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STANDARDS
Australia



Alarm and electronic security systems

Part 2: Monitoring centres



AS 2201.2:2022

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- Australian Digital and Telecommunications Industry Association
- Australian Industry Group
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- Engineers Australia
- Fire Protection Association Australia
- Insurance Council of Australia
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Alarm and electronic security systems

Part 2: Monitoring centres

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Preface

This Standard was prepared by the Standards Australia Committee EL-031, Alarm and electronic security systems, to supersede AS 2201.2:2004, *Intruder alarm systems, Part 2: Monitoring centres*.

The objective of this document is to specify requirements for the construction, equipment, staff and operation of centres used for the monitoring of client alarm and security systems. It also specifies a grading system for assessing the risk profiles of such centres. The grading system may act as a guide for customers of remote alarm monitoring services to choose the monitoring centre most suited to their needs.

The major changes in this edition are:

- (a) Inclusion of risk management processes.
- (b) Inclusion of IT policy management.
- (c) Updated maintenance considerations.
- (d) Reference to video surveillance systems (VSS) to replace closed-circuit television (CCTV).
- (e) Inclusion of new references to standards and other resources.

A list of all parts in the AS 2201 series can be found in the Standards Australia online catalogue.

The terms “normative” and “informative” are used in Standards to define the application of the appendices or annexes to which they apply. A “normative” appendix or annex is an integral part of a document, whereas an “informative” appendix or annex is only for information and guidance.

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Australian Standard®

Alarm and electronic security systems

Part 2: Monitoring centres

Section 1 Scope and general

1.1 Scope

This document specifies requirements for the construction, equipment, staff and operation of centres used for the monitoring of client systems. It also specifies a grading system for assessing the risk profiles of monitoring centres. The grading system may act as a guide for customers of remote alarm monitoring services to choose the monitoring centre most suited to their needs.

NOTE A checklist to provide guidance for determining the grade of the monitoring centre is given in [Appendix D](#).

1.2 Application

Throughout this document, where clause titles include the grading level, the clause applies to the stated grades.

Where the title does not include a grading level, the clause applies to all grades.

1.3 Assessment period

Assessment of a monitoring centre shall be conducted within the lease period of the monitoring centre premises or 24 months, whichever is the lesser.

1.4 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document.

NOTE Documents referenced for informative purposes are listed in the Bibliography.

AS 1670.1, *Fire detection, warning, control and intercom systems—System design, installation, and commissioning, Part 1: Fire*

AS 1682.2, *Fire, smoke and air dampers, Part 2: Installation*

AS 1851, *Routine service of fire protection systems and equipment*

AS 2118.1, *Automatic fire sprinkler systems, Part 1: General systems*

AS/NZS 2201.1, *Intruder alarm systems, Part 1: Systems installed in client's premises*

AS/NZS 2201.5, *Intruder alarm systems, Part 5: Alarm transmission systems*

AS/NZS 62676.1.1, *Video surveillance systems for use in security applications, Part 1.1: System requirements — General (IEC 62676-1-1:2013, MOD)*

AS/NZS 62676.4, *Video surveillance systems for use in security applications, Part 4: Application guidelines (IEC 62676-4:2014, MOD)*

ISO/IEC 27000, *Information technology — Security techniques — Information security management systems — Overview and vocabulary*

EN 1627, *Pedestrian doorsets, windows, curtain walling, grilles and shutters - Burglar resistance - Requirements and classification*