

## **Terms & Conditions of Robowatch Security Camera Remote Monitoring**

### **Security Camera Survey**

- a. A pre-installation site survey will be undertaken by a Robowatch surveyor prior to the installation of any security cameras, this will detail recommendations as well as prerequisites required such as power on site, posts or ducting required and H & S issues.
- b. Robowatch takes no liability for any loss or damage where a client does not have a site survey undertaken, only provides a site plan or a plan of where they want the cameras to be installed themselves or amends the position of the cameras that differs from the original plan.
- c. At the time of the survey, the surveyor will assess the number of cameras required to provide adequate security coverage for the perimeter of the site or area that requires protection & this will be displayed in the quotation. Our recommendations are based on many years of experience & will provide the ultimate coverage of the client's requirements.
- d. Where a client reduces the number of cameras recommended Robowatch takes no liability for intrusion, damage or theft where survey recommendations have not been followed.
- e. At the time of the survey site surveyor will discuss the individual project requirements with the site representative and assess the number of cameras required to provide adequate security coverage for the site to include - (A) perimeter of the site, (B) High risk area(s), (C) storage or laydown areas, offices or other area(s) that requires CCTV protection & this will be displayed in the quotation.
- f. Area(s) of a project that the site representative "states" there is NO requirement for CCTV monitoring. These areas will be shown and highlighted on the quotation site plan with a notation.

### **Prior to the Security Camera Installation**

- a. Robowatch will telephone or email the site representative at least 24 hours prior to the installation to check that they are ready for the installation & that the pre-requisites are in place.
- b. After receiving the go ahead from the site representative an installation date will be confirmed.
- c. Should the Robowatch engineer attend site on the date agreed and the installation is aborted after receiving confirmation and the instructions to proceed from the site representative then an aborted visit / cancellation fee will be charged (at the current rate shown on the quotation).

### **Security Camera Installation**

- a. The installation of the security cameras will be as per the initial site plan unless agreed with the site representative.
- b. Where the site has changed from the original survey plan, the engineer will liaise with the site representative to assess the optimum position of the cameras for the best coverage of their site / required location.
- c. Robowatch takes no liability for loss or damage for CCTV systems or Wireless cameras that have been installed by the site staff or a third party.
- d. If a site representative is unhappy with the position of the cameras, they must discuss this with the engineer on site or call the operations manager on 01303 261210 within the first 48 hrs of the work being completed.

### **Customer Details Forms**

The client is responsible for completing the customers details form following the installation of the cameras.

#### **The form must detail clearly:**

- a. The times in which the system is to be armed & disarmed during the weekdays & weekend.
- b. The keyholder's name, telephone number & hours that they can be contacted. At least one of the keyholders names must be available to contact 24 hours a day in the case of an incident. A Keyholding service & security patrols is available if the client does not have a member of staff available to deal with incidents (Please enquire for more details).
- c. The contact details of the person that incidents reports are to be sent to.
- d. For GDPR reasons – the names & contact details of the company staff that are permitted to request footage or stills from security cameras. No details of site, footage or stills can be sent or requested to anyone other the persons quoted on the customer details form.
- e. A password for the site, that must be given to control room staff when telephoning Robowatch to inform them that staff are entering or leaving site at times that differ from the agreed times on the customer details form. Also, to be used when requesting information, footage / stills, or to change customer details or keyholders details.

### **Arming & Disarming of Cameras**

- a. It is the site representative's responsibility to inform the control room on 01303 261210 if the site opens or closes at different times other than those specified on the customer details form.
- b. If the site works at the weekends which differs from the times given.
- c. If the site opening & closing times change during the different seasons of the year.
- d. When staff are or visitors are to visit site for any reason out of normal working hours.

Robowatch takes no liability for intrusion, damage or theft when site staff leave site early or enter site early from those times stated for arming & disarming of the cameras.

### **Housekeeping & False Activations**

It is the responsibility of the client to ensure that the site cameras are free from:

- Obstructions including foliage & vegetation or site materials & plant.
- All monoflex & flapping plastics are removed from the camera shot or tied down to eliminate false activations.

Robowatch undertakes 4 hourly camera checks – if an obstruction is noticed or there is an issue that creates false activations, the site representative will be contacted and asked to rectify this. If this is not rectified within a reasonable time the cameras alarms will be isolated. This may mean that genuine activations may be missed, so please prevent this with rectifying any site issues promptly.

Robowatch takes no liability for isolating cameras if they creating many false activations and the issue has not been dealt with promptly.

Housekeeping to include a weekly visual check of the system to check for damage to cabling, cameras and detectors. The site manager is also responsible for ensuring the cameras are clean & for checking that the cameras are looking at the correct area(s) and detectors have not been moved or covered. As the project progresses a resurvey may be required to ensure the security is not compromised.

## **Storage of Equipment, Plant, Vehicles & Materials Storage**

- a. All equipment, tools, plant, machinery etc must be placed within 20 metres of a camera.
  - b. It must be well within the boundary of the site.
  - c. All keys / codes to access the plant, padlocks, containers must be secure and not accessible to intruders.
  - d. All obstructions that may obscure the cameras (e.g. pallets of materials, bricks, insulation, Monarflex etc) must be cleared to enable the control room to clearly see the goods / vehicles that we are protecting.
  - e. All plant machinery must be fitted with an immobiliser & tracker.
- Robowatch cannot take liability for items that are stolen or damaged when they are out of view of the cameras detectors or if the cameras views are obstructed by plant, equipment or materials.

