

BS 7499:2013



BSI Standards Publication

Static site guarding and mobile patrol service – Code of practice

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Documents

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Foreword

Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 30 September 2013. It was prepared by Technical Committee GW/3, *Manned security services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Supersession

This British Standard supersedes BS 7499:2007, which is withdrawn.

Information about this document

This is a full revision of the standard and has been updated to reflect changes in current working practices, including the use of short term lease/hire vehicles.

Use of this document

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.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

It has been assumed in the preparation of this British Standard that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is "should".

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

The word "should" is used to express recommendations of this standard. The word "may" is used in the text to express permissibility, e.g. as an alternative to the primary recommendation of the clause. The word "can" is used to express possibility, e.g. a consequence of an action or an event.

Notes and commentaries are provided throughout the text of this standard. Notes give references and additional information that are important but do not form part of the recommendations. Commentaries give background information.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

Particular attention is drawn to the following specific regulations:

- Rehabilitation of Offenders Act, 1974 [1];
- The Working Time Regulation, 2003 [2];
- The Equality Act, 2010 [3];
- Private Security Industry Act, 2001 [4];

- Data Protection Act, 1998 [5];
- Health and Safety at Work etc. Act, 1974 [6].

1 Scope

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

This British Standard does not apply to all security services, for example cash-in-transit services, secure parcel services, keyholding and response services, door supervisors, close protection services, event stewarding and the management and operation of closed-circuit television (CCTV).

NOTE Recommendations for cash-in-transit services, CCTV, door supervisors, keyholding and response services and event stewarding are given in BS 7872, BS 7958, BS 7960, BS 7984 and BS 8406 respectively.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 5839-1, *Fire detection and fire alarm systems for buildings – Part 1: Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises*

BS 5979, *Remote centres receiving signals from fire and security systems – Code of practice*

BS 7858, *Security screening of individuals employed in a security environment – Code of practice*

BS 7958, *Closed circuit television (CCTV) – Management and operation – Code of practice*

BS 7984, *Keyholding and response services – Code of practice*

BS EN 50131-1, *Alarm systems – Intrusion and hold-up systems – System requirements*

PD 6662, *Scheme for the application of European standards for intrusion and hold-up alarm systems*

3 Terms and definitions

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

3.1 assignment instructions

operational document detailing site specific contractual duties

3.2 check call

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

3.3 competent person

person, suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions, to enable the required task(s) to be carried out correctly

3.4 control room

location where operational procedures are monitored and/or managed

NOTE For the purposes of this British Standard the control room is also known as the communication centre.

3.5 controller
person designated to monitor control room operations and communications

3.6 customer
individual or body retaining the services of the organization

3.7 key(s)
instrument or data allowing authorized access to a customer's property

3.8 keyholding
service whereby the organization holds keys to a customer's premises and/or equipment for use as agreed in the contract

NOTE 1 Keyholding might 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.

NOTE 2 See BS 7984 for further information on keyholding and response services.

3.9 mobile patrol
security services provided by security officers travelling to multiple sites physically distant from one another, within a defined period of time

3.10 organization
sole or main provider of static site guarding and/or mobile patrol services to a particular customer

3.11 principal
owner, partner, board director or other top executive in the private sector, or an executive officer in the public sector or a not-for-profit organization

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

3.13 security officer
person who performs duties at a static site or on a mobile patrol

3.14 static site
fixed location or premises to which a security officer is assigned for a fixed length of time

3.15 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

3.16 takeover
transfer of contractual responsibilities from one organization to another

4 The organization

4.1 Structure

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

The organization should operate a complaints management system.

NOTE 1 Guidance is given in BS ISO 10002.

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

NOTE 2 Attention is drawn to the Rehabilitation of Offenders Act 1974 [1], whose provisions govern such disclosure.

4.2 Finances

The organization should have sufficient working capital for its requirements. The capital reserves of the organization should be sufficient for current and planned needs.

The organization should be able to present two years' audited trading accounts, except if it is starting as a subsidiary of an established business, and adequate financial backing is evident, or in the case of a new start up business where management accounts should be made available to show that the organization can demonstrate it has the funding available to achieve its plan for the business.

NOTE Where the organization is solely providing a service in-house (and not contracting out such services), some of the recommendations given in this subclause might not apply.

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 on request.

4.3 Insurance

The organization should possess insurance cover commensurate with the business undertaken and the number of persons employed, e.g. public liability, contractual, efficacy, employer's liability and vehicle insurance.

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 might not be needed.

Fidelity guarantee should be available up to limits required by the customer, e.g. loss of keys, wrongful arrest and product liability.

5 Resources

5.1 Premises

The organization should have an administrative office(s) and/or operational centre(s) where records, professional and business documents, certificates, correspondence, files and other documents necessary for conducting business transactions should be kept in a secure manner. The location of records and documentation, both local and centralized, should be clearly defined by the organization.

5.2 Control room

5.2.1 Design

Control rooms should be designed to allow the following functions, whether in combination or alone, 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 in the control room (see 6.6).

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

Where control rooms are outsourced, the organization should be provided with documentation that the control room conforms to 5.2.

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

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, 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 hour remote-signalling intruder alarm system conforming to BS EN 50131-1/PD 6662.

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.

External or publicly accessible glazed areas should be protected to offer resistance to entry by physical attack, e.g. by the use of window bars. 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.

Facilities for the management and operation of CCTV systems should conform to BS 7958.

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 5979.¹⁾

5.2.4 Facilities

A deliberately operated remote-signalling alarm system conforming to BS EN 50131-1/PD 6662 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 minutes. This system should activate an alarm at another remote 24 hour 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 seconds of failure of mains powered illumination. Emergency lighting should be able to illuminate the control room for continued operation and should provide at least 3 hours continuous operation.

Where computerized and/or electronic systems are in operation, adequate resources should be available to ensure continued operation of the control room in the event of power or system failure.

Where customer keys are held, strongly constructed, secure, lockable storage 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.

¹⁾ pr EN 50518-1, pr EN 50518-2 and pr EN 50518-3 are to replace BS 5979 for alarm receiving centre (ARC) requirements for intruder alarm systems in 2014.