

Certificate

Process Certificate K-0228747-1



Issued **2026-04-14**
Valid until **Indefinite**
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Hosted Alarm Solution

Statement by Kiwa

Kiwa states with this process certificate, issued in accordance with the Kiwa Regulations for Certification, that there is legitimate confidence that the service provided by

Conxtd Technologies Ltd.

meets the requirements of the scheme K21046/02 "Hosted Alarm Solution - for the infrastructure and processes for hosted alarm handling" dated 09-03-2026 for the scopes defined on page 2 of this certificate.

Kiwa Nederland B.V. gives the certification trademark in license to Conxtd Technologies Ltd. for the service performed under certificate.

Signature

Wim van Loon
Managing Director Nederland

Publication of this certificate is allowed. Consult www.kiwa.com in order to ensure that this certificate is still valid. This certificate remains the property of Kiwa.

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Hosted Alarm Solution

Scopes and configurations

- 1. An organization that applies the Hosted Alarm Solution for its internal organization and/or judicial connected entities.
- 2. An organization that offers the Hosting Alarm Solution as a service to third parties and places the HAS on the market for commercial purposes.

Hosting configuration

- A. Private
- B. Public
- C. Hybrid (combination of both)

Technical application scope(s)

Scope(s) in accordance with EN 50518 Category I

- Intrusion & Holdup Alarm Systems;
- Access control systems;
- Video Surveillance Systems in security applications that require an emergency response (for example loss prevention);
- People monitoring, lone workers and object tracking systems for security applications;

Alarm messages handled by category II ARCs;

- Fire alarm systems;
- Fixed firefighting systems;
- Social alarm systems;
- Audio/video door entry systems;
- Video Surveillance Systems in non-security applications (for example traffic flow);
- People monitoring, lone workers and object tracking systems for non-security applications;
- Lifts emergency systems;

- Technical Monitoring Systems (TMS);
- Remote Access for Remote Systems (RARS);
- Artificial Intelligence (AI);
- Business Intelligence (BI).

Hosted Alarm Solution

Setup and demarcation of Hosted Alarm Solution segments

This is the standard setup of the HASP. The HASP has always the possibility to define the different configuration per customer.

Hosted Alarm Solution segments	Hosted Alarm Solution components	HAS Provider	HAS User	Defined in SLA
Out of scope for HAS	SPT's or other systems such as a VSS enabled to communicate to the Hosted Alarm Solution.		X	
0	IP routing			X
A	Secure location, servers and storage equipment	X		
B	Infrastructure at the Hosted Alarm Solution Provider enabling secure communication from the Hosted Alarm Solution Provider to the Hosted Alarm Solution User	X		
B	Infrastructure at the Hosted Alarm Solution User for secure communication to the Hosted Alarm Solution Provider			X
B	The network infrastructure enabled for Hosted Alarm Solution operations (DC to DC)	X		
C	RCT's enabled to communicate with a SPT's or other systems such as a VSS, iRCT's and AMS	X		
C	iRCT's enabled to communicate with the RCT's and AMS	X		
C	AMS to enable HAS user operations	X		
D	Monitoring equipment	X		
E (Out of scope or arranged in SLA)	Hosted Alarm Solution User network infrastructure for ARC operations		X	X
E (Out of scope or arranged in SLA)	Hosted Alarm Solution User workstation for alarm monitoring including or excluding telephony		X	X
E (Out of scope or arranged in SLA)	Additional services not standard covered such as: <ul style="list-style-type: none"> • Technical Monitoring Systems (TMS) • Remote Access For Remote Services (RARS) • Business Intelligence (BI) • Artificial Intelligence (AI) 			X

Hosted Alarm Solution

Clarifications

ARC	= Alarm receiving centre
AMS	= Alarm management system
DC	= Datacentre
HAS	= Hosted alarm solution
HASP	= Hosted alarm solution provider
IP	= Internet protocol
RCT	= Receiving centre transceiver
iRCT	= Interface receiving centre transceiver
SPT	= Supervised premises transceiver
SLA	= Service level agreement
VSS	= Video surveillance system

Marking for this process



RECOMMENDATIONS FOR CUSTOMERS

Check at the time of delivery whether:

- the supplier has delivered in accordance with the agreement;
- the mark and the marking method are correct;
- the service show no defects.

If you should reject a product / service on the basis of the above, please contact:

- Conxtd Technologies Ltd.
- and, if necessary,
- Kiwa Nederland B.V.

Consult the supplier's processing guidelines for the proper storage and transport methods.