

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

Sicherheitszentrale DLZ

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: 6025.24

valid from 2024-07-15 until 2027-07-15

To Certificate



Essen, 2025-06-24

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 in 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), Sicherheitszentrale DLZ“, version 1.0 as of 2025-06-16, TÜV NORD CERT GmbH

Evaluation requirements

- „Evaluation and Certification of 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 „Sicherheitszentrale DLZ“ 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
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