

Manned security services

Part 1. Code of practice for static guarding and mobile patrol services

ICS 13.310

Committees responsible for this British Standard

The preparation of this British Standard was entrusted by the Consumer and Contract Goods Standards Policy Committee (CCM/-) to Technical Committee CCM/45, upon which the following bodies were represented:

Association for Payment Clearing Services
 Association of Burglary Insurance Surveyors
 Association of Chief Police Officers of England and Wales
 Association of Metropolitan Authorities
 British Retailers' Association
 British Security Industry Association
 British Telecommunications plc
 Construction Security Advisory Service
 Consumer Policy Committee of BSI
 Department of the Environment (Building Research Establishment)
 Department of the Environment (Property Services Agency)
 EEA (The Association of Electronics, Telecommunications and Business Equipment Industries)
 Electrical Contractors' Association
 Electrical Contractors' Association of Scotland
 Electrical Installation Equipment Manufacturers' Association (BEAMA Ltd.)
 Electricity Industry in United Kingdom
 Home Office Crime Prevention Centre
 Institution of Electrical and Electronics Incorporated Engineers
 Lloyd's Syndicates
 Loss Prevention Council
 Metropolitan Police
 Ministry of Defence
 National Approval Council for Security Systems
 National Association of Goldsmiths of Great Britain and Ireland
 National Association of Security Services
 Post Office
 Royal Institute of British Architects
 Tobacco Advisory Council
 Wine and Spirit Security Liaison Ltd.

This British Standard, having been prepared under the direction of the Consumer and Contract Goods Standards Policy Committee, was published under the authority of the Standards Board and comes into effect on 20 December 1991

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The following bodies were also represented in the drafting of the standard, through subcommittees and panels:

Ex-police in Industry and Commerce
 International Professional Security Association

Amendments issued since publication

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The following BSI references relate to the work on this standard:
 Committee reference CCM/45
 Draft for comment 90/46330 DC

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Foreword

This Part of BS 7499 has been prepared under the direction of the Consumer and Contract Goods Standards Policy Committee at the request of users and providers of manned security services to provide guidelines for the satisfactory conduct of such services. Further Parts of this standard are to be prepared for cash-in-transit, secure parcel services and other manned security services.

Although some security activities and services are specially excluded from the scope of this Part of the British Standard for manned security services, it is considered that certain of the recommendations may be equally of relevance to these, in particular the recommendations for the selection and vetting of staff given in **4.1** and appendix A, and for their identification, given in **4.3**.

Users of this British Standard are advised to consider the desirability of third party certification of conformity with this British Standard based on continuing surveillance, which may be coupled with the assessment of a supplier's quality systems against the appropriate Part of BS 5750. Enquiries as to the availability of third party certification schemes will be forwarded by BSI to the Association of Certification Bodies. If a third party certification scheme does not already exist, users should consider approaching an appropriate body from the list of Association members.

Compliance with a British Standard does not of itself confer immunity from legal obligations. In particular attention is drawn to existing law and legislation concerning employment, health and safety at work, data protection, the rehabilitation of offenders, race relations and equal opportunity.

Code of practice

1 Scope

This Part of BS 7499 gives recommendations for the organization, staffing, operation and management of a company providing static and/or mobile manned guarding services on a contracted basis.

The recommendations of this Part of BS 7499 do not apply to cash-in-transit or secure parcel services, private investigation or bodyguarding services nor to store detectives or door supervisors on licensed premises.

NOTE. The titles of the publications referred in this standard are listed on the inside back cover.

2 Definitions

For the purposes of this Part of BS 7499, the following definitions apply.

2.1 manned security service

Company providing contracted services for the guarding of premises and/or property, including cash-in-transit and secure parcel services.

NOTE. Cash-in-transit covers the secure transportation of valuables, securities and goods.

2.2 client

Individual or organization retaining a manned security service to carry out agreed services, responsible for remunerating the company in accordance with an agreed contract.

2.3 specification

Document setting out the proposed services to be supplied under a contract.

2.4 assignment instructions

Operational document detailing the specific duties to be performed under the contract.

2.5 controller

Person designated to manage the control room and to ensure the correct manning of an assignment.

2.6 control room

Secure location from which the controller performs his duties.

2.7 keyholding

Service whereby a manned 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. This service may include dual key systems whereby one key is held by the client or his representative and another, different, key to the same premises or equipment is held by the manned security service, both being required to gain access to the premises or to operate the equipment.

2.8 check call

Routine communication made to verify the location and/or status of a guard or patrolman on assignment.

2.9 relevant employment

Employment which involves or may involve, the acquisition of, or access to, knowledge of a confidential nature, the improper use of which could involve the company, its clients, or any third party, in a security risk.

