BS 7499:2020

BSI Standards Publication

Provision of static guarding security services — Code of practice

bsi.

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Summary of pages

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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 April 2020. 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This British Standard, together with BS 7984-3, supersedes BS 7499:2013, which is withdrawn.

Relationship with other publications

This British Standard is aligned with BS 10800:2020, which provides generic operational recommendations. It is intended that organizations follow the recommendations of both BS 10800:2020 and this standard.

Information about this document

This British Standard details the manner in which an organization manages the service provision of static guarding. It is intended to be applied in conjunction with BS 10800:2020.

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

This publication can be withdrawn, revised, partially superseded or superseded. Information regarding the status of this publication can be found in the Standards Catalogue on the BSI website at bsigroup.com/standards, or by contacting the Customer Services team.

Where websites and webpages have been cited, they are provided for ease of reference and are correct at the time of publication. The location of a webpage or website, or its contents, cannot be guaranteed.

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.

Where words have alternative spellings, the preferred spelling of the Shorter Oxford English Dictionary is used (e.g. “organization” rather than “organisation”).

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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.

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1 Scope

This British Standard gives recommendations for the management, staffing and operation of an organization providing security guarding services on a static site.

NOTE Annex A gives information on the use of the term "security guarding".

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

NOTE Recommendations for cash-in-transit services, CCTV, door supervisors, keyholding and response services, mobile patrol services and event stewarding are given in BS 7872, BS 7958, BS 7960, BS 7984-1, BS 7984-3 and BS 8406 respectively.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes provisions of this document.[1)] For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 7858, *Screening of individuals working in a secure environment – Code of practice*

BS 10800:2020, *Provision of security services – Code of practice*

BS EN 50131-1, *Alarm systems – Intrusion and hold-up systems – Part 1: 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 documented information detailing site-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 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

3.5 controller

person designated to monitor control room operations and communications

3.6 customer

individual or body retaining the services of an organization

1) Documents that are referred to solely in an informative manner are listed in the Bibliography.

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3.7 customer property

asset in which a customer has a legal financial interest

3.8 key(s)

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

3.9 keyholding

service whereby an 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 (all parts) for further information on keyholding and response services.

3.10 key register

documented record that allows an organization to confirm the location of keys at all times, the name of the person who has possession of the keys and the date and time of the keys' issue and return

3.11 organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

NOTE The concept of organization includes, but is not limited to: sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

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 contractual duties at a site

3.14 site

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

3.15 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

NOTE When deployed, subcontracted labour remains under the direction and control of the subcontracting company.

3.16 takeover

transfer of contractual responsibilities from one organization to another

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4 The organization

4.1 Structure

The organization should follow the recommendations given in BS 10800:2020, **8.2**.

4.2 Finances

The organization should follow the recommendations given in BS 10800:2020, **7.2**.

4.3 Insurance

The organization should follow the recommendations given in BS 10800:2020, **7.3**.

NOTE The organization might wish to specifically consider cover for inefficacy/efficacy, fidelity bonding, contractual liability, loss of keys and consequential loss of keys and wrongful arrest (this list is not exhaustive).

4.4 Documented information

The organization should follow the recommendations given in BS 10800:2020, **7.11**.

*NOTE BS 10800:2020, **7.11** covers creating, updating and maintaining documented information, and also covers records and record keeping.*

5 Resources

5.1 Premises

The organization should follow the recommendations given in BS 10800:2020, **7.4**.

5.2 Control room

5.2.1 Design, construction and layout

The organization should follow the recommendations given in BS 10800:2020, **7.5**.

The organization should determine the design, construction, layout and equipment requirements for its control rooms. The requirements should respond to the needs of staff using these facilities (e.g. accessibility). The level of design, construction, layout and equipment should be directly related to risks associated with customer contracts.

Where control rooms are outsourced, the organization should confirm that the control room(s) conform to BS 10800:2020, **7.5** and are fit for purpose.

