

## CCTV Monitoring - Terms and conditions, scope of work

1. Where specified in a Contract for Monitoring Services, and provided that the Customer complies with its obligations under our terms and conditions for CCTV monitored services. Paramount SG shall use its reasonable endeavours during the continuance of the Agreement to:
  - 1.1 Provide the CCTV Monitoring Services in accordance with the Contract for Monitoring Services;
  - 1.2 As part of the commissioning process of a CCTV system before live operation can occur, an engineer walk test should be undertaken on site by the installing engineer in association with the owner and/or user and in conjunction with Paramount SG. The basic tests should ensure compliance with BS8418 (see section 5 Commissioning) in the following aspects:
    - 1.2.1 Location and field of view of cameras and associated detectors
    - 1.2.2 Sensitivity of detectors, including those used to operate lighting
    - 1.2.3 Clarity of images
    - 1.2.4 The accuracy of recorded data, notably labels used to describe the CCTV system
  - 1.3 A detector/input such as a P.I.R, should not be allocated to more than one camera.
  - 1.4 VMD should not be used
  - 1.5 prior to the commencement of the CCTV Monitoring Services Paramount SG shall test the CCTV System to identify any trends at the Premises. During the test period no action will be taken by Paramount SG at the time of Activation of the CCTV System.
  - 1.6 upon conclusion of the testing of the CCTV System verifies any Activation of the CCTV System. Any faults identified will be notified by Paramount SG to the customer. All corrective actions, re-configurations, or replacements shall be carried out before the system is re-submitted for another test period.
  - 1.7 Paramount SG will respond only to activations which are received into our Video alarm, management handling platform. Events or alarms which occur on site and which do not present into our monitoring station as an alarm or detector activator activation are specifically excluded from our scope of cover. In the event of an Activation of the CCTV system being received at the Paramount SG monitoring station we shall follow the instructions provided by the Customer in the response plan Paramount SG form D11.

If the cause is easily identifiable and presents no threat to the security of the site, Paramount SG will close the alarm activation with no action being taken.

If activation(s) are received from a site and a person is viewed within the perimeter of those premises, and verification of authorised attendance has not been received then the operator at the Paramount SG monitoring station will implement the responses stated in the form "D11 response plan".

If the cause of the activation is not easily identifiable, the operator will view adjacent cameras to attempt to verify the cause of the activation.

If an activation is received or an intruder is observed on a routine remote patrol of the site, and the person is identified as being close to or within the enclosed premises and is committing a criminal act or there is a genuine threat to the site or an individual, the paramount SG operator has at their discretion the option to contact the emergency services even if this is not part of our instruction contained on form D11.

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- 1.7A The customer will take responsibility to ensure adequate CCTV coverage of their premises is maintained in a suitable condition to verify the presence of an unauthorised person.
- 1.7B Arming and disarming of the detector activated CCTV system is the responsibility of the customer. Paramount SG accepts no responsibility where our customer fails to arm the system upon leaving the premises leaving them insecure.
- 1.8 CCTV images will be retained on site based equipment for a period not exceeding 30 days to comply with the Data Protection Act 1998. Customers agree to ensure their on site recording and transmission equipment complies with this requirement.
- 1.9 If the site is considered to be clear (which is determined by our operators assessment based upon images observed), the CCTV operator will cancel the activation and no further action will be taken by Paramount SG.
- 2 In the event of loss of monitoring facilities at Paramount SG, data from affected systems will be routed to our back up centre. If this is not achieved in less than 15 hours then the customer will be notified so that systems can be monitored locally at the site. Costs incurred for this on site monitoring will be at the customer's expense, Paramount SG can accept no liability to provide third party protection measures or additional cover which may become necessary.
- 3 The Customer acknowledges that the CCTV Monitoring Services requires an interpretative response from Paramount SG as to whether there has been an Activation. Responses are based purely on the information available at the time and in the reasonable judgement of the person concerned. For the avoidance of doubt, due to the subjective nature of the CCTV Monitoring Services, Paramount SG accepts no liability for any damage or loss resulting from an incorrect response based upon the reasonable judgement of Paramount SG.
- 4 In the event of multiple False Activations occurring from the CCTV System for no identifiable reason, or for reasons to be determined by Paramount SG acting reasonably to avoid environment issues from audio warnings (where fitted), animal nuisance or poor positioning of the CCTV System Paramount SG shall be entitled to suspend or reduce the CCTV Monitoring Services until the causes of the false activations are investigated and corrected by the Customer. In the event that Paramount SG suspends the CCTV Monitoring Services it shall attempt to contact a keyholder immediately. If the causes of any False Activations are not corrected to the reasonable satisfaction of Paramount SG within 14 days of the suspension of the CCTV Monitoring Services, Paramount SG shall be entitled to terminate the CCTV Monitoring Services upon 24hrs notice in writing to the Customer.
- 5 Paramount SG is unable to provide CCTV Monitoring Services to Premises, which are not secure and / or which allow access to the general public. Paramount SG is unable to monitor images from CCTV systems which are not detector activated in accordance with BS8418. At our discretion we reserve the right to provide none detector activated monitoring in the event the client requests such. This is at the total discretion of Paramount SG, and will only be granted for exceptional circumstances specifically at the request of the customer. This will remain at the customer's risk; Paramount SG accepts no liability for the monitoring of systems which have not transmitted a detector activated alarm to our CMS.