2.10 screening period

Period of not less than 10 years prior to the date of the application for relevant employment or transfer to relevant employment.

NOTE. The screening period may be considerably longer than the 10 year minimum if required to be so by the company or by a client.

2.11 ancillary staff

All staff such as secretaries, clerks, receptionists, telephonists, cleaners, etc. who, although not directly employed in duties falling within the definition of relevant employment, have, or may have, access to information of a confidential nature.

3 Company organization

3.1 Structure and principals

The company should possess a definitive management structure showing control and accountability at each level of operation.

The company should prepare annual accounts, certified by an accountant or solicitor, as appropriate, with complete details of expenditure and income and should be prepared to submit these for examination.

The company should, under normal circumstances, be able to present 2 years' audited trading accounts, except for a company starting in business as a subsidiary of an established company, or where experienced staff and substantial financial backing is evident.

Ownership of a company should be clearly established and individuals having a significant shareholding should be identified.

The names of the directors of the company should be established and curricula vitae (c.v.) available for all directors.

Any criminal conviction, discharged or undischarged bankruptcy of a principal or director of the company should be disclosed to the client on request.

3.2 Finances

The company should have sufficient working capital to meet requirements and the fixed capital of the company should be sufficient to meet anticipated current and planned needs; loans from directors and/or shareholders should be loan capital, subordinated to all other creditors.

3.3 Insurance

A company should possess public, contractual, efficacy and employer liability insurance cover at a level commensurate with the nature of the business undertaken and number of persons employed and should use only appropriately insured vehicles for its business operations.

In addition, fidelity guarantee and confirmation and limits of cover should be available for special risks of the industry, e.g. loss of keys, wrongful arrest and products liability.

3.4 Premises

The company should have an administrative office where records, together with all professional and business documents, certificates, correspondence, files, etc. necessary to the proper conduct of business transactions, should be kept.

3.5 Sale of services

When making calls to potential clients in order to promote the sale of security services, callers should identify themselves and their company, by tendering their identification card if calling personally, and should make clear the purpose of the call at the start of the conversation. They should ask whether the timing of the call is convenient and calls should not be made after 9 p.m. unless by invitation. Telephone callers should not ask clients for details of their security arrangements and no caller should play on a fear of intruders, or give misleading information. Questions from potential clients should be answered honestly and fully.

3.6 Surveys

Unless declined by the client, prior to, or at the commencement of the contract, a survey of the client's premises should be conducted by a competent person advising the client of his security needs and weaknesses, together with practical and reasonable proposals for protection.

Where the company offers security advice to a client, in addition to the supply of a manned security service, information should be available on those persons employed to dispense such advice indicating clearly their relevant qualifications and experience.

NOTE. A security survey and physical security advice are regarded as additional to the provision of security manpower, which may be purely to meet the requirements of the client's own specification, and, where provided, should be the subject of additional insurance provisions in respect of professional negligence.

3.7 Contracts

A clear written contract between the company and its client should be provided by the company and signed by both parties. The contract should give the terms and conditions on which work is to be undertaken and should indicate the liabilities of the company, which should not be unlimited, other than by law, and which should be insured.

NOTE. This may not necessarily be a contract for a specified period of time but may be in the form of a temporary works order.

The contract should normally be agreed and exchanged prior to the commencement of work for a client, or in cases of immediate urgency as soon as practicable thereafter.

The company should not enter into any commitment assuming the powers and authority of the civil police.

Records should be maintained concerning contracts leading to the provision of services or equipment, with full details of the service or equipment provided together with information related to any person employed on the contract.

The confidentiality of information received whilst tendering for or carrying out any contract to supply a service or equipment should be ensured. This applies not only at the time but subsequently and agreements entered into later should not override this obligation.

3.8 Assignment instructions

In consultation with the client, the company should formulate assignment instructions which will encompass full operational instructions for the effective security of the site, detailing emergency procedures, lines of communication and accountability. The assignment instructions should be agreed and endorsed by the client, who should also agree a date on which these instructions should be reviewed. Any alteration to the instructions resulting in changes of staff or operational requirements should be endorsed by the company and the client. The assignment instructions should be readily available to relevant personnel whilst on duty and one copy should be available immediately in the company control room.

Security staff should be familiar with these instructions and with operational practices.

4 Staffing

4.1 Selection and vetting

The company should carry out full pre-employment enquiries to ensure that only suitably qualified persons are recruited.

A personal interview should be conducted to assess the following:

- a) physical ability;
- b) mental ability;
- c) language ability, in respect of reading, writing and verbal communication;
- d) personal documentation (birth certificate, driving licence, passport, service records, etc.).