5.2.2 Location within a secure facility

Control rooms should be situated within premises owned or leased by the organization, and to which the organization has access at all times. The control room should be within a soundly constructed building and, if not continuously staffed, should be protected by a remotely monitored intruder alarm conforming to PD 6662 and BS EN 50131-1. Where there is a shared occupancy, the intruder alarm system for the control room should be under the sole control of the organization.

5.2.3 Control room procedures

A control room manual should be provided to control room staff, which gives procedural instructions. The control room manual should enable control room staff to deal effectively with routine matters and emergencies. The manual should clearly indicate the stages at which an incident should be escalated by the controller to more senior staff or to the customer. A copy of the control room manual should be readily available within the control room at all times.

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Records of incidents should include (but are not limited to) 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; and

f) names and contact details of persons who witnessed the incident.

NOTE 1 Attention is drawn to the relevant data protection legislation.

Check calls from security officers should be received and recorded at the control room at intervals specified in their assignment instructions. The control room manual should detail the procedures to follow and actions to be taken in the event of a late and missed check call. Procedures for daily verification that automated systems are working should be detailed in the control room manual and verifications should be documented.

NOTE 2 Attention is drawn to the HSE publication, Working alone: Health and safety guidance on the risks of lone working [1]. Further information about controlling risks can be found on the HSE website at: www.hse.gov.uk/toolbox.

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

5.2.4 Control room information

The controller should have immediate access to the following:

a) all assignment instructions,

b) details of hours of cover for all assignments with the number of security officers, the number of contracted visits and site telephone numbers;

c) a means of displaying the names of security officers working at each assignment during shifts;

d) the names, addresses and telephone numbers of all operational staff, including supervisors and management;

e) emergency contact records (including telephone numbers) for all customers;

f) useful telephone numbers (e.g. emergency services, water companies, electricity companies, boarding-up services);

g) a copy of the control room manual;

h) emergency procedures and contingency plans in case of fire, flood, terrorist attack or bomb threat;

i) a register of keys that are held in the control room; and

j) duplicate copies of all the information above, separately and securely stored as a backup with retrieval of documented information tested to verify that backup arrangements are functioning.

NOTE Attention is drawn to the relevant data protection legislation.

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5.2.5 Control room records

The following records should be kept.

a) Records of all reported incidents for a minimum of 12 months from the date of the event. Entries should be numbered sequentially and should include the time and date of the incident and the name of the controller completing the record.

b) Records of all communications from security officers and supervisors for a minimum of 12 months.

Details of all check calls should be recorded, including missed and late check calls. Precise times of contact should be noted.

Records should be made of all supervisory visits.

Where keys are held in the control room, controllers should also maintain a register of keys held and should sign for keys on shift changeover.

NOTE 1 Minimum periods for retention of records can be reviewed, if applicable, for particular purposes, especially with regard to potential liabilities for civil action, for example personal injury (three years) or property damage (six years).

NOTE 2 Attention is drawn to the relevant data protection legislation.

5.2.6 Control room staff

The number of controllers on duty should be consistent with the expected workload. Controllers should be trained in accordance with 5.5.5.

5.2.7 Escalation procedures

There should be clearly defined procedures for management follow-up to incidents, and for response and support to security officers if incidents occur.

If the security officer does not contact the control room on time, as specified in the assignment instructions, the supervisor should be notified and a visit to the site should be made or the relevant escalation procedure implemented.

The frequency of check calls should be determined following a health and safety and security risk assessment, and should take into account the number of security officers on duty. The rationale for the frequency decided should be documented, and regularly reviewed. The rationale for maintaining the status quo or any changes in the frequency should also be documented, and regularly reviewed.

5.3 Security officers

5.3.1 General

The organization should employ sufficient security officers to fulfil its contractual obligations and sufficient supervisory staff to manage day and night assignments.