## **Resurveys & Relocation of Security Cameras**

- a. It is the responsibility of the site manager to arrange a re-survey of the site if cameras requiring repositioning due to the progression of the site build.
- b. The site manager is also responsible for ensuring that the site has adequate coverage & must request a site survey if additional cameras are required.

## **Intruder or Incident Related Activations**

- a. Robowatch cameras are motion activated and an alarm is sent through to the control room.
- b. The Robowatch controller will assess the activation as quickly as possible and determine if actions are required.
- c. On determining that an unauthorised person is on the site they will:
  - Issue an audio warning via the PA system & warn off the intruders.
  - Up to 21:00hrs (unless stated otherwise) the keyholder(s) will be contacted by telephone. If there is no answer an answerphone message will be left & the next one on the list will be called.
  - After 21:00 (unless otherwise instructed) - The main keyholder will be sent a text message to inform them that they have had an incident
  - The police are called using 101 and if in place the keyholding security patrol will be called to attend site.
  - The cameras are monitored continuously throughout the incident until the intruders are no longer visible.
  - The controllers will liaise with the keyholders, police & security patrol (if available) through to its conclusion.
  - A full report of the incident with camera stills will be sent the next working day to the client contacts as per the customer details form.

## **Footage Requests**

- a. For GDPR reasons footage requests can only be made by the named personnel on the customer details form, regardless of their position within the organisation.
- b. Clients are permitted to ask for footage of up to 120 minutes that can be sent on a secure cloud station platform using a provided password.
- c. Any requests for footage over 120 minutes will require an engineer to attend site & download from the NVR hard-drive. Normal callout charges will apply as per quotation.
- d. If footage is requested of an incident or theft from site during normal working hours this again is limited to a maximum of 120 minutes. The site representative must give exact details of what cameras footage is required and specify a date & time that they require. Any footage requests over 120 minutes will require an engineer visit & be charged at the call out & labour fees as per the quotation.

## **Loss of Power (For Mains Powered CCTV Only)**

### **During Working Hours**

- In the case of a site losing power, the control room will contact the site representative and request that they investigate the reason for the loss of power.
- If the site cannot re-in state power during normal working hours & the Robowatch system is not live and active at the agreed start of the monitoring period, Robowatch take no liability for any incidents during this period.
- Should the power outage be deemed to be a long term or a re-occurring issue additional equipment may be required i.e. Robowatch Battery Back Up Unit for which can be charged from the mains or a site provided generator or VAP wireless camera systems. (please ask sales for details)

### **Out of Working Hours**

- In the case of a site losing power after working hours, up to 21:00 the control room will contact the site representative and request that they investigate the reason for the loss of power. After 21:00 (unless otherwise instructed) the main keyholder will be sent a text message informing them of the loss of power.
- If the site regains power then the main keyholder will be informed by telephone or text message.
- It is the responsibility of the site representative to call the control room. If the site cannot regain their power then they may be without security cameras for this duration. If the site cannot regain their power then they may be without security cameras for this duration & Robowatch take no liability for any incidents during this period.

## **Loss of Communications**

- If the site loses communications with its 3G/4G router the keyholders will be informed of the situation either by telephone call (before 21:00) or by Text if after 21:00. It is the responsibility of the site representative to call the control room to discuss the problem.
- Robowatch cannot take any responsibility for the loss of 3G/4G data communications that are provided by a third-party mobile network provider or any losses or incident during the mobile data outage.

## **Damaged Equipment**

- a. The client is responsible for any damage to Robowatch equipment caused by site staff or subcontractors.
- b. This may include cameras, detectors, cabling, PA systems, wireless cameras or communicator bridges, battery boxes, fire detection & alarm equipment & towers.
- c. If a camera is noted as damaged by the control room staff, then an engineer will be sent to site and the camera system will be rectified. If caused by site staff or contractors the client will be liable for the engineer call out, costs, material & equipment replacement.

## **Control Room**

The Robowatch control room is manned 24 hours a day, 365 days a year and for all queries can be contacted on:

01303 261210 or [control@robowatch.co.uk](mailto:control@robowatch.co.uk)

**PLEASE REMEMBER – IF WE CANNOT SEE YOUR SITE OR ITS  
MATERIALS / PLANT  
WE CANNOT PROTECT IT!**

**Close Objects Will Restrict Our  
Camera Views & Cause Flash Over  
Exposure During The Night**

If large items such as machinery, materials, skips etc. are placed directly in front of the cameras at short range after installation this will reduce our view and can lead to high levels of reflection when the cameras are activated.

This will greatly impact the ability of the cameras A.I. recognition system & also reduce what we are able to see in the monitoring station.

**This could lead to missed intruders!**

**If you are in doubt please contact our control room on the details below.**





ROBOWATCH  
THE TOTAL SECURITY SOLUTION