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- 6 The Customer shall at all times during the continuance of the CCTV Monitoring Services:
  - 6.1 Comply with all requirements and obligations placed upon the Customer under a Contract for Monitoring Services;
  - 6.2 Where Police attendance is required ensure that the CCTV System conforms to British Standard BS8418; and BSEN50132.
  - 6.3 Ensure that there are sufficient lights on the Premises to illuminate the Premises and that the picture received by Paramount SG is in its reasonable opinion of sufficient quality to enable an Activation to be identified regardless of the time of day; and
  - 6.4 ensure all authorised persons on the Premises are informed that they should operate in a way that will minimise the occurrence of False Activations of the CCTV System.
- 7 The Customer agrees that neither the Customer, its agents nor the End User shall add to or modify the CCTV System without obtaining the prior written consent of Paramount SG.
- 8 Paramount accepts no reliability for third party systems which fail to meet the customer's reasonable expectations unless Paramount SG is the original system installer.
- 9 Communications, networks (including upload/download speeds / fixed IP addresses), phone lines and signalling systems installed at the customer's premises to facilitate communication of monitoring services remain the responsibility of the customer. Paramount SG accepts no responsibility in the event of a communication failure with a customer's site.
- 10 In the event of a Mains power failure or loss in power to equipment designed to operate from a 220v-240v mains supply and loss of power for any unspecified reason, Paramount SG will be unable to monitor the customers CCTV system.
- 11 Lightning damage, storm, fire or flood including deliberate acts of vandalism are specifically excluded from our monitoring service.
- 12 The customer shall provide ready access to the site at all times.
- 13 The customer shall carry out any and all necessary repairs to ensure reliable system operation, (including without limitation, fixing if any flapping materials, trimming shrubs, clearing litter, and fixing moving and maintaining suitable lighting.
- 14 The customer shall not locate stock, materials, vehicles or other obstructions so that to hinder or prevent observation in fields of view protected by a CCTV camera(s).
- 15 The customer shall not locate stock, materials, vehicles or other obstructions so that to hinder or prevent detection by PIR or similar device in that they prevent the detection of a genuine intrusion.
- 16 Take all reasonable precautions to minimise the risk of any potential losses that might arise at the customer's premises.

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- 17 Paramount SG will not be liable and will not be held responsible for any claim by a third party, where no contract exists between Paramount SG and the third party.
  
- 18 The customer shall provide, maintain and keep up to date a list of contact details for key holders and staff for use by paramount SG. Paramount SG accepts no responsibility where customers fail to notify of keyholder changes, names or contact numbers.
  
- 19 Customers must ensure that key holders can be readily contacted by Paramount SG where necessary. The customer agrees to supply a keyholder which can attend the protected premises within 20 minutes of a request from Paramount SG.
  
- 20 Paramount SG reserves the right to isolate temporarily and/or suspend any detector which is causing false alarms to be transmitted to our central monitoring station.
  
- 21 In the event of any adverse or unforeseen circumstances, for example severe weather conditions, the operator at the monitoring station may isolate detectors causing false alarms. Severe weather conditions can hinder or prevent successful observation of the customer's protected site especially in driving rain, heavy snow or blizzards. Paramount SG can accept no responsibility for video based monitoring of any type during these conditions.

Client acceptance of Paramount SG terms and conditions:

As a duly appointed representative of:

Company:

Name:

Position:

Signature \_\_\_\_\_

Date:



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