



Process certificate K109604/01

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Replaces

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Hosted Alarm Solution

STATEMENT BY KIWA

With this process certificate, issued in accordance with the Kiwa Regulations for Certification, Kiwa declares that legitimate confidence exists that the process / services supplied by

Verisure Innovation AB

as specified in this process certificate and marked with the Kiwa®-mark in the manner as indicated in this process certificate may, on delivery, be relied upon to comply with Kiwa certification scheme K21046 "Hosted Alarm Solution - for the infra structure and processes for hosted alarm handling" dated February 15th, 2019.

Kiwa Nederland B.V. gives the certification trademark in license to Verisure Innovation AB for the service performed under certificate.

Users of the service can check the status of a valid certificate on www.kiwafss.nl. This certificate remains the property of Kiwa Nederland B.V.

Ron Scheepers
Kiwa

Further information on the scope of this certificate and on the applicable certification scheme can be obtained from the certified body.

Publication of this certificate is allowed.

Advice: consult www.kiwa.nl in order to ensure that this certificate is still valid.

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Monitoring and Alarm Receiving Centres
Verisure Installation & Monitoring B.V.
EN 50518 certificate nr. K98432;
Securitas Direct - Verisure NV/SA
EN 50518 certificate nr. K92838;
Verisure AS
EN 50518 certificate nr. K95676;
Verisure Deutschland GmbH
EN 50518 certificate nr. K100079.

Hosted Alarm Solution

Technical specification scope

The processes and infrastructure are intended to be used for the handling of alarms in a hosted alarm solution.

An HAH platform is a solution for the processing of alarms, where the processing and/or handling equipment is not only (or not) in the alarm receiving centre, but in data centres or distributed over multiple alarm reception centre locations. With an HAH platform, the customer, being the alarm receiving centre, is supported with respect to the technical set-up and continuity of alarm reception, processing and handling. By placing the required infrastructure and equipment in data centres or EN50518-certified locations and spreading it over multiple locations (redundancy), there is a much higher degree of availability. The customer connects to the servers via a secure session, which enables alarm handling in the alarm management software via a client.

An HAH platform consists of locations, hardware, software and network(s). All of this is under the control of a MARC or ARC that performs the same function. There are always at least two locations so that continuity of service can be guaranteed. If one of the locations should drop off due to unforeseen circumstances, the service will not be interrupted, due to the availability of the other location(s). This concerns a total solution for infrastructure, equipment and alarm management system.

All the above components are tested against European standards. The delivery of an HAH platform requires:

- A. A location or locations that meet the criteria set in EN50518 and/or EN50600;
- B. An alarm receiver/processor (RCT=B1 and iRCT=B2) that functionally meets the requirements set in EN50136-3 and is compatible with a defined alarm transmitter (Supervised Premises Transceiver (SPT));
- C. A network between the customer and the RCT as part of EN50136-1;
- D. A management system, as described in Requirements for the management system, which is focused on the performance of the HAH platform and produces periodic reports, which are sent directly to the end-user if necessary. In addition, the Plan-Do-Check-Act (PDCA) cycle is used, with which corrective and preventive measures are taken if the HAH platform does not meet the performance requirements;
- E. Alarm management software required for the handling of alarms within an EN50518-approved alarm centre;
- F. The monitoring or alarm receiving centre that collects the data and handles alarms according to requirements and thus meets the criteria set in EN50518.

RECOMMENDATIONS FOR CUSTOMERS

Check at the time of delivery whether:

- the supplier has delivered in accordance with the agreement;
- the mark and the marking method are correct;
- the service show no defects.

If you should reject a product / service on the basis of the above, please contact:

- Verisure Innovation AB
- and, if necessary,
- Kiwa Nederland B.V.

Consult the supplier's processing guidelines for the proper storage and transport methods.