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To NSI ARC Gold approved and applicant companies

Dear Colleague

NSI QUALITY SCHEDULE SSQS 102 (ISSUE 8)

We are pleased to inform you that we have updated NSI Quality Schedule SSQS 102 for the application of BS EN ISO 9001:2015 to NSI ARC Gold approval.

The structure of the Quality Schedule has been aligned to the section headings in BS EN ISO 9001:2015, with the content of SSQS 102 Issue 7 (BS EN ISO 9001:2008) being moved to the relevant sections.

During this process we have introduced a number of new requirements regarding the management of subcontractors and the management of alarm systems taken off emergency response. We have also incorporated existing requirements from NACOSS Directive 2 (NAD 2), relating to the management of keyholders, into the new Quality Schedule and we will withdraw NAD 2 when all ARC Gold companies have transitioned to BS EN ISO 9001:2015. Details of these requirements are outlined in the attached Annex.

You can obtain a copy of SSQS 102 (Issue 8) from the ARC Gold approved area of the NSI website together with an ISO 9001 comparison guide to assist in the transition process from BS EN ISO 9001:2008 to the 2015 version of the standard.

If you have any questions with regard to the contents of this letter please contact me.

Yours sincerely

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ANNEX

ADDITIONAL REQUIREMENTS IN SSQS 102 ISSUE 8

Clause 8.2.2 - Determining the requirements related to products and services

The requirements relating to the management of keyholder communications are detailed in NACOSS Directive 2 (NAD 2). These requirements have been incorporated into SSQS 102 Issue 8. There are no significant changes in these requirements.

The requirements and notes are listed below.

Policy in relation to keyholders

You must:

- determine the minimum time period that a keyholder's telephone is allowed to ring before deeming they are unavailable.
- determine the time interval before any subsequent call is made, how many attempts are to be made and the time period during which attempts are to be made.
- define a documented procedure which operators are to follow where keyholders are deemed to be unavailable.

Leaving a message on a telephone answering machine or with a radio-paging service operator should not be regarded as sufficient. You should normally leave the message, but continue in attempts to contact the keyholder until either contact with a keyholder has been made, or the procedure is exhausted and the keyholder deemed unavailable.

Some customers may wish to nominate different keyholders for non-security alerts (for example freezer alarms). It is recommended that your procedures should make provision for this possibility.

You may wish to include in your procedures provision for the giving of security code words or numbers, so as to protect against certain keyholders being maliciously called out and then subjected to duress.

You must:

- indicate the actions to be taken if a call is answered by a person other than the named keyholder, for example, by domestic helper or a child.
- indicate what actions are to be taken if a telephone line is found to be "engaged", particularly if an engaged tone is received repeatedly over a significant period of time.



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- notify your clients in writing of your policies regarding the calling of keyholders.
- ensure your clients are made fully aware of the keyholding responsibilities for the system being monitored.

Specific keyholder requirements for alarm systems which have an emergency response are specified in the relevant emergency service policy (for example the NPCC policy).

A new requirement has been added which requires you to have in place a process to manage alarm systems which have been taken off emergency response. In particular this must include checks, carried out periodically, to validate whether the system remains off police response.

The wording of the requirement and notes are detailed below.

Alarm systems taken off emergency response

You must document your procedure for dealing with alarm systems taken off emergency service response including the frequency of checks to validate whether they remain off response.

Typically alarm systems taken off police response by the police have a maximum of 6 months to regain police response. However alarm systems may be taken off emergency service response for other reasons including fault investigation.

Clause 8.4.2 - Type and extent of control

The various requirements for the management of subcontractors have been summarised in clause 8.4.2.

Additionally requirements for you to audit and brief sub-contractors, have been introduced, as have the requirements to provide us with the right to audit sub-contractors work and interview sub-contractors to confirm their competence.

The list with the additional requirements is detailed below:

You can use sub-contractors for any part of the service subject to compliance with BS EN ISO 9001:2015 and the requirements of this Quality Schedule, which includes the requirements of the relevant Product Standards (such as BS 8243, BS 8247, BS 8418 and BS EN 50136).

You must:

- a. Maintain a register of all sub-contractors, which must clearly show the services they can supply;



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- b. Retain documented information clearly stating the basis of selection of all sub-contractors;
- c. Conclude formal agreements that adequately cover the services to be provided and make it clear, where relevant, 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, processes, work instructions and documented information to be completed to verify completion of assigned tasks or service delivery;
- f. Retain overall responsibility for all sub-contracted services;
- 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 design and development is sub-contracted, to enable you to verify design specifications and requirements.