

Static site guarding and mobile patrol services — Code of practice

ICS 13.310

Committees responsible for this British Standard

The preparation of this British Standard was entrusted to Technical Committee GW/3, Manned security services, upon which the following bodies were represented:

Association of British Insurers
Association of Chief Police Officers of England, Wales and N. Ireland
Association of Security Consultants
British Bankers' Association
British Security Industry Association
Ex-Police in Industry and Commerce
Home Office
International Professional Security Association
Joint Security Industry Council
Metropolitan Police
National Security Inspectorate
Security Industry Training Organization
Co-opted members

The following bodies were represented in the drafting of the standard through panel GW/3/-/3:

Association of British Insurers
British Security Industry Association
Ex-Police in Industry and Commerce
Home Office
International Professional Security Association
Joint Security Industry Council
National Security Inspectorate
Security Industry Training Organization

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Foreword

This British Standard has been prepared by Technical Committee GW/3, Manned security services. This standard, together with BS 7984, supersedes BS 7499:1998, which is withdrawn. BS 7984 covers those parts of BS 7499:1998 that dealt with keyholding services.

[A1] The start and finish of text introduced or altered by Amendment No. 1 is indicated in the text by tags **[A1]**.

Attention is drawn to the Private Security Industry Act 2001, which contains provisions for regulating the private security industry, including manned guarding. A person falling within the definition of providing security industry services under the Private Security Industry Act 2001 will be required to be licensed in accordance with that Act. The Act can be found online at <http://the-sia.org.uk>.

Annex A is informative.

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

A British Standard does not purport to include all the necessary provisions of a contract. Users of British Standards are responsible for their correct application.

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

Summary of pages

This document comprises a front cover, an inside front cover, pages i and ii, pages 1 to 19 and a back cover.

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1 Scope

This British Standard gives recommendations for the management, staffing and operation of an organization providing manned guarding services on a static site and/or mobile patrol basis.

NOTE 1 The term “manned guarding” is used in the sense defined in the Private Security Industry Act 2001 [1] (see Annex A).

The recommendations of this British Standard do not apply to cash-in-transit services, secure parcel services, keyholding and response services, door supervisors, and the management and operation of closed-circuit television (CCTV).

NOTE 2 Recommendations for cash-in-transit services, CCTV, door supervisors, and keyholding and response services are given in BS 7872:1996, BS 7958, BS 7960:1999 and BS 7984 respectively.

2 Normative references

The following normative documents contain provisions which, through reference in this text, constitute provisions of this British Standard. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. For undated references, the latest edition of the publication referred to applies.

BS 4737-1, Intruder alarm systems in buildings — Part 1: Specification for installed systems with local audible and/or remote signalling.

BS 4737-2, Intruder alarm systems in buildings — Part 2: Specification for installed systems for deliberate operation.

BS 5839-1, Fire detection and alarm systems for buildings — Part 1: Code of practice for system design, installation and servicing.

BS 5979, Code of practice for remote centres receiving signals from security systems.

BS 6803-3, Vehicle security alarm systems — Part 3: Code of practice for the protection of vehicles and goods in transit.

BS 7858:2004, *Security screening of individuals employed in a security environment — Code of practice*.

BS 8600, Complaints management systems — Guide to design and implementation.

BS 7958, Closed-circuit television (CCTV) — Management and operation — Code of practice.

BS 7984, Keyholding and response services — Code of practice.

3 Terms and definitions

For the purposes of this British Standard, the following terms and definitions apply.

3.1

organization

sole or principal provider of manned guarding services to a particular customer

3.2

customer

individual or body retaining the services of the organization

3.3

supplier

individual or company (and the persons employed, including all levels of subcontractor, by that individual or company) that supplies the organization with equipment, material and/or labour which is used in providing the service to the customer

3.4

assignment instructions

operational document detailing specific contractual duties

3.5

controller

person designated to monitor control room operations and communications

3.6

control room

location where operational procedures are monitored and/or managed

3.7

check call

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

3.8

secure facility

strongly constructed dedicated room or securely mounted lockable cabinet for the holding of keys

3.9

static site

location or premises to which a security officer is assigned solely

3.10

mobile patrol

assignment whereby a security officer performs various duties but is not solely assigned to one location or premises

3.11

security officer

trained person who performs duties at a static site or on a mobile patrol

3.12

key

instrument or data allowing authorized access to a customer's property

3.13

keyholding

holding, by an organization, of a key or keys to a customer's premises and/or equipment

NOTE Keyholding may involve dual key systems. One key is held by the customer, and another (different) key to the same premises or equipment is held by the organization. Both keys would be required to gain access to the premises or to operate the equipment.

3.14

takeover

transfer of contractual responsibilities from one organization to another

4 The organization

4.1 Structure

The organization should publish a management structure showing control and accountability at each level of operation.

The organization should operate a complaints management system in accordance with the guidance given in BS 8600.

Details of the ownership of the organization should be published and the principals' curricula vitae made available. Any unspent criminal convictions or undischarged bankruptcy of a principal or director should be disclosed on request.

4.2 Finances

NOTE Where the organization is solely providing a service in-house (and not contracting out such services), the recommendations given in 4.2.2 and 4.2.3 may not apply.

4.2.1 The organization should have sufficient working capital for its requirements. The $\frac{A_1}{A_2}$ capital reserves $\frac{A_1}{A_2}$ of the organization should be sufficient for current and planned needs.

