

EN 50518 Monitoring and alarm receiving centre



European standard EN 50518 is the certification scheme for Monitoring and alarm receiving centers (MARC). The standard describes the requirements which an alarm receiving centre or monitoring centre must comply. An EN 50518 certificate has European validity. In addition, the EN 50518 offers the possibility to locate data and / or receivers outside the protected shell of the (MARC).

The wish of the European Union is that all alarm handling processes are carried out or done by certified alarm receiving centres based on EN 50518. EN 50518 includes a very wide scope of certification processes to be certified. This encompasses security- and non-security. The EN 50518 requires certification by a certification body which is accredited for this.

The main functions of an alarm receiving centre are:

- 24/7 availability;
- A handling process that meets the required response times.

EN 50518 widely usable

The EN 50518 is widely usable for alarm receiving centres. For instance handling the messages of:

- Temperature monitoring for cold storage and storage silos;
- Monitoring systems for transport and logistic processes;
- Flood control monitoring;
- Monitoring infrastructure projects, such as water locks and dikes, pumping stations, bridges, tunnels;
- Monitoring critical projects such as refineries, windmills, factories, data centers, hubs of telecom and energy networks, power plants, ports;
- Intrusion and hold-up alarm systems;
- Video surveillance systems;
- Access control systems;

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- Fire detection and Fire alarm systems;
- Social alarm systems;
- Alarm transmission systems;
- Etc.

Detailed information

For more detailed information regarding the EN 50518 for both new and current customers, please find the “interpretation document security MARC EN 50518 K21030” attached at the upper right of this webpage.

This document provides insight in the categories, scopes and underlying standards. Besides this, it gives guidance for the implementation of EN 50518 clauses. The document also includes an explanation for an Alarm Transmission Service Provider based on EN 501326-1/K21030.

For whom?

Alarm receiving centres / monitoring centres / video surveillance centres / traffic monitoring centres / social care centers / control rooms for companies and buildings.

Certification process

Certification according to EN 50518 'Monitoring and Alarm Reporting Centres' starts with an application, after which you receive application form. On this form you can fill in which category and scopes you would like to be certified. Based on this form you will receive a fee proposal. You can enter into a certification agreement with Kiwa based on this fee proposal. Kiwa assesses whether the criteria for certification are met based on an independent acceptance audit. Certification will follow upon a positive audit outcome. However, if non-compliances are identified, you shall rectify these first.

After the initial certification, annual inspections are conducted to establish that the certified processes and completed works continue to comply with the requirements.

Certified companies

For certified companies, click [here](#). You could filter on certified scopes.

Why Kiwa Fire Safety Security (FSS) Certification?

Kiwa Fire Safety Security (FSS) Certification is a leading certification body for the certification (accreditation) of fire protection and security companies.

Kiwa FSS Certification is an independent Certification Body that determines whether a company meets the quality requirements. A Kiwa FSS Certification certificate provides the occupant with a well-founded confidence in the quality of the certified company and its services, such as testing, commissioning and maintaining systems.

More information?

For more information regarding this subject, you could consult the ‘interpretation document security MARC EN 50518 K21030’ at the right side of this webpage.

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