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Guard and patrol security services



AS 4421:2023

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- Australian Digital & Telecommunications Industry Association
- Australian Industry Group
- Australian Security Industry Association
- Engineers Australia
- Fire Protection Association Australia
- NSW Police Force
- Queensland Police Service
- Security Providers Association of Australia
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Preface

This Standard was prepared by the Australian members of the joint Standards Australia/Standards New Zealand Committee EL-031, Alarm and Electronic Security Systems, to supersede AS/NZS 4421:2011.

After consultation with stakeholders in both countries, Standards Australia and Standards New Zealand decided to develop this document as an Australian Standard rather than an Australian/New Zealand Standard.

The objective of this document is to specify the minimum requirements for the operation and management of an organization providing protective security services.

The major changes in this edition are as follows:

- (a) Revision of definitions.
- (b) Revision of patrol response times.
- (c) Inclusion of updated total response time chart.
- (d) Update of informative references.

The terms “normative” and “informative” have been used in this document to define the application of the appendices to which they apply. A “normative” appendix is an integral part of a Standard, whereas an “informative” appendix is only for information and guidance.

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Section 1 Scope and general

1.1 Scope

This document specifies the minimum requirements for the operation and management of an organization providing protective security services.

NOTE 1 The term “organization” is defined in [Clause 1.3](#).

NOTE 2 [Appendix A](#) specifies the requirements for custodial and escort officers.

This document does not cover cash-in-transit (CIT) operations.

NOTE 3 Refer to the relevant legislation and codes of practice for further information.

1.2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document.

NOTE Documents referenced for informative purposes are listed in the Bibliography.

AS 2201.2, *Alarm and electronic security systems, Part 2: Monitoring centres*

AS/NZS 2201.1, *Intruder alarm systems, Part 1: Client's premises—Design, installation, commissioning and maintenance*

AS/NZS 2201.5, *Intruder alarm systems, Part 5: Alarm transmission systems*

1.3 Terms and definitions

For the purposes of this document, the terms and definitions given in AS/NZS 2201.1 and the following apply.

1.3.1

assignment instructions

operational document detailing the specific duties to be performed under the contract

1.3.2

welfare check

routine communication made to verify the location and status of a security officer on assignment

1.3.3

client

individual or business engaging a static or mobile security service to carry out agreed services that is responsible for remunerating the security organization in accordance with an agreed contract

1.3.4

competent person

person who has acquired through education, training, qualification or experience or a combination of these, the knowledge and skill enabling that person to perform the task required

1.3.5

contractor subcontractor

individual, partnership or corporation that enters into a commercial arrangement with a client, or a principal or prime contractor to perform part or all of the obligations of a contract

Note 1 to entry: Contractors run their own businesses and control when, where, how and who will undertake the work.

Note 2 to entry: Arrangements between principal contractors and subcontractors are governed by the principles of commercial and contract law.

1.3.6

control room

facility within a specific site, such as an office building or large business complex, where the day-to-day operations are monitored by closed circuit television, internal alarm systems and security devices that are site-specific

Note 1 to entry: A control room is on, or adjacent to, the site of the security risk situation that security officers may be required to respond to. An organization may monitor more than one site in their control room.

1.3.7

guarding

provision of trained personnel to a defined location for a determined period of time for the protection of people and assets

1.3.8

keyholding

service whereby a static or mobile security service holds keys to a client's premises or equipment and responds in the event of an emergency call or as agreed with the client

Note 1 to entry: "Keys" may include electronic access, access control cards, and the like.

1.3.9

may

indicates the existence of an option

1.3.10

mobile patrol

security service patrolling within a specified geographic area

Note 1 to entry: Mobile patrols may occur at routine, random or at casual times.

Note 2 to entry: If agreed to, mobile patrols may include virtual patrols, for example by drones or remote devices.

1.3.11

monitoring centre

secure and isolated facility that monitors alarm information transmitted from external locations

Note 1 to entry: Refer to AS 2201.2 for requirements for monitoring centres.

Note 2 to entry: In contrast to a control room, a monitoring centre is typically remote from the security risk and monitoring centre operators do not personally attend the site of alarm activations or other monitored events.

1.3.12

operations room

communication centre that monitors mobile patrols and/or static security officers and that may provide a keyholding service

Note 1 to entry: An operations room may also be referred to as a national operations centre (NOC) or a dispatch facility.

1.3.13**operator**

person designated to operate and control the operations room

1.3.14**operator inactivity monitor**

remote communications system that, if not operated within a determined period of time by a security officer, indicates a possible problem with that officer

Note 1 to entry: It is also known as a “dead-man alarm”.

1.3.15**organization**

entity providing protective security services

1.3.16**operations room**

facility coordinating the despatch of patrol response to alarms and other events as a result of information received from a monitoring centre, control room, or at the direct request of a client

1.3.17**security officer**

person employed by a security organization to carry out static or mobile guarding duties

Note 1 to entry: Security officers who carry out mobile guarding duties are also known as patrol officers.

1.3.18**service agreement**

document detailing specific duties to be performed under the agreement between the customer and the service provider

1.3.19**shall**

indicates that a statement is mandatory

1.3.20**shared service**

service assigned to multiple customers in a response area

Note 1 to entry: Shared services include, but are not limited to, mobile patrols, escorts and alarm responses.

1.3.21**should**

indicates a recommendation

1.3.22**specification**

explicit set of requirements to be satisfied by a material, product or service

1.3.23**standard operating procedure****standing orders**

documentation detailing the methodology to perform specific duties by the security officer(s)

1.3.24**static or mobile security service**

contracted services for the guarding of premises or property, including CIT, alarm response and escort services for persons or valuables

Section 2 Governance

2.1 General

The organization shall possess a management structure. The structure should take control and accountability into account at each level of operation.

This document includes advice on work health and safety. Refer to the relevant federal, state and territory regulations and determine legal requirements as applicable.

NOTE 1 Applicable legislation may include the relevant work health and safety, trade practices, whistle-blower, child protection, modern slavery, human rights, and privacy legislation.

NOTE 2 Licensing requirements are regulated. Refer to local industry associations or the licensing authority for guidance regarding licensing.

2.2 Finances

The guard and/or patrol service provider should have sufficient working capital to meet operational needs. Fixed capital should be sufficient to meet anticipated current and planned needs. Loans from directors or shareholders should be loan capital, subordinated to all other creditors.

2.3 Insurance

Insurance cover should be commensurate with the nature of the business undertaken. Refer to licensing authorities for licensing requirements that may apply.

Risks of the industry should be considered when selecting insurance cover, e.g. crowd control, loss of keys, consultancy, advisory services, and wrongful arrest. Types of insurance may include product liability, public liability, and professional indemnity.

The organization shall make current policies and/or certificates of currency available for inspection when requested by the client.

2.4 Business records

The organization shall keep business records, including all professional and business documents, certificates, correspondence and files necessary for the proper conduct of business transactions.

Business records shall be kept in a secure and easily accessible location.

NOTE Privacy requirements may apply for collecting, storing, and disposing of data.

2.5 Sale of services

When making calls to promote the sale of security services to potential clients, callers shall identify themselves, their organization and tender identification. No caller shall play on fears of anti-social behaviour or criminal activity by giving misleading or exaggerated information.

NOTE Anyone selling guarding or mobile patrol services should advise the client whether the service provided will be a shared service and/or a sub-contracted one.

2.6 Site review

2.6.1 Client security needs

A comprehensive security risk assessment may be carried out at the client's request. This shall only be provided by a competent person.