4.2.2 The organization should, under normal circumstances, be able to present two years' audited trading accounts, except if it is starting as a subsidiary of an established organization, and/or if staff experience and substantial backing are evident.

4.2.3 The organization should prepare annual accounts, in accordance with applicable accounting standards. The accounts should be certified by an accountant or solicitor with complete details of expenditure and income. Accounts should be available for examination.

4.3 Insurance

The organization should possess public, contractual, efficacy, employer liability and vehicle insurance at a level of cover commensurate with the business undertaken and the number of persons employed.

Fidelity guarantee and confirmation and limits should be available for special risks of the industry, e.g. loss of keys, wrongful arrest and product liability.

NOTE Where the organization is solely providing a service in-house (and not contracting out such services), then efficacy insurance and some other types of insurance mentioned in this subclause may not be needed.

5 Resources

5.1 Premises

The organization should have an administrative office and/or operational centre where records, professional and business documents, certificates, correspondence, files and other documents necessary for conducting business transactions should be kept in a secure manner.

5.2 Control room

5.2.1 Design

Control rooms should be designed to allow the following functions to be performed:

- a) provision or procurement of assistance, information or advice for security officers (on static sites and mobile patrols) and supervisors, in routine and emergency situations;
- b) effective monitoring of security officers (on static sites and mobile patrols) and supervisors, by strict observance of documented, established telephone, radio or other communication procedures;
- c) recording, in accordance with **5.2.7**, of all appropriate routine and emergency matters, to enable management to deal quickly and efficiently with contractual responsibilities;
- d) recording the movement of customers' keys held by the organization (see **6.5**).

Control rooms should be restricted areas open only to authorized personnel.

5.2.2 Location

Control rooms should be situated within premises owned or leased by the organization, and to which the organization has access at all times.

5.2.3 Construction

Facilities for the management and operation of CCTV systems should follow the recommendations of BS 7958.

[A1] Control rooms that serve as a manned or unmanned alarm-receiving centre for intruder, fire, CCTV and social alarm systems and other monitoring services, and require a unique reference number (URN) for emergency response, should be constructed and secured in accordance with BS 5979. **[A1]**

All parts of the shell of a control room should be soundly constructed to ensure physical security, safety and integrity, for the protection of employees and the safeguarding of customers' records and property.

Only the following openings should be permitted in the shell of a control room:

- a) a normal entrance;
- b) emergency exits;
- c) glazed areas;
- d) ventilation inlets and outlets;
- e) service inlets and outlets;
- f) key transfer hatches.

NOTE Attention is drawn to relevant building regulations, fire regulations and health and safety legislation.

If the normal entrance is directly accessible from the exterior of the premises in which the control room is situated, it should comprise two sequential doors controlled from within the control room and interlocked to prevent more than one door from opening at a time.

If the normal entrance to the control room is located within the premises to which access is controlled, a single door should be sufficient. The door should open outwards and should have a locking device operable from within the control room and which can be unlocked from outside.

All doors, including emergency exits, and hinges, frames, fixings and locking devices should be of substantial construction, resistant to entry by physical attack.

Emergency exit doors should open outwards and should have unlocking devices for release only in emergencies. Emergency doors should be fitted with a 24 h remote-signalling intruder alarm system conforming to BS 4737-1.

Voice communication across normal entrance doors should be by an intercom system. A viewing means should be incorporated so that the identity of persons wishing to enter the control room can be established before the control room door is opened.

Glazed areas should be protected to offer resistance to entry by physical attack. Ventilation and service inlets and outlets should also be protected. Internal operational areas should not be visible externally.

The equipment, furnishings and layout of the control room should allow its efficient operation. Heating, lighting and ventilation should be provided to ensure a comfortable working environment.

5.2.4 Facilities

A deliberately operated remote-signalling alarm system conforming to BS 4737-2 should be installed, with sufficient deliberately operated devices to allow the controller to warn of any attack on the control room.

The control room and surrounding areas should be fitted with a fire alarm system, designed and installed in accordance with BS 5839-1.

Single-manned control rooms should be fitted with a remote-signalling fail-safe emergency alarm system, which should warn whether the controller is disabled for more than 60 min. This system should sound an alarm at another remote 24 h control room or an alarm receiving centre constructed and equipped in accordance with BS 5979.

Emergency lighting should be provided, able to start up within 60 s of failure of mains powered illumination. Emergency lighting should be able to illuminate the control room for normal operation and should provide at least 3 h continuous operation.

Strongly constructed and securely mounted lockable cabinets should be provided for keys.

A communication line exclusive to the control room should be provided. Where possible, the line should be routed separately from other lines into the premises. An emergency alternative means of communication should be provided.

5.2.5 Procedures

Controllers should receive in writing details of the identity of the person to whom they should report, and the method of reporting incidents or problems both within the organization and to the customer.

The organization should review and update control room information at regular intervals (at least once every 12 months).

A control room manual should be produced for the guidance of controllers. The manual should clearly indicate the stages at which an incident should be reported by the controller to more senior personnel. A copy of the control room manual should be readily available within the control room at all times.

The control room manual should outline the action to be taken on receipt of incident reports, and methods of recording incidents. Records of incidents should include the following:

- a) the date, time and location of the incident;
- b) the date and time of reporting, who reported and who received the report;
- c) details of the incident;
- d) action taken, including onward reporting;
- e) action to be taken;
- f) names and addresses of persons who witnessed the incident.