

## SCOPE

This VPS client guide provides contact, administrative and alarm response information in a concise format. It is intended as a quick reference guide to VPS RVRC Administration and Operational Booklet.

Terms in this document:

**'Company'** – VPS Site Security, providing monitoring services and the maintenance of alarm systems (Rapid Deployment Towers, and mobile and/or fixed security systems).

**'RVRC'** –Remote Video Response Centre (certified to BS5979, Cat. II ARC standards).

## CONTACT

VPS Site Security, Broadgate House,  
Broadway Business Park,  
Chadderton, Oldham OL9 9XA

### RVRC

Open: 24/7

Telephone: 0800 294 2828 opt 2  
[control@vps-sitesecurity.co.uk](mailto:control@vps-sitesecurity.co.uk)

### RVRC Admin. Dept.

Open: Mon-Fri 0630-18:00 hrs

Telephone: 0161 300 5000 option 3  
[rvrcadmin@vps-sitesecurity.co.uk](mailto:rvrcadmin@vps-sitesecurity.co.uk)

## CLIENT INFORMATION CHANGES

All information changes should be mailed to

[control@vps-sitesecurity.co.uk](mailto:control@vps-sitesecurity.co.uk)

The management of data is the most critical process within the RVRC and requires the highest level of management control by both our clients and the RVRC. We strongly advise that at least once per year our clients carry out a critical data audit (i.e. telephone numbers, URN status, emergency contact details, etc)

## ALARM MONITORING RESPONSE

Our RVRC standard response to alarm signals is detailed in the tables contained within this section. All actions taken by the RVRC are as indicated unless the client advises otherwise. It is the responsibility of the client to confirm to the RVRC any additional actions the RVRC may follow on receipt of an alarm signal.

The monitoring system we use ('Sentinel Plus') is event-driven and not note- driven, thereby preventing unauthorised actions taking place.

## COMMISSIONING PROCEDURE

The following procedure will be adopted by VPS Engineers for all new, transferred and upgraded systems

1. Submit to the RVRC Administration an approved application form for monitoring at least 24 hours in advance.
2. Ensure the Commission procedure can be completed during normal working hours.
3. Contact our Commissioning desk.
4. Confirm which services are being connected and request the system to be commissioned & on test. The Engineer will be asked for the site ID and his engineer's number.
5. Test each Alarm Condition & Restore, including path failures and dual path failures. In the case of CCTV, he will test all cameras and their functionality.
6. Check all the RVRC responses meet with the end-user's expectations.
7. Panel manufacturers and signalling providers may delay certain types of alarm conditions to the RVRC, so they will be aware of these delays and how they can be tested.
8. Where the signalling has line monitoring these must be tested by path and restored to ensure connectivity.
9. Contact our commissioning desk for the test results.
10. Confirm in the correct order the receipt of all Alarm Signals transmitted.
11. The Commissioning Desk will validate the 'Signalling Test' and ensure that all the information required to support the Alarm Response has been provided.

## CCTV AUTO SET/UNSET

The 'Sentinel Plus' monitoring system has a process to automatically Set and Unset a given CCTV site / transmitter at a pre-determined time and date.

There is a window of 15 minutes for this process to be implemented. This is an automated process which has no operator intervention.

In the event of a failure due to circumstances unknown the operator will be presented with overdue warning alarm.

## RUNAWAY PROCEDURE

The RVRC must protect its customers from faulty CCTV systems which create excessive activity, creating potential delays to genuine CCTV alarms.

The process is as follows:

Entering 'Runaway' – If the number of signals from a camera or a detector exceeds ten (10) within a 15-minute period, then the camera or the detector will be placed in the 'Runaway' state. No action will be carried out by the RVRC when a detector / camera is in the runaway state.

Removing 'Runaway' – The camera or detector will remain in the 'Runaway' state until the interval between signals from that camera or detector equals or exceeds 15-minutes.

### FOOTAGE REQUESTS

In compliance with BS5979, all CCTV footage is held for a maximum period of 31 days. These recordings are the property of the VPS RVRC.

We will not release copies of these recordings to a third party unless the requester complies with the Data Protection Act (DPA).

The act is very clear in this area, stating that we must gain permission from all parties involved in the telephone conversation or images before we can release copies.

It is imperative, even if we release copies, that these are not then copied or played back to a third party without our permission.

All footage requests should be sent to [control@vps-sitesecurity.co.uk](mailto:control@vps-sitesecurity.co.uk)

### RUNAWAY PROCEDURE

It is the responsibility of the customer to ensure that all authorised persons on site are informed that they should operate in a way that will minimise the occurrence of spurious activations because of their presence.

They should be made aware that if entry to the site is made, other than by the defined entry route or at times outside the normal operation of the system, the RVRC should be notified in advance.

It is the responsibility of the client to maintain the general housekeeping within the protected areas to reduce false alarms. This should include maintaining foliage, clearing litter/debris, securing stock and/or stock covers and ensuring any site boundaries are maintained to restrict wildlife movements. Please note this list is not exhaustive and is intended to serve as guidance.