



Security.Improved

Silver Management and Technical Requirements for Providers of Evacuation Alert Systems

EAS 003 Issue 1

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Foreword

In this document, material (such as guidelines, information, recommendations, advice) that does not form a mandatory requirement is shown in italics.

1 Management System

Companies approved or seeking approval under the Evacuation Alert System (EAS) SILVER scheme shall operate a documented management system that complies with the requirements of the BAFE SP207 scheme document and these Management and Technical Requirements. The documented management system shall be so structured that it can be easily updated, as circumstances demand.

As part of the initial certification process NSI will review the company's documented management system. Similarly, any amendments made by the Company after the date approval is granted will be reviewed by NSI during routine surveillance audits.

Whilst all staff within the Company should be conversant with the documented management system, some sections may not be relevant to all staff. For example, engineering work instructions may not need to be issued to office-based staff.

2 Administration control

The documented management system shall demonstrate how administration is controlled within the Company, covering such processes as handling enquiries, preparing design quotations, planning and controlling installations and commissioning, planning and controlling maintenance, and covering such aspects as purchasing and stock control, document and data control, filing of correspondence and system information, care of vehicles.

There shall be a code of conduct for staff and suitable health and safety policy statements.

3 Contracts, etc.

The Company shall not engage in misleading, unfair or pressurised selling techniques and shall observe and maintain high standards of fairness and integrity.

The Company shall create and approve contracts for the provision and maintenance of Evacuation Alert Systems.

Terms and Conditions shall be provided for each customer, which shall include:

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- i) the relevant standard to which the system is to be installed;
- ii) whether the equipment is to be supplied on an outright sale basis or whether it is leased;
- iii) the period of guarantee or warranty;
- iv) the initial contract price and any annual charges for maintenance and monitoring;
- v) the obligations of the customer and the installer concerning any subsequent work carried out to the system, stating which work will be chargeable and which will not;

This statement should provide clear guidance as to when call out, labour and material charges will be applied.

- vi) the arrangements for routine maintenance inspections and emergency corrective maintenance;
- vii) the installer’s right of access for the purpose of maintaining and inspecting the installation;
- viii) conditions regarding interference with the installation by persons other than the installer or his representative; and
- ix) terms and conditions concerning retention and use of data, as necessary for the Company to comply with its obligations under the General Data Protection Regulation (GDPR) and the Data Protection Act.

The above list is not intended to be exhaustive. It is intended to give an indication of the type of detail that Terms and Conditions should contain. Professional advice is recommended when drawing up full Terms and Conditions to ensure that they are fair and reasonable and do not contravene applicable legislation.

Each contract shall be supported by, and refer to, a clear specification for the installation. The specification shall include the following information as a minimum:

- a) Client’s name.
- b) Address where system is to be installed.
- c) British Standard/Specification to which the Evacuation Alert System will be provided.
- d) Scope of work (e.g. design, installation, commissioning).
- e) Identification of design responsibility for the system (e.g. the company or the client).

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- f) Overview of equipment to be provided (e.g. make/model of control equipment, types of evacuation alert devices to be provided etc.)
- g) The grade of cable to be used (e.g. standard or enhanced).
- h) The minimum battery standby and alarm period.
- i) Reference to design drawings.

Prior to installation commencing a Company shall either (1) have a signed acceptance of the contract or (ii) where oral acceptance has been given have sent to the customer a written confirmation of that acceptance.

When the EAS is handed over as "operational" the customer shall be asked to sign a completion certificate confirming they accept the EAS; that its operation has been demonstrated to them; and that written operating instructions and a system log book have been provided to them.

The customer shall be asked to authorise, by signature, any agreed amendments made to the EAS.

In all cases where maintenance service is discontinued, the Company shall immediately inform the customer by writing to him at his last known address.

4 Security screening and personnel identification

The company shall adopt a documented policy statement in relation to the security screening of personnel who visit customers' premises for the purpose of selling, designing, installing, commissioning and maintaining Evacuation Alert Systems or who have access to confidential information regarding such systems or the premises in which such systems are installed or are to be installed. The documented policy statement should cover staff personnel and also sub-contract personnel. A copy should be available to customers and prospective customers on request.

The EAS Silver scheme is not prescriptive as to the content of the policy statement. However, it should be clear to a reader of the policy statement whether or not the company ensures that all personnel visiting customers' premises or having access to confidential information are security screening in accordance with BS 7858.

The policy statement shall also cover the matter of personnel carrying identity cards, and where it is the company's policy that personnel be security screened in accordance with BS 7858, such security screened personnel shall carry identity cards or other equivalent means of identifications.

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The company's internal procedures and practices shall be such as to ensure that any contractual obligations regarding use of security screened personnel are met.

5 Management of troublesome systems

The Company shall have a documented process on how they deal with EAS that fail to operate correctly when required to do so.

Where any issues cannot be readily resolved there shall be a process for escalation of such systems to the Senior Management within the company for review.

The process shall include the requirement for the analysis and a regular review of such systems.

6 Complaints

There shall be a documented procedure covering the prompt handling and timely resolution of all complaints and complaints shall be handled in accordance with the documented procedure.

You must have a suitable register of complaints, which must include the date of receipt, complainant details, summary of the complaint, and a complaint reference number or code.

The complainant must be formally notified of the outcome of the complaint investigation.

7 Sub-contracting

Design, installation, commissioning and maintenance of EAS shall be undertaken in accordance with the requirements of the BAFE SP207 scheme document.

The use of sub-contractors will only be permitted where allowed by the BAFE SP207 scheme document.

Any sub-contractors used must be security screened in accordance with the Company's policy and in accordance with the EAS Approval Criteria and these Management and Technical Requirements.

Records of work carried out by sub-contractors shall be maintained.

There shall be a written agreement between the Company and the sub-contractor covering confidentiality of information, training and assignment to agreed tasks.

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8 Certificates of compliance

EAS Silver/BAFE Certificates of Compliance shall be issued in accordance with Annex 9 of the NSI Regulations.

9 Technical standards

All design, installation, commissioning and maintenance of EAS shall be carried out in compliance with the relevant manufacturers' instructions, industry Codes of Practice (i.e. BS8629), the BAFE SP207 scheme document and any future British/European Standards, Codes of Practice, BSI Drafts for Development or other documentation relevant to the Evacuation Alert System scheme.

10 Document control and records

The Company shall ensure the documented management system and associated documents (e.g. specification templates etc.) are authorised and subject to amendment controls.

Amended documents shall be clearly identified so that it can be identified that authorised changes have been made.

Records of contractual documents and of work carried out (including checklists and test records) shall be kept for a period as specified in the BAFE SP207 scheme document.

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