

Keyholding and response 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/-/2, Keyholding, upon which the following bodies were represented:

- Association of British Insurers
- British Security Industry Association
- National Security Inspectorate
- Security Systems and Alarms Inspection Board

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Contents

	Page
Committees responsible	Inside front cover
Foreword	ii
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 The organization and documentation	2
5 Staff	4
6 Keyholding and response services	9
Bibliography	15

Foreword

This British Standard has been prepared by Technical Committee GW/-/2, Keyholding. It supersedes those clauses of BS 7499:1998 which dealt with keyholding services. At the time of publication of this standard, BS 7499:1998 was being revised.

Attention is drawn to the Private Security Industry Act 2001, which contains provisions for regulating the private security industry, including keyholders. This Act can be found online at <http://www.legislation.hmso.gov.uk/acts/acts2001/20010012.htm>¹⁾. At the time of publication of this standard, the Act was not in force.

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 15 and a back cover.

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¹⁾ Printed copies of this Act are available from The Stationery Office, London.

1 Scope

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

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 (all parts), *Intruder alarm systems*.

BS 5839-1:1988, *Fire detection and alarm systems for buildings — Code of practice for system design, installation and servicing*.

BS 5979:2000, *Code of practice for remote centres receiving signals from security systems*.

BS 6803-3:1990, *Vehicle security alarm systems — Code of practice for the protection of vehicles and goods in transit*.

BS 7858:1996, *Code of practice for security screening of personnel employed in a security environment*.

BS EN 50131-1:1997, *Alarm systems — Intrusion systems — Part 1: General requirements*.

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 keyholding and response services to a particular customer

3.2

customer

individual or body retaining an organization to carry out services in accordance with a contract

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 manage, control and report on keyholding and response services

3.6

response centre

secure location from which a controller operates

3.7

keyholding

holding by an organization of keys to a customer's premises or equipment and, where contracted to do so, attending a customer's premises in response to an event

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 are required to gain access to the premises or to operate the equipment.

3.8

check call

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

3.9

response officer

trained person who attends the customer's premises in response to an event

3.10

event

incident requiring entry to a customer's premises or assistance to a customer

3.11

key(s)

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

3.12

secure facility

facility in which keys and/or assignment instructions are stored and from which they are drawn in responding to an event (see 6.5)

4 The organization and documentation

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.

NOTE 1 BS 8600 provides guidance on the management of such systems.

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.

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

4.2 Finances

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

The organization should be able to present two years' trading accounts, except if starting as a subsidiary of an established organization, or if staff experience and substantial backing are evident.

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

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.

4.4 Premises

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

4.5 Sale of services

4.5.1 Contacting prospective customers

When making calls to potential customers in order to promote keyholding and response services, callers should identify themselves and their organization, by their identification card if calling in person, and should make clear the purpose of the call at the start of the conversation. They should enquire whether the timing of the call is convenient. Calls should not be made later than 21.00, unless by invitation. Telephone callers should not ask customers for details of their existing keyholding arrangements.