



NATIONAL SECURITY INSPECTORATE

**NACOSS GOLD
APPROVAL CRITERIA**

These Approval Criteria are to be read in conjunction with the NSI Regulations.

No company may hold out or claim it meets the NACOSS Gold Approval Criteria, save by virtue of holding NSI NACOSS Gold Approval.

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NACOSS GOLD APPROVAL CRITERIA

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1 Scope and introduction

- 1.1 This document lists the criteria for Security System Services Gold approval, known as NACOSS Gold approval.
- 1.2 The criteria apply to NACOSS Gold approved companies and to companies applying for NACOSS Gold approval.
- 1.3 Definitions are as stated in the NSI Regulations.

In addition, NACOSS Gold approval as an installer of security system installations is regarded as including NACOSS Gold approval for the surveying, designing, installing, testing, commissioning, handing over, servicing and maintaining of security system installations.

- 1.4 In this document, paragraphs identified with the word "*CRITERION*" are criteria for approval.

Paragraphs identified with the word "*GUIDELINE*" are guidelines for assessing compliance with the stated criteria. Nevertheless, we reserve a right to refuse approval if you do not meet the guidelines or to end your approval if you do not meet the guidelines.

2 Premises

CRITERION

You must operate from suitable and adequate secure premises.

GUIDELINE

We prefer non-residential business/commercial premises and this is what we normally expect. However, if you are a very small company, we may agree to accept a suitably adapted and segregated secure area within residential premises or a suitably constructed outbuilding within the grounds of a private residence.

GUIDELINE

When you apply for approval, we expect you to show us that you have reasonable security of tenure of the premises (for example, freehold; leasehold with at least three years to run; or a long history of occupying the premises and no reason to expect that you will have to leave).

CRITERION

Your premises must have a remotely notifying, police-calling intruder alarm.

GUIDELINE

Exceptionally we may agree a non police-calling intruder alarm (only if we agree in writing) if there is evidence that:

- a) *Your premises are manned permanently by at least one person, or*
- b) *Private (non-police) response for your premises is provided under contract by a company holding NSI approval in relation to BS 7984 for this type of response service, or*
- c) *You hold NSI approval against BS 7984 for private (non-police) response and your personnel are directed to provide this service to your premises, or*

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- d) *You have demonstrated to our satisfaction (in relation to relevant clauses of BS 7984) that your personnel are trained, equipped, available and able to provide this response service to your premises and are directed to do so.*

In cases (b), (c) and (d) we need to be satisfied that the private response is likely to be no less prompt than police-response.

3 Vehicles and equipment

CRITERION

You need to have suitable tools, equipment, test instruments and vehicles. They need to be available and in use.

4 Insurances

CRITERION

You need to hold employer's liability insurance and public liability insurance.

CRITERION

You need to hold products liability insurance extending to wrongful advice and failure to perform. Your insurance cover must be wide enough to cover all of your work and services of surveying, designing, installing, testing, servicing and maintaining security system installations. The limit of indemnity for any one event and also in total for any one twelve month period of insurance needs to be not less than one million pounds sterling.

GUIDELINE

'Wrongful advice' and 'failure to perform' are specialized forms of insurance cover not necessarily included in ordinary business policies. We advise you to check the scope and extent of your cover before you apply for approval.

GUIDELINE

Some of your commercial contracts are likely to require you to hold cover for more than one million pounds sterling.

5 Experience of management

CRITERION

You need to have suitably experienced managers, (known as "qualifying managers"). These are the people within your company who are responsible for the security systems side of the business and for the overall business and financial management of the business. This includes being responsible for all the work and service provided by any sub-contractors.

At least one of the "qualifying managers" needs to have relevant technical and engineering experience. This experience needs to include experience of specifying and designing security system installations.

At least one of the "qualifying managers" needs to be a director or senior manager who has relevant business management and commercial experience.

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GUIDELINE

The number of qualifying managers you need will depend on the size of your company and on the nature and extent of your company's security systems operations.

For a small company, one qualifying manager is enough, if he (she) has the appropriate technical and engineering experience and also the appropriate business management experience.