5.3.2 Selection

Only persons of competence and integrity should be employed. A personal interview should be conducted to assess suitability.

Prospective employees should be asked to demonstrate good reading, writing and verbal communication abilities.

Full pre-employment enquiries should be carried out to confirm an applicant's identity and to verify that they are suitably qualified for the role.

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Where night-time working is involved, prospective employees should be asked to confirm that there is nothing in their circumstances that would be detrimental to their working night shifts.

Night-time workers should be offered a free medical assessment.

NOTE 1 Attention is drawn to the Working Time (Amendment) Regulation 2003 [2].

Where an employee's duties involve driving, the organization should check that they hold a valid driving licence. The employer should check the employee's driving licence and carry out a DVLA licence check on the employee every six months. Records should be maintained and retained.

NOTE 2 The employer may use an automated system to receive authorized notifications of licence changes via the DVLA. Attention is drawn to the relevant data protection legislation.

NOTE 3 Attention is drawn to the HSE publication, Driving at work: Managing work-related road safety [3].

5.3.3 Screening

All persons undertaking, or having access to details of an assignment, should be selected and screened in accordance with BS 7858.

If employees are acquired through a takeover, the organization should satisfy itself that the recommendations of this subclause have been fully met.

5.3.4 Health

The organization should follow the recommendations given in BS 10800:2020, Annex A.

5.3.5 Terms and conditions of employment

The organization should follow the recommendations given in BS 10800:2020, Annex A.

5.3.6 Disciplinary and grievance code

The organization should follow the recommendations given in BS 10800:2020, Annex A.

5.3.7 Identification

All employees who are required to be screened in accordance with **5.3.3** should be issued with a form of identification incorporating the following information:

a) the name and contact details of the organization;

b) the name of the employee and employee number;

c) the expiry date of the form of identification; and

d) a current photograph of the employee.

Employees should be required to carry their form of identification while on duty.

Forms of identification should be formally withdrawn from employees renewing their identification or leaving the organization, and destroyed in a secure manner.

A record of forms of identification issued should be maintained. This record should also indicate the status and location of withdrawn forms of identification, e.g. whether they have been destroyed or lost, or where they are held by the employee/organization.

NOTE Where a security officer is required to display a SIA licence this does not negate the need for company identification.

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5.4 Equipment and uniforms

The organization should follow the recommendations given in BS 10800:2020, **7.6**.

*NOTE BS 10800:2020, **7.6** has four subclauses which cover uniform, vehicles, use of other equipment and record keeping for equipment and uniforms.*

5.5 Training

5.5.1 General

The organization should follow the recommendations given in BS 10800:2020, **7.7.1** and **7.7.3**, with regard to counter-terrorism training.

5.5.2 Induction training

The organization should follow the recommendations given in BS 10800:2020, **7.7.2**.

Induction training should be additional to applicable SIA licence-linked training. Induction training should be completed before the security officer is appointed to an assignment.

NOTE The content, timing and duration of induction training are left to the discretion of the organization.

5.5.3 Operational training

Training should be provided for all officers engaged in security duties, whether full-time or part-time, including seasonal and casual employees.

Training should be provided prior to commencement of operational duties. Training should be provided by competent, qualified training persons. The training environment should be equipped with all the facilities that are needed to enable the training tasks to be carried out.

Training should cover the duties and complexities of the role being performed, and should cover the elements of the following core subjects as applicable:

a) introduction to the role;

b) patrolling;

c) access control;

d) searching;

e) security and emergency systems;

f) fire safety;

g) health and safety at work;

h) the law;

i) emergencies;

j) customer care and social skills;

k) communications and reporting;

l) equality and diversity; and

m) assignment-specific client requirements.

5.5.4 Assignment-specific training

New officers on a first assignment, or officers transferring between assignments, should be given on-the-job training tailored to the assignment and to the needs of the trainee and the customer.

