

Door supervisors/stewards — Code of practice

ICS 03.100.30; 13.310

Committees responsible for this British Standard

The preparation of this British Standard was entrusted by Technical Committee GW/3, Electronic security systems, to Technical Panel GW/3/-/2, Door supervisors, upon which the following bodies were represented:

GW/3

- Association of British Insurers
- Association of Security Consultants
- British Security Industry Association
- British Telecommunications plc
- Ex-Police in Industry and Commerce
- Home Office
- Inspectorate of the Security Industry
- International Professional Security Association
- Metropolitan Police
- Security Industry Training Organization

GW/3/-/2

- Association of Chief of Police Officers in England, Wales and Northern Ireland
- Association of Security Consultants
- British Entertainments and Discotheque Association
- British Institute of Innkeeping
- British Security Industry Association
- Home Office
- Local Government Association
- NCFE
- Security Industry Training Organization

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Foreword

This British Standard was prepared by Technical Panel GW/3/-/2, Door supervisors.

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.

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.

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

Summary of pages

This document comprises a front cover, an inside front cover, pages i and ii, pages 1 to 11 and a back cover.

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1 Scope

This British Standard gives recommendations for the organization, staffing, operation and management of companies providing door supervision services to licensed premises and/or outdoor events, and to other individuals, companies, organizations and licensees who provide or employ door supervisors.

NOTE Companies and other employers of door supervisors are advised that the recommendations in this British Standard do not necessarily fulfil the statutory local authority requirements of all door supervisor registration schemes, where these are in place, and that they should satisfy themselves separately as to their responsibilities in that respect.

2 Definitions

For the purposes of this British Standard, the following definitions apply:

2.1

service provider

company, organization or individual providing security services to licensed premises or events, and also to other companies, organizations and licensees employing their own door supervisors, with the main tasks of controlling entry and maintaining good order and public safety

NOTE For the purposes of this standard self-employed door supervisors are regarded as being employed by the service provider.

2.2

door supervisor (door steward in Scotland)

person employed by any person responsible for the management of any licensed premises or event, who has the authority of the owner, licensee, manager or organizer, exclusively or mainly to decide upon the suitability of customers to be allowed on to those premises, and/or to maintain order and public safety

2.3

client

individual, organization or company that retains a door supervision service provider to carry out the security function at a venue or event

NOTE Companies or premises that directly employ their own door supervisors are effectively a door supervision service provider and the provisions of this code of practice are also applicable to them.

2.4

contract

document, agreed and signed by both the door supervision service provider and the client, setting out the proposed services to be supplied and the terms, conditions, responsibilities and undertakings

3 Organizations as service providers

NOTE Although this section does not directly apply to door supervisors employed “in-house” general adherence to its principles will assist supervisors and employers to maintain high standards of conduct.

3.1 Structure and principles

3.1.1 The service provider should possess a clearly defined management structure, with effective control and accountability at each level of the operation. The service provider should operate a complaints management system.

NOTE BS 8600 provides guidance on the management of such systems.

3.1.2 The service provider should prepare annual accounts, certified by an accountant or a solicitor as appropriate, with complete details of expenditure and income, and should be prepared to submit these for examination by agencies, organizations or individuals with a relevant interest in the bona-fide nature of the service provider.

3.1.3 The service provider should, under normal circumstances, be able to present two years’ audited trading accounts, unless it is a service provider starting in business as a subsidiary of an established service provider, or if it is a new service provider whose managers are experienced in door supervision and can prove that they have adequate financial backing.

3.1.4 Ownership and management of the service provider should be clearly stated in writing, and all individuals having shareholdings or control should be properly identified.