A qualifying manager is normally expected to have at least three years' relevant experience in a management or supervisory capacity in electronic security systems. The experience may have been gained within your company or during previous employment/trading. The experience needs to be of a standard acceptable to us.

6 Repute of management

CRITERION

The people who manage and control and have principal interests in the ownership of your company must be demonstrably reputable people of good standing. If we ask them to, they need to provide relevant personal information, evidence of character and repute, references, guarantors and so on, to our satisfaction.

GUIDELINE

When we are assessing whether a company meets this criterion, we can take into account all the information we have about the people concerned. The mere absence of information against a person is not necessarily enough. We can refuse to approve a company if we are not satisfied that we have the necessary positive evidence of repute and good character. Similarly, if we are not satisfied, we can end approval or set a condition (for example a condition that your approval can only continue if you remove a named individual from office).

7 Finance

CRITERION

We can withhold approval or end approval if we have reason to believe that:

- your company does not have sufficient financial stability to be able to trade
- the financial affairs of your company are not being (or have not been) carried on in a responsible and prudent manner, or
- your company is not trading lawfully, meeting its just debts and other financial obligations.

GUIDELINE

We usually get a report from a credit reference agency. We may view public records such as statutory accounts, county court judgments. To help us form a clear picture, we may ask you to send us financial information such as annual accounts, monthly management accounts, forward financial plans (projections).

We do not usually grant Gold approval to companies that have been trading for less than two years. However, we can allow an exception if there is evidence of substantial financial backing.

8 Twenty-four hour cover

CRITERION

You must provide a maintenance service in accordance with the standards, codes of practice and published documents in section 21.

9 Level of trading

CRITERION

You must maintain a level of trading activity in security system installations, enough for our representatives to assess and examine the standard of work carried-out and the management system applicable.

GUIDELINE

Normally, for initial approval, you are expected to have installed a sufficient number of security systems to the relevant standards to enable us to assess the standard of your work. For approval to be maintained, you should normally issue at least twenty certificates each year.

10 Contracts (general)

CRITERION

You must not try to get customers to accept contract conditions that are un-reasonable.

GUIDELINE

We draw your attention to consumer protection law and good practice.

NOTE: Some more rules for contracts are given in NSI NACP 2: NACOSS Gold code of practice for customer communications. See criterion number 14 below.

11 Maintenance contracts

CRITERION

You need to adopt a company policy that you always draw the customer's attention to the need for security systems to be adequately maintained and that you encourage your customers to enter into a maintenance service agreement with you (or with some other NACOSS Gold approved company) and to continue in the maintenance service agreement.

NOTE: Security systems on police response must continue to be maintained to remain on police response.

NOTE: Please see also the 'maintenance' provisions in:

- *BS 8418: installation and remote monitoring of detector activated CCTV systems - code of practice*
- *NSI NCP 104: code of practice for the design, installation and maintenance of CCTV systems*
- *BS EN 50133: alarm systems - access control systems for use in security applications (under review due to publication of the BS EN 60839-11 series)*
- *NSI NACP 11: NACOSS Gold supplementary code of practice for the planning, installation and maintenance of intruder alarms*
- *NSI NCP 109: code of practice for the design, installation and maintenance of access control systems*
- *NSI NCP 115: code of practice for the design, installation and maintenance of scaffolding alarm systems.*

12 Staff

CRITERION

You need to have suitably trained and qualified people, sufficient to meet your obligations to your customers and to NSI. As a minimum, you need to have at least two suitably trained and qualified 'staff personnel' available for maintenance call-out. 'Staff personnel' here means the managing partners of your company, the directors of your company, and employees who are on the payroll of your company.

NOTE: Where sub-contractors are used they must be used only as allowed in NSI Quality Schedule SSQS 101. See criterion number 15 below.

13 Security screening of personnel

CRITERION

You must keep to the recommendations given in BS 7858 – British Standard code of practice for security screening of individuals employed in a security environment.

14 Customer communications

CRITERION

You must keep to the requirements in NSI NACP 2: NACOSS Gold code of practice for customer communications, as far as it applies to the activities for which you are approved (or seeking approval).