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A newly-appointed security officer should be supernumerary while becoming familiar with the site requirements for a period that reflects the complexity of the assignment (not normally less than 8 hours). This period should also reflect the site shift pattern, encompassing both day and night shifts if appropriate.

During the first three months of deployment on each assignment, the competence of the security officer should be assessed by a competent person against performance criteria applicable to the site concerned.

Full training records should be maintained.

5.5.5 Control room training

Training and instruction of controllers should include the following:

a) outline of control room operations;

b) detailed explanation of duties;

c) radio and telephone procedures;

d) documentation and recording procedures;

e) emergency procedures;

f) escalation procedures;

g) location and use of control room records;

h) explanation of security officers' rosters; and

i) explanation of controllers' rosters.

The competency of the controllers should be assessed at least annually and any remedial training undertaken if required. Training records should be maintained.

5.5.6 Supervisory training

Employees who have supervisory responsibilities should be trained to a proficient standard by competent persons. Training should be provided in the following areas (as appropriate):

a) the role of a supervisor;

b) leadership;

c) decision making;

d) problem solving;

e) communication skills;

f) conducting a performance review;

g) time management;

h) customer service;

i) knowledge of disciplinary procedures;

j) use of appropriate documentation; and

k) knowledge of escalation procedures.

The competency of the supervisors should be assessed and any remedial training undertaken if required. Training records should be maintained.

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5.5.7 Specialist training

Security officers engaged to perform specialist duties (e.g. first aid, banksman, fire-fighting, lift rescue) should be trained to a proficient standard by competent persons. Training should be provided on the use of all applicable equipment. Training records should be maintained.

5.5.8 Takeovers

If employees are acquired through a takeover, the acquiring organization should identify their training needs by conducting a training needs analysis and address them with a specific training policy.

Employees acquired through takeover should not be exempt from the induction training given in accordance with **5.5.2**.

5.5.9 Refresher training

All employees should receive refresher and/or development training as applicable for the role they perform on an annual basis. The effectiveness of all employees should be continuously monitored. If the effectiveness of an employee is found to be unsatisfactory, refresher training should be provided by competent persons as soon as practicable.

If there is a change in methods, procedures or legislation, security officers should be retrained to a proficient level by competent persons. If practicable, training should take place before change is implemented.

5.5.10 Continuous professional development (CPD)

The organization should encourage employees to pursue relevant sector-specific CPD.

NOTE Organizations are advised to consider encouraging the achievement of recognized formal qualifications, in addition to basic job training, in security disciplines, e.g. qualifications based on the appropriate national occupational standards.

5.5.11 Training records

The organization should follow the recommendations given in BS 10800:2020, **7.7.6**.

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6 Service

6.1 Sale of services

6.1.1 General

The organization should follow the recommendations given in BS 10800:2020, **8.3** and **8.7**.

*NOTE BS 10800:2020, **8.3** has five subclauses which cover contacting potential customers, the type of information that is to be supplied to potential customers, conducting a pre-quotation survey, producing quotations and contracts. BS 10800:2020, **8.7** covers the use of subcontractors and bought-in-labour.*

6.1.2 Contract records

The organization should follow the recommendations given in BS 10800:2020, **7.11**.

Copies of records relating to the contractual agreement between the customer and the organization should be retained in a customer file. These records should include pre-contract documentation, site inspection reports, agreed assignment instructions, receipts for keys and any customer correspondence.

NOTE Attention is drawn to the relevant data protection legislation.

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6.2 Site surveys

The organization should follow the recommendations for pre-quotation surveys given in BS 10800:2020, **8.3.3** and initial site surveys given in BS 10800:2020, **8.4**.

A report should be made, identifying any health and safety and security risks that security officers could face in carrying out the service, and presenting information useful for production of assignment instructions.

NOTE Attention is drawn to the requirements of the Health and Safety at Work Act 1974 [4].

