

BS 7984-1:2016



BSI Standards Publication

Keyholding and response services

**Part 1: General recommendations
for keyholding and response services**

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Contents

Foreword *ii*

Introduction *1*

1	Scope	1
2	Normative references	2
3	Terms and definitions	2
4	The organization and documented information	3
5	Premises	5
6	Personnel	6
7	Service provision	13
8	Key management	17

Bibliography *19*

Summary of pages

This document comprises a front cover, an inside front cover, pages i to iv, pages 1 to 20, an inside back cover and a back cover.



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Foreword

Publishing information

This part of BS 7984 is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 30 April 2016. It was prepared by Technical Committee GW/3, *Private security management and services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Supersession

This part of BS 7984 supersedes BS 7984:2008, which is withdrawn.

Information about this document

This is a full revision of the standard and introduces the following principal changes:

- the text has been modified to take account of the creation of BS 7984-2;
- the standard has been harmonized, where possible, with other service standards such as BS 7984-2, BS 7958 and BS 7499;
- greater flexibility is provided as to how an organization operates in this security sector, i.e. two distinct methods of secure facility and the recommendations for a response centre if provided by the organization (could be a contracted service by another provider); and
- keyholder response officer training has been aligned to the recently published NOSs (National Occupational Standards) in this sector.

Attention is drawn to the Private Security Industry Act 2001 [1], which contains provisions for regulating the private security industry, including security guarding and keyholding. A person falling within the definition of providing security industry services under the Private Security Industry Act 2001 [1] is required to be licensed in accordance with that Act.

Use of this document

As a code of practice, this part of BS 7984 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 part of BS 7984 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 part of BS 7984 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.

Introduction

This British Standard gives recommendations for keyholding and response services. It details the manner in which an organization manages the service provision of keyholding and how it should respond to an event. In addition to key management, it further details what is expected of a response centre and vehicles used for the storage of keys.

Elements of keyholding are also contained in BS 7499; however, BS 7499:2013, 5.4.2.2 clearly states that where an operational vehicle is required for keyholding and alarm response, the response is to be carried out in accordance with BS 7984.

NOTE BS 7984-2 covers response services provided by lone workers.

This British Standard is intended to be used in conjunction with the National Occupational Standards for responding to keyholding attendance requests and covers the following activities:

- a) response to keyholding attendance requests;
- b) attendance at sites in response to keyholding attendance requests;
- c) locating causes of security and safety alarms;
- d) making premises secure and complete keyholding attendance;
- e) preserving potential evidence of security breaches;
- f) dealing with conflict when making keyholding attendances; and
- g) carrying out site inspections to support keyholding activities.

Although this British Standard is aimed at organizations that provide keyholding and response services on a contracted basis, its provisions and guidelines could be equally applicable to those companies operating an in-house service provision.

1 Scope

This British Standard gives recommendations for the management, staffing and operation of an organization providing keyholding and response services or keyholding response services and mobile patrols as a shared service on a contracted basis.

This British Standard does not apply to lone worker response services, static site guarding and mobile patrol services.

NOTE Recommendations for lone worker response services are given in BS 7984-2. Recommendations for static site guarding and mobile patrol services are given in BS 7499.

This British Standard assists procurers of keyholding and response services such as security companies and agencies, building management companies, local authorities and those promoting compliance.

2 Normative references

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

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

PD 6662:2010, *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 specific contractual duties

NOTE The document can be either a hard copy or an electronic copy.

3.2 check call

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

3.3 controller

person designated to manage, control and report on keyholding and response services

3.4 customer

individual or body retaining the services of the organization

3.5 event

incident requiring entry or attendance at a customer's location as determined by contractual requirements

3.6 keyholding

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

NOTE 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.

3.7 keyholding response

service whereby the organization holding keys to a customer's premises attends in response to a request

3.8 keyholding response officer

trained person who attends a location (as determined by contractual requirements) in response to an event and, when required, provides guarding services

NOTE Attention is drawn to the Private Security Industry Act 2001 [1] and the need for private contractors to hold the appropriate licence to undertake designated activities.

- 3.9 key(s)**
physical instrument or data allowing authorized access to a customer's premises
- 3.10 organization**
sole or main provider of keyholding and response 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 response centre**
secure location from which a controller operates
- 3.13 secure facility**
place in which keys and/or assignment instructions are stored and from which they are provided in responding to an event
NOTE See 5.2 for further information.
- 3.14 subcontract**
all, or part, of a contract assigned to another service provider, where the subcontracted services provider is responsible for service delivery including the supply and management of their employees in fulfilment of the subcontract
- 3.15 subcontracted service**
provision of services on behalf of a principal contractor
- 3.16 subcontracted services provider**
self-employed individual or a company that is contracted to provide service delivery on behalf of the principal contractor
NOTE The principal contractor is ultimately responsible and accountable for service delivery to the customer.
- 3.17 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

4 The organization and documented information

4.1 Structure

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

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 or director should be disclosed on request.

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

NOTE 2 Attention is drawn to the Data Protection Act 1998 [3] and the rights of an individual regarding access to information about their convictions and cautions.

The organization should operate a documented complaints management system.

NOTE 3 Guidance is given in BS ISO 10002.