

Kravsspecifikation spring - engelsk version

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10 Introduction

This electronic search and retrieval system guide describe the conditions that are considered to be of essential significance when incorporating these systems in security measures against theft of vehicles, construction machinery, boats, etc. Normally, these systems are referred to as tracking systems.

Insurance & Pension Denmark (IPD) has developed this guide for insurance companies to use in dialogues with policyholders and suppliers of tracking systems. These dialogues take place when tracking systems are included in insurance contracts in order to prevent and minimize the risk of theft and increase the chances of finding stolen, insured items (e.g. a stolen vehicle).

The guide contains a series of minimum requirements. A tracking system is obliged to meet these minimum requirements and if these requirements have been documented and verified by FORCE Technology, the tracking system can, upon presentation of a valid certificate, be registered with IPD. Afterwards, the system will be available to insurance companies and other users on the website www.sikringsguiden.dk.

Each insurance company can have special precautions/preferences, including preferred suppliers and Alarm Receiving Centers (ARC). Therefore, the customers are obliged to consult their insurance company regarding each specific tracking system installation contract.

20 Minimum Requirements for Search and Retrieval Systems

It is the responsibility of the manufacturer/supplier to ensure that all relevant documentation is in place and sent to FORCE Technology or another GTS institute. Read more about control procedures and GTS institute requirements in section 70.

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Company Requirements (manufacturer/supplier)

The manufacturer/supplier is obliged to obtain any permit required for usage of the equipment in Denmark, including approval from The National IT and Telecom Agency.

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Product Requirements

It is a requirement that the tracking system is satellite-based and has:

- CE certification mark – RTTE Directive 1999/5/EC, expires June 13th, 2017.
RED 2014/53/EU, applicable from June 13th, 2017. The directives impose essential radio, EMC and security requirements on products.
- Updated technical documentation – From June 13th, 2017, the supplier is required to offer updated technical documentation.
- E-mark – Equipment for fixed installation in vehicles has to be approved according to Directive 2007/46/EC of the European Parliament and of the Council (including later adjustments).
- ISO 16750-2 – Pulse 5 test. This standard is a supplement to the E-mark certification, indicating which pulses tracking systems are required to be immune to.

The tracking system is required to meet the following criteria:

- Max current consumption of 20 mAh in idle state.
- The system has to be equipped with a backup battery. If the system is powered through an automotive battery, the system is required to have a backup battery that can power the system in case of disconnection of the automotive battery. The capacity of the backup battery should be a minimum of 12 hours in active state and 5 hours in tracking state.
- The system has to send and log alarms, if the primary power supply is disconnected, or in occurrence of low voltage.
- Fence alarm has to be automatically activated when the ignition is switched off.
- Fence alarms are required to be sent directly from the tracking system to the ARC.
- A Fence alarm has to be sent, if the vehicle is moved more than 1,000 meters.
- The tracking system has to be connected to an ARC, approved by the Danish National Police.
- Tracking should, as a minimum, be possible across Europe with full GSM coverage. The system should be able to position/search for moving and parked vehicles throughout Europe.

Tracking System Installation Requirements

An authorized technician, certified within the given product, should install the tracking system.

The tracking system should be installed in a manner that makes it invisible from the outside of the monitored item.

The installer has to complete an installation declaration that is intended for usage in cases of damages. Mobile tracking systems, with rechargeable power supply, are especially applied in the construction industry and for boats. The system owners often move the tracking system from vehicle to vehicle – or from machine to machine – according to the items' estimated theft risk level. Insurance contracts, including such mobile tracking systems, describe special agreements regarding routines, procedures, etc.

It is essential to vary the installation location of the tracking systems inside the monitored items as much as possible in order to minimize tamper risks related to vehicle thefts.

Do not place any sort of marks or labels indicating that the monitored vehicle, or other item, is equipped with a tracking system in accordance with this guide.

30 Use of Alarm Receiving Centre (ARC)

Alarms, triggered by tracking systems that are installed in accordance with this guide, have to be sent directly to an ARC that is approved by the Danish National Police in accordance with the Danish Security Business Act (Lov om vagtvirksomhed). You can find a list of approved ARCs on the website www.sikringsguiden.dk.

The ARC monitoring subscription has to be in effect prior to using the tracking system. Likewise, the tracking system has to be tested and fully functional prior to use.

Any installer has to install the tracking system in accordance with this guide and ensure that alarms, sent from the system, are received and logged correctly by the ARC.