A competent person should conduct initial site surveys and records should be maintained to confirm that all relevant aspects have been taken into account. If possible, the report should form part of the proposal to the customer; however, it should be made clear that it is not intended to be a full assessment or recommendation for the overall security of a site.

If the customer declines to have initial site surveys conducted, a letter should be obtained, or notes from a meeting with the customer should be produced, confirming this. In these cases, an assessment should be made by the organization to verify that health and safety and security requirements are complied with.

Where existing assignments are taken over, the organization should discuss with the customer and the previous service provider any implications with respect to current employment legislation.

6.3 Assignment instructions

6.3.1 General

The organization should follow the recommendations for assignment instructions given in BS 10800:2020, **8.5**.

6.3.2 Content

The following details should be included in the assignment instructions:

a) the location, description and extent of the site or property;

b) the agreed means of access and egress;

c) emergency procedures and lines of communication;

d) escalation procedures;

e) frequency and method of communication with the control room, including the frequency of check calls;

f) availability of customer's facilities, vehicles or equipment for use by security officers;

g) the role of a security officer, including accountability for and restrictions on a security officer's actions;

h) information on hazards, as identified during the initial site survey (see **6.2**);

NOTE Attention is drawn to the requirements of the Health and Safety at Work etc. Act 1974 [4] regarding the provision of information on hazards.

i) the number of security officers involved in the assignment, their objectives and individual duties and responsibilities, including:

1) working hours and any handover requirements;

2) any patrol routes, and routine reporting points and times;

3) the management of CCTV surveillance systems and/or other specifically requested services;

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4) access control and searching procedures; and

5) record keeping, including reporting.

6.3.3 Amendments

Any permanent alteration to the assignment instructions that results in changes to security officers' duties or operational requirements should be agreed between the organization and the customer in writing.

Minor amendments should be approved by the organization and details sent to the customer.

Assignment instructions should be amended and communicated as soon as practicable after changes have been agreed. All security officers should sign an assignment instructions amendment sheet to confirm they have read and understood the changes.

Temporary alterations should be recorded in the site records (see **6.4.3**).

6.3.4 Review

Assignment instructions should be reviewed at regular intervals, not exceeding 12 months.

6.4 Sites

6.4.1 Information

Security officers should be familiar with their general and specific site duties and responsibilities.

These should be fully documented in the form of assignment instructions (see **6.3**) and be available to each security officer at their normal place of work.

6.4.2 Duties

The prime responsibility of a security officer should be to protect the customer's people, property and assets at all times, as far as they can reasonably do so.

Typical duties of a security officer should include (but are not limited to):

a) regular tests of timing, communication, safety or other equipment specified in the assignment instructions;

b) regularly checking that the site has been and remains secured;

c) the management and/or monitoring of movement of people, goods, assets or transport;

d) undertaking site patrols to inspect for breaches in security or other specified changes;

e) making check calls and/or receiving and handling external calls and enquiries;

f) managing the movement of keys and/or other items of equipment for which the organization is responsible; and

g) managing and reporting incidents and emergencies.

NOTE Attention is drawn to the Working Time (Amendment) Regulations 2003 [2].

6.4.3 Site records

Daily registers should be maintained on all assignments. All occurrences, incidents and actions taken should be recorded, by time and date, in the registers. These records should include:

a) the signing-on, and -off, of the organization's employees (including supervisory visits);

b) changes in the assignment instructions [the customer should approve any such changes (see **6.3.3**)];

c) the times of check calls;

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d) the movement of keys or other items of equipment for which the organization is responsible;

e) records of incidents, which should include the following:

1) the date, time and place of the incident;

2) nature of the incident (i.e. fire, flood or theft);

3) the date and time of reporting, and the name of the reportee;

4) details of the incident;

5) action taken, including onward reporting;

6) action to be taken; and

7) name(s) and contact details of person(s) who witnessed the incident.

NOTE 1 If there is a separate incident report system in use, either on the customer's site or within the organization, then only items 1) to 3) and the