7954 7001

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