



The Importance of Standards: Buying with confidence

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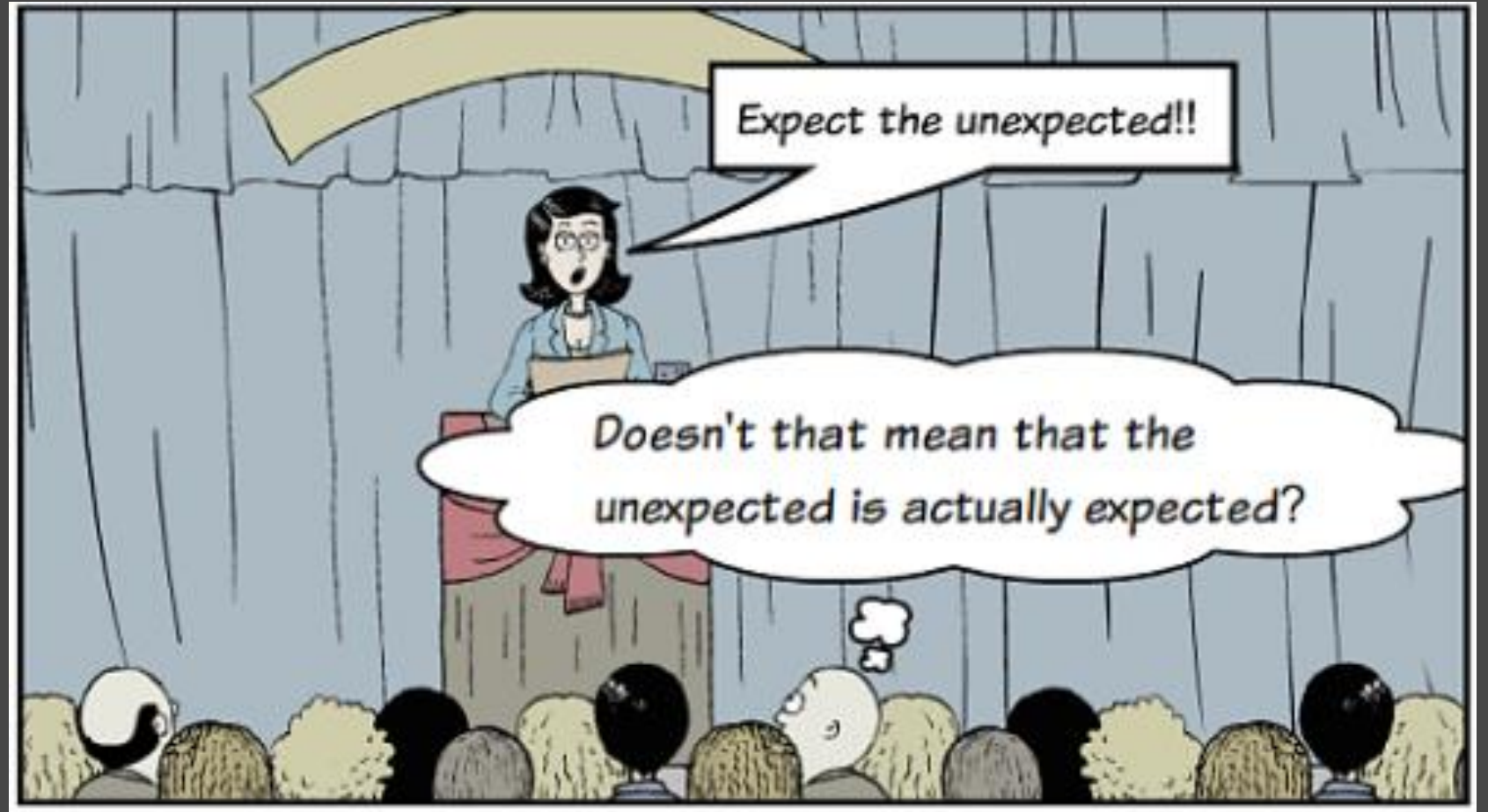


What is a standard and why do we have them?

