

LICENSING CONDITIONS FOR LICENSES GRANTED TO SECURITY SERVICE PROVIDERS FOR PROVISION OF CENTRAL ALARM MONITORING STATION SERVICES (CAMS OPERATORS) UNDER THE PRIVATE SECURITY INDUSTRY ACT(CAP 250A)

Sections 21 and 22

These Licensing Conditions are imposed under section 22 of the Private Security Industry Act (Cap 250A)

INTERPRETATION

1. For the purpose of these licensing conditions, the following terms have the meaning ascribed thereto:

“Act” means the Private Security Industry Act (Cap 250A);

“Alarm System” has the same meaning as in section 20(6) of the Act;

“Automatic Dialling Equipment” means any signalling equipment which automatically dials a predetermined telephone number to route a call over a telephone network and subsequently transmit a message or signal;

“Central Alarm Monitoring Station (“CAMS”)” means a facility which monitors any alarm systems and enables a Central Alarm Monitoring Station (“CAMS”) operator to provide specific responses to any activation of an alarm system, as appropriate;

“Central Alarm Monitoring Station (“CAMS”) operator” means any person who provides the service of monitoring intruder alarm systems linked to a central monitoring station;

“False Alarm” means the activation of an alarm system by reasons other than fire or intruders;

“Leased Line” means a telecommunication link between a Central Alarm Monitoring Station and the Police Radio Division Combined Operations Room;

‘Licensee’ means the Central Alarm Monitoring Station (CAMS) operator who holds a licence under section 21 of the Act;

“Licensing Officer” has the same meaning as in section 2 of the Act;

“Prescribed Charges” means the charges for activation of a false alarm prescribed under regulation 4 of the Private Security Industry (Central Alarm Monitoring Station Operator) Regulations 2009.

“SS 558:2010” means Singapore Standard 558:2010 (ICS 13.3.10) Code of Practice for Construction, Installation, Operation and Maintenance of Intruder Alarm Systems.

CONDITIONS OF LICENCE

2. The Licensee shall subscribe to and maintain a Leased Line connecting its Central Alarm Monitoring Station with the Police Radio Division Combined Operations Room. The Licensee shall bear all installation charges, subscription fees or maintenance charges incurred with respect to the subscription and maintenance of a Leased Line.
3. The Licensee shall only install alarm systems that comply with the specifications and standards spelt out in the SS 558:2010.
4. The Licensee shall submit to the Licensing Officer inspection reports and any supporting documents which shall be valid for 3 years to prove that all equipments used or installed in the monitoring stations are in compliance with clause 12 of the SS 558:2010. The Licensee shall submit new inspection reports in compliance with this paragraph 4 before the expiry of the inspection reports last submitted by the Licensee.
5. The Licensee shall engage such bodies as may be specified by the Licensing Officer in writing to perform the inspection required under paragraph 4 to ensure compliance with the SS 558:2010.
6. The Licensee shall take all necessary precautions to ensure that all telecommunication lines used in connection with any alarm system installed or maintained in any premises by the Licensee are reasonably protected from being disconnected, cut or tampered with in any manner.
7. The Licensee shall not program an Automatic Dialling Equipment to dial the Police Emergency Line.
8. The Licensee shall take such steps as are reasonable to educate all owners of the alarm system installed or maintained by the Licensee on the proper procedures involved in the use, handling, operations and maintenance of such alarm systems.

- 9 The Licensee shall provide in writing, to each of its alarm users instructions on the proper use and operation of the alarm systems. Such instructions must include the necessary measures to be taken by alarm users to avoid false alarms
- 10 The Licensee shall ensure that the police will not be activated during the course of maintenance, testing or routine services of any alarm system performed by either the Licensee or any other person engaged by the Licensee.
- 11 The Licensee shall not state or advertise in any way or through any medium that the installation of any alarm system is a Government or Police requirement, or that the Government or Police have endorsed their products or services.
- 12 The Licensee shall make payments for any prescribed scale of charges with respect to any false alarm activation by means of inter-bank transfer to a bank account designated by the Licensing Officer.
- 13 The Licensee shall inform the Licensing Officer in writing –
 - (a) in the case of any connection of any new alarm system(s) in any premises to the monitoring station and to declare that such new alarm system and its installation are in compliance with SS 558:2010;
 - (b) in the case of any change in particulars or part thereof by the alarm users;
 - (c) in the case of termination of any alarm services by the alarm users; and
 - (d) in the case of termination of the entire monitoring station or any part thereof, within 7 days of the change(s) being effected.
- 14 The Licensee shall notify the Licensing Officer by emails or any other forms of written notification as may be specified by the Licensing Officer of any payment made via inter-bank transfer for the prescribed charges imposed in connection with the activation of false alarms where a police officer had to be in attendance.
- 15 On each occasion where payment for the prescribed charges has been made, the Licensee shall indicate the amount, date and time of the payment. If full payment is not made, the Licensee shall indicate the reason in the email or such other forms of written notification as may be specified by the Licensing Officer for not doing so.

ADDITIONAL LICENSING CONDITIONS FOR RENEWAL OF LICENCE

16 The Licensee shall-

- (a) In the event of any changes made to the Central Alarm Monitoring Station, submit inspection reports to indicate that the Central Monitoring Station and its changes are in compliance with SS 558:2010.
- (b) Without prejudice to the obligations of the Licensee stated in paragraph 4, submit annual inspection report to the Licensing Officer to prove that all equipments used or installed in the monitoring stations are in compliance with the following clauses in SS 558:2010-
 - (i) Portable Fire Extinguisher (Clause 12.2.1)
 - (ii) Emergency Lighting (12.2.2)
 - (iii) Entrance to CAMS (12.3.2)
 - (iv) Main Power Supply (12.5.1)
 - (v) Standby Power Supply (12.5.2)
 - (vi) Storage Battery (12.5.3)
 - (vii) Requirements of Staff. (12.7)
- (c) Ensure that any outstanding prescribed scale of charges for false alarms have been duly paid for prior to the application for a license renewal.

Issued by: Supt Gwee Aik Chiong
Licensing Officer, PSIA