

Certificate

The certification body of TÜV NORD CERT GmbH hereby awards this certificate to the company

Commerzbank AG
Kaiserstraße 16
60311 Frankfurt am Main, Germany

to confirm that the alarm receiving center

NSL Essen

fulfils all requirements of Standard

EN 50518:2019 + A1:2023
Category I

using the criteria catalogue "Trusted Site Alarm Receiving Center" TSA.STANDARD V2.1 (incl. EN 50518) of TÜV NORD CERT GmbH. The requirements are summarized in the appendix to the certificate.

The appendix is part of the certificate and consists of 3 pages.

Zertifikats-ID: 6024.25

valid from 2025-10-10 until 2028-10-10

To Certificate



Essen, 2025-10-10

Certification Body of TÜV NORD CERT GmbH

TÜV NORD CERT GmbH
Am TÜV 1, 45307 Essen, Germany
tuev-nord-cert.com

TÜV®



Certification scheme

The certification body of TÜV NORD CERT GmbH is accredited by “DAkkS Deutsche Akkreditierungsstelle GmbH” according to EN ISO/IEC 17065 for the scopes IT security and security technology product certification. The certification body performs its certification based on the following accredited certification system:

- “Certification System (accredited scope) of the certification body of TÜV Informationstechnik GmbH“, version 3.1 as of 2023-05-08, TÜV Informationstechnik GmbH

Evaluation report

- German document: „Evaluierungsbericht – Trusted Site Alarm Receiving Center (TSA), NSL Essen“, version 1.0 as of 2025-10-08, TÜV NORD CERT GmbH

Evaluation requirements

- „Evaluation and Certification ARC and Technical Control Centers TSA.STANDARD V2.1 (incl. EN 50518) as of 2024-07-01, TÜV NORD CERT GmbH
- Underlying standard: „Monitoring and alarm receiving centre, EN 50518:2019 + A1:2023“

The Evaluation Requirements are summarized at the end. Not applicable requirements are printed in grey.

Evaluation target

Evaluation target is the alarm receiving center „NSL Essen“ of Commerzbank AG. It is detailed in the evaluation report.

Evaluation result

The evaluation target fulfills all applicable evaluation requirements and complies with „EN 50518:2019 + A1:2023“ Category I.

Summary of the Evaluation Requirements

TSA.STANDARD: Evaluation and Certification of Alarm Receiving Centers and Technical Control Centers
TSA.STANDARD V2.1 (incl. EN 50518):

1 ENV – Environment

ENV01 Risk assessment

2 CON – Construction

CON01 Structural requirements against attacks by mechanical means
CON02 Structural requirements against attacks with firearms
CON03 Structural requirements against fire
CON04 Structural requirements against lightning
CON05 Social facilities
CON06 Openings
CON07 Entrance Lobby
CON08 Locking devices for entrance lobby doors
CON09 Emergency exit
CON10 Visual protection inside the ARC
CON11 Ventilation
CON12 Service inlets and outlets
CON13 Transfer hatches/chutes
CON14 Location of data processing equipment

3 SEC – Security

SEC01 Intrusion detection system
SEC02 Fire alarm system (FAS)
SEC03 Door/window opening monitoring
SEC04 Gas detection system
SEC05 Securing the communication connections
SEC06 Hold-up devices
SEC07 Safety monitoring of personnel
SEC08 Messages from the ARC alarm systems
SEC09 Access and video surveillance

4 Energieversorgung (POW – Power Supply)

POW01 Mains supply
POW02 Standby power supply
POW03 Uninterruptable Power Supply (UPS)
POW04 Standby generator (GEN)
POW05 Overvoltage Protection

5 Organisation (ORG – Organization)

ORG01	Requirements for the alarm management system
ORG02	Operational procedures of the ARC
ORG03	Contingency plan and evacuation procedure
ORG04	Requirements for the ARC management
ORG05	Inspection specifications and troubleshooting
ORG06	Staffing
ORG07	Personnel requirements
ORG08	Compliance audits