British Standards

- Standards are agreed ways of doing something, written down as a set of precise criteria so they can be used as rules, guidelines or definitions.
- Standards are put together by groups of industry experts, consumers, research organizations, government departments and more.
- The role of BSI is to facilitate bringing these people together, to agree on best practice and to create standards.
- Standards come in a number of different forms. Some tell you how to do something in great detail, others give more general information, others simply define terms.
- The government often draws on standards when creating legislation or guidance documents. Standards are used to establish the technical detail, allowing the legislation to concentrate on long term policy objectives – for example product safety, or to protect people or things.
- Housing and care providers are looking for reassurance that a product or service will meet the correct criteria. British Standard can provide peace of mind, as they epitomize best practice in the standards world and the businesses that use them demonstrate that safety and reliability matter most.

Standards ensure the **‘What if’s’** have been considered.





What are the standards

BS8521-2 (NOWIP)

- The British Standard BS8521-2 was developed by suppliers with support of the Telecare Services Association (TSA).
- This is a method standard meaning its prescriptive, setting out an agreed way of communicating that can be reliably repeatable in different circumstances and places, wherever it needs to be applied.
- It's a standardised communication signalling protocol for the transferring of data between emergency alarm equipment in a individuals home and the Alarm Receiving Centre (ARC).
- It was developed to overcomes challenges within the sector, whereby manufacturers were using systems that did not communicate with each other.
- BS8521-2 ensures that alarm systems from different manufacturers exchange essential information and data in a compatible manner. This includes the identification of an individual alarm unit and controller, and the controls necessary to operate any speech link between a alarm unit and ARC.
- The standard has the backing of all the major equipment suppliers, who have committed to implementing this is their equipment.



What is BS8521-2 important to housing providers

BS8521-2

- BS8521-2 offers improved interoperability between different manufacturers.
- Improved identification and localisation of alarms and events and a solution which is resilient in the upgraded digital telecommunications network environment.
- An open market with greater choice and flexibility, creating a more competition amongst suppliers.
- Reduced barriers to entry, enabling easier switching between service providers.



Social Alarms The Standards

BS 8521-2:2020 (Method)

Social alarm systems. IP signalling protocols Specification for NOW-IP Communications Protocol

CENELEC - CLC/TS 50134-9 (Method)

Alarm systems - Social alarm systems - Part 9: IP Communications Protocol

BS EN 50134-7:2017 (Code of Practice)

Alarm systems. Social alarm systems. Application guidelines

BS EN 50134-2:2017 (Code of Practice)

Alarm systems - Social alarm systems. Part 2: Trigger devices

BS 8604-1:2019 (Code of Practice)

Social alarm systems. Design, installation and maintenance of social alarm systems in specialized grouped living environments. Code of practice



TLS (Transport Layer Security)

Securely managing data

- TLS was proposed by the Internet Engineering Task Force (IETF), an international standards organization.
- TLS, is a widely adopted security protocol designed to facilitate privacy and data security for communications over the Internet.
- A primary use case of TLS is encrypting the communication between web applications and servers.
- TLS can also be used to encrypt other communications such as email, messaging, and voice over IP (VoIP).

There are three main components to what the TLS protocol accomplishes: Encryption, Authentication, and Integrity.

- **Encryption:** hides the data being transferred from third parties.
- **Authentication:** ensures that the parties exchanging information are who they claim to be.
- **Integrity:** verifies that the data has not been forged or tampered with.



Complying to the standards

What can you do?

- Understand what standards are available and applicable to your industry
- Make sure your supplier clearly states what standards their equipment complies with
- Always ask about encryption if your device is connected to the internet in any way
- Ask sub contractors what standards they install to
- BSI Knowledge is a simple online tool that acts as your standards management system
- You can purchase copies of standards from the British Standards web site

https://knowledge.bsigroup.com/?creative=304960833589&keyword=buy%20bsi%20standards&matchtype=e&network=g&device=c&qclid=CjwKCAiAzp6eBhByEiwA_gGq5CsIhniGb6TDpZvzPylrFHmT0GjAFmkNWyFRSwVOKho6PJnc70bhfoC9z8QAvD_BwE&qclsrc=aw.ds