15 Management of sub-contracting (outsourcing)

CRITERION

You must keep to the requirements for sub-contracting in NSI quality schedule SSQS 101 for the application of BS EN ISO 9001 to NACOSS Gold approval.

16 Management of complaints

CRITERION

You must keep to the requirements for management of complaints in NSI quality schedule SSQS 101 for the application of BS EN ISO 9001 to NACOSS Gold approval.

17 Compliance with standards, codes of practice and so on

CRITERION

You must make sure that all your surveying, designing, installing, testing, servicing, maintaining and monitoring of electronic security system installations is done to the regulations and approval criteria. This includes any work or other functions or activities that you sub-contract. It also includes work or other functions or activities that you accept as a sub-contractor.

CRITERION

In particular, every security system installation you install must be to the British Standards and other technical codes and published documents listed in these approval criteria.

18 Do-it-yourself kits

CRITERION

If you supply D-I-Y security systems or equipment you must not in any way associate yourself with the installation or maintenance of those systems or equipment. Also, you must not say or write anything that might in any way link D-I-Y systems or equipment with NSI.

19 Wiring rules

CRITERION

You must make sure that all your electrical wiring and installations keep to good safety practice and that they meet the applicable standards and regulations.

GUIDELINE

We draw your attention to BS 7671: Requirements for Electrical Installations (also known as the "IET Wiring Regulations").

GUIDELINE

It is important you take particular care over protective earthing and bonding.

GUIDELINE

It is important you take particular care that wiring carrying mains voltage is electrically segregated from wiring carrying extra-low voltages, and that electrical separation between circuits operating at these different voltages is achieved and maintained.

GUIDELINE

If you connect into an existing electrical circuit, you need to check the existing circuit is safe and is suitable for what you are going to use it for. You may need to make certain electrical safety tests on the existing electrical installation. For example, you may need to check the type of supply system, the protective electrical (equipotential) bonding, the means (fuses or circuit breakers) for automatic disconnection, and you may need to measure the earth fault loop impedance and to verify whether the impedance is low enough to give an adequate automatic disconnection time.

GUIDELINE

You need to be sure the appropriate test and inspection report(s) and certificate(s) are in place. For your own protection, you should keep a copy (or details) on your file.

GUIDELINE

You need to keep to the relevant health and safety at work law. You need to keep to the relevant provisions of the Building Regulations (for example Part P for residential and similar premises in England and Wales).

20 Documented quality management system

CRITERION

You must have a documented quality management system to BS EN ISO 9001 and NSI quality schedule SSQS 101.

21 British standards and so on

CRITERION

You must keep to the versions of the following standards, codes of practice and published documents that we declare to you from time to time:

For intruder and hold-up alarms:

BSI PD 6662: scheme for the application of European Standards for intruder and hold up alarm systems

BS 8473: intruder and hold-up alarms - management of false alarms - code of practice

NSI NACP 11: supplementary NACOSS Gold code of practice for the planning, installation and maintenance of intruder alarms

NOTE: BSI PD 6662 calls up certain other standards and documents as normative. At the time of writing, the standards and documents called up as normative by BSI PD 6662:2010 include BS EN 50131-1:2006+A1:2009, BS 8243:2010, and several other parts or sections of BS EN 50131, BS EN 50136 and BS 4737.

For security fog device/systems:

BS EN 50131-8: alarm systems - intrusion and hold-up systems - Part 8: security fog device/systems

For detector activated CCTV systems claiming compliance with BS 8418:

BS 8418: installation and remote monitoring of detector activated CCTV systems – code of practice

NOTE: BS 8418 calls up as normative BS EN 50132-7: alarm systems - CCTV surveillance systems for use in security applications - Part 7 - application guidelines.

For other CCTV systems:

NSI NCP 104: code of practice for the design, installation and maintenance of CCTV systems

NOTE: NSI NCP 104 calls up as normative BS EN 50131-7: alarm systems - CCTV surveillance systems for use in security applications - Part 7 - application guidelines.