The ARC is required to provide a detailed contingency plan describing the actions to take when a monitored item is confirmed stolen. The ARC should, at least, have two contact persons that in collaboration decide whether or not to report the incident to the police.

When a stolen item is located, and when there is sufficient evidence thereof, the ARC is obliged to inform the local police. The police will decide whether the stolen item should be kept under surveillance or seized immediately.

In this context, it should be mentioned that criminals often leave stolen items in public places, e.g. parking lots, for a period of time to ensure that the item is not being electronically monitored.

40 Cross-border Collaboration

It is usually not a problem for an ARC to locate GPS-based tracking systems in other countries. The issue only arrives when it is time to seize the stolen item (e.g. a vehicle).

If the installer or importer of the tracking system is collaborating with foreign companies in the search of stolen vehicles, this has to be stated in the ARC's contingency plan.

It is essential to point out that a Danish ARC rarely has any success with contacting a foreign police department directly, despite the fact that the ARC has evidence that the vehicle is located in this specific police jurisdiction.

Interpol does not yet have the right means to deal with this sort of assignment. Within normal working hours, it is possible to consult IPD, Technical Department (East Office).

50 Maintenance and Service

The functionality of tracking systems, installed in accordance with this guide, should be tested, at least, every third month – either through an automatic call function within the system or through a call from the ARC. The tests have to be registered in the ARC log.

If specific items are considered to be in high-risk of theft – e.g. construction machinery, motorbikes, and boats – or if the monitored items are located in high-risk areas, the insurance company is entitled to request for a yearly service check with the installer. This service will include a test of the system's alarm functionality in order to ensure that the alarms are received and logged properly at the ARC. Furthermore, the ARC has to demonstrate their capability to locate the monitored vehicle/item.

If the insurance company has requested this yearly service check in relation to an installed tracking system, it has to be stated in the installation declaration that such an agreement has been made between the installer and the customer.

60 Special tamper conditions

If an item is equipped with a tracking system, installed in accordance with this guide, it increases the chances of retrieving the item in case of theft. However, it is possible to tamper tracking devices in many different ways, and criminals are very determined to do so.

One way of tampering with a tracking device is to apply jammers that deliberately block the tracking signal. Jammers are, among others, known from churches and conference rooms, where they are used to prevent the application of mobile phones.

70 Control Procedure

A tracking system can only be registered on www.sikringsguiden.dk, if it meets all the minimum requirements described in this guide.

The manufacturer/supplier is required to send a completed supplier declaration and relevant documentation to FORCE Technology or another GTS institute. FORCE Technology will verify that the tracking system meets all minimum requirements. Based on this verification, a certificate is issued. This certificate has to be uploaded on www.sikringsguiden.dk.

All documentation, that has to be sent to FORCE Technology or another GTS institute, is stated in the supplier declaration.

GTS institutes, that control and approve tracking system solutions, are subject to the following requirements:

- Thorough knowledge and understanding of IPD's tracking system requirements, contingency plans, installation declaration, etc.
- Knowledge of relevant directives and technical standards, equivalent to a recognized testing facility.
- A quality management system that meets the primary requirements of ISO 17065:2012.

The manufacturer/supplier is alone responsible to cover the costs related to the control service completed by FORCE Technology or another GTS institute. The manufacturer/supplier has to pay FORCE Technology or the GTS institute directly.

For more details about control procedures and prices, please contact: Ole Hammer, FORCE Technology, phone: +45 72 19 40 00, direct: +45 25 40 82 08, email: oh@force.dk.

80 Validity

With effect from March 2016, this guide can be used for control and registration of tracking systems on www.sikringsguiden.dk.

90 Registration with IPD

Manufacturers and suppliers of tracking systems can register with IPD on www.sikringsguiden.dk.

The application is completed through the self-service function on www.sikringsguiden.dk. During the registration process, the applicant is requested to upload a copy of the certificate in PDF format.

IPD reserves the right to make changes in this guide, including the minimum requirements described in section 20.

Registration with IPD is free of charge.

The manufacturer/supplier is required to inform of any product changes:

- If any changes are made, the manufacturer/supplier has to contact DELTA or another GTS institute to clarify whether a new control is necessary or not.
- The maximum registration period on www.sikringsguiden.dk, without further control by DELTA or another GTS institute, is five years.
- After five years, the manufacturer/supplier is obliged to perform a new control of the tracking system.

You can find the document "Supplier declaration – request for control of tracking systems" (Leverandørerklæring - anmodning om kontrol af sporingsystem) on www.sikringsguiden.dk.