

AWEW/mjc/NSI 004/15

18 February 2015

To: All NACOSS Gold approved companies and applicants

Dear Colleague

CHANGES TO THE RULES OF NACOSS GOLD

I am writing to inform you that we have reviewed NACOSS Gold Code of Practice NACP 3 for management of sub-contracting and NACOSS Gold Code of Practice NACP 5 for management of complaints.

We have decided, as a result of these reviews, to put the revised requirements in a new (Issue 7) edition of NSI Quality Schedule SSQS 101 and to withdraw NACP 3 and NACP 5 from use with immediate effect.

The benefits of putting the revised requirements into SSQS 101 include having everything in one document and showing more clearly how the requirements for management of sub-contracting and complaints relate to BS EN ISO 9001.

With regard to NACP 3, we are lifting restrictions on what you can sub-contract as a result of evolving practices within the industry and, for example, you can if you wish sub-contract preventive and corrective maintenance of intruder and hold-up alarm systems. However it is important to say that under BS EN ISO 9001 and SSQS 101 you must ensure full control over any sub-contracted processes and retain full responsibility for any failure of sub-contractors to carry out work to the required standards.

We have tightened the rules about your entry into contracts to supply monitoring of CCTV systems in order to safeguard the standard of monitoring. Further information relating to rules about sub-contracting is given in the Appendix attached to this letter.

With regard to NACP 5, the requirements for management of complaints are largely unchanged and you should not need to alter your procedure.

We have updated the NACOSS Gold Criteria for Approval in line with the above changes and we have taken the opportunity to clarify the requirements in relation to having a remotely notifying alarm system for your business premises.

The updated NACOSS Gold Criteria for Approval and the new edition of Quality Schedule SSQS 101 are attached with this letter and are available for you to download from the approved company area of the NSI website.



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The new (Issue 7) edition of Quality Schedule SSQS 101 relates to BS EN ISO 9001:2008. A further Quality Schedule will be issued in relation to the new edition of BS EN ISO 9001 due to be published in September 2015.

Please do not hesitate to contact me if you have any questions.

Yours sincerely

Tony Weeks
Head of Technical Services

Att.

APPENDIX

INFORMATION ABOUT RULES RELATING TO MANAGEMENT OF SUB-CONTRACTING

SUMMARY

The revised requirements for management of sub-contracting are contained in the new edition of NSI Quality Schedule SSQS 101 and nothing stated here is intended to add or detract from these requirements. You will need to refer to SSQS 101 for full details of the requirements.

We are lifting restrictions on what you can sub-contract (outsource). However you must retain sufficient in-house expertise (proprietors, directors and PAYE employees) to verify an acceptable service has been provided and have evidence to show the adequacy of sub-contractors' work is validated periodically. By adequacy we mean compliance with all the relevant product standards (for example PD 6662 / EN 50131 series, BS 8418, NSI NCP 104 and NSI NCP 109) and with all your organization's procedures and requirements.

If you choose to sub-contract (outsource) any process, you must ensure full control over these processes and you must define the type and extent of control to be applied to these outsourced processes in the Quality Management System, which must also be in accordance with NSI Quality Schedule SSQS 101.

You retain full responsibility for any failure of sub-contractors to carry out work to your own requirements and the requirements of SSQS 101, including compliance with all the relevant standards and codes of practice.

FURTHER INFORMATION

Under the new requirements you are allowed to sub-contract the following tasks:

1. Generating a sales lead
2. Other pre-contract stages (see below)
3. Installing a security system
4. Inspecting, testing, commissioning and/or handing-over a security system
5. Preventive and/or corrective maintenance of a security system
6. Specialist skills for experienced allied trades

Other pre-contract stages means:

- discussing or advising upon security needs and risks
- carrying out a risk assessment
- surveying a site or premises with a view to specifying a security system
- designing or specifying a security system
- preparing a quotation for the supply of a security system (or for the supply of modifications to an existing security system)
- other pre-contract discussions or negotiations taking place subsequent to one or more of the above stages.



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APPENDIX (CONTINUED)

INFORMATION ABOUT RULES RELATING TO MANAGEMENT OF SUB-CONTRACTING

The following is not an exhaustive statement of the content of NSI Quality Schedule SSQS 101 relating to management of sub-contracting. However, you must:

- a) Maintain a register of all sub-contractors, which must clearly show the services they can supply;
- b) Record clearly the basis of selection of all sub-contractors;
- c) Conclude formal agreements that adequately cover the services to be provided and make it clear services can only be delivered by named individual sub-contractors who have been security screened and whose competency is demonstrated;
- d) Audit and monitor sub-contractors on the same basis as staff personnel;
- e) Brief sub-contractors on the organization's policies, procedures, work instructions and records to be completed to verify completion of assigned tasks or service delivery;
- f) Retain overall responsibility for all sub-contracted services even if extensive use is made of sub-contractors;
- g) Allow us to have the right to audit the work carried out by sub-contractors and interview such sub-contractors to confirm their competence;
- h) Retain sufficient in-house expertise, if system design is sub-contracted, to enable you to verify the designs are compliant with the relevant product standards.

We recommend wherever possible, and particularly in relation to preventive and corrective maintenance of intruder and hold-up alarms, you should set up long-term standing agreements with sub-contractors in order to provide continuity of service meeting the requirements of SSQS 101. These agreements should not stand in the way of an initial probationary period or early termination clauses which come into play if a party to the agreement fails to perform adequately or is in default.

APPENDIX (CONTINUED)

INFORMATION ABOUT RULES RELATING TO MANAGEMENT OF SUB-CONTRACTING

We draw your attention to some important provisions in SSQS 101 relating to:

- permission to use sub-contractors
- use of sub-contractors at customer premises pre-contract
- confidentiality declarations
- code of ethics regarding selling and pre-contract stages
- security screening of sub-contractors.

USE OF ARCS AND CONTROL ROOMS FOR MONITORING CCTV

We are tightening the rules relating to the supply of CCTV monitoring services. This is to safeguard the standard of CCTV monitoring when you, as an NSI approved company, are contracting to provide it.

If you enter into contracts to supply monitoring of CCTV systems (non-BS 8418), you must use only:

- Alarm Receiving Centres (ARCs) approved by NSI for monitoring CCTV systems (or other ARCs approved by an independent third-party approvals organization acceptable to NSI and complying with the requirements of BS EN ISO 9001 and BS 5979 or BS 8591) or;
- CCTV control rooms approved by NSI (or other CCTV control rooms approved by an independent third-party approvals organization acceptable to NSI and complying with the requirements of BS 7958).

The above requirements relating to non-BS 8418 CCTV systems apply going forward and do not apply retrospectively to existing contracts.

The following is a reminder of an existing rule relating to the monitoring of BS 8418 compliant remote monitored detector activated CCTV systems:

- In the case of CCTV system installations complying with BS 8418, you must connect them only to monitoring centres that hold NSI ARC Gold approval as Remote Video Response Centres (RVRCs) (or other RVRCs approved by an independent third-party approvals organization acceptable to NSI and complying with BS EN ISO 9001, BS 5979 (or BS 8591) and BS 8418).