For access control systems:

NSI NCP 109: code of practice for the design, installation and maintenance of access control systems

BS EN 50133-1: alarm systems – access control systems for use in security applications – Part 1: system requirements

BS EN 50133-7: alarm systems – access control systems for use in security applications – Part 7 – application guidelines

For scaffolding alarm systems:

NSI NCP 115: code of practice for the design, installation and maintenance of scaffolding alarm systems

22 Police policies

If you have signed-up with the Police Service as a 'police compliant company' or if you apply for police response to a security system, you must comply with the applicable police policies and requirements.

See Association of Chief Police Officers (ACPO) of England, Wales & Northern Ireland and Police Scotland policies on police response to security systems.

23 Agreed deviations

NACOSS Gold approval requires electronic security systems to be installed meeting the standards, technical codes and published documents identified in these approval criteria.

However, we recognize there are particular occasions on which fully meeting the standards, technical codes and published documents may not be necessary (or may even be not practically possible). With this in mind, you are allowed limited use of agreed deviations against the standard, technical code or published document, as explained below.

CRITERION

Security system installations may deviate from the standards, technical codes and published documents if the deviations are limited in nature and extent, provided you have authorized and documented the deviations in the way described in **Appendix A** to this document.

Appendix A Procedure for agreed deviations

A.1 Self-authorization by the approved company

You can authorize a deviation against the standards, technical codes or published documents provided that the deviation is limited in nature and extent, if all six of the following are met:

1. Each request for a deviation is considered individually on a case-by-case basis by a senior manager within your company, and each is separately documented, and a register of agreed deviations maintained, clearly showing the name of the person who has authorized each of them.
2. Each agreed deviation applies only to a single security system installation, and not to a block or group of them.
3. The number of deviations allowed must be kept to a minimum, and only a limited number of deviations may be authorized, affecting only a few of your security system installations.
4. No deviation may be authorized under this procedure unless you have evidence in writing your customer is content for such a deviation against the standards, technical codes or published documents to be allowed.
5. No deviation may be authorized under this procedure unless you have evidence in writing your customer is self-insured, or you have evidence in writing your customer's insurer is aware such a deviation is proposed and is content for such a deviation to be allowed.
6. In the case of a security system installation that is or may be intended to be police-calling, no deviation may be authorized under this procedure unless you have evidence in writing issued by the relevant police service that the relevant police service is content for such deviation to be allowed. The file relating to the deviation must include a photocopy of the letter (or other document) issued by the relevant police service evidencing that the relevant police service is content for the deviation to be allowed.

A.2 Authorization endorsed by us

If it is not practical or not possible for the full provisions of 1 to 5 in **A.1** above to be met, you may ask us to authorize the deviation, giving us such information about the proposed deviation and the reasons for requesting it and about the attendant circumstances as we require.

If we are satisfied it is appropriate for us to do so, we may authorize you to allow the deviation even though not all of the provisions of 1 to 5 in **A.1** above have been met. You must get our agreement in writing. You should expect we will not agree unless we are satisfied that the circumstances are exceptional.

Please note that if the security system installation is or may be intended to be to police-calling, we will not agree a deviation unless the provisions of 6 in **A.1** above have been met.

A.3 Customer documentation

In every case where a deviation applies, the documentation you issue to the customer must state clearly that full compliance with the standards, technical codes and published documents has not been achieved, and must clearly state the nature and extent of the deviation.

The NACOSS Gold certificate of compliance for the security system installation must be endorsed to the effect that full compliance has not been achieved, and either giving clear details of the nature and extent of the deviation or alternatively giving the identifying reference of documentation within which the details of the deviation are recorded.

NOTE: A certificate may be endorsed by permanently attaching an explanatory note.

A.4 General

Please note we can withdraw the facility for a particular company to authorize deviations, or we can lay down special conditions or limitations. We might do this if we consider you have (or may have) made too much use of deviations, or you have agreed deviations that are not appropriate, or if we have other concerns or doubts.

National Security Inspectorate

Sentinel House,
5 Reform Road
Maidenhead
SL6 8BY

Telephone 01628 637512

Fax 01628 773367

Website: www.nsi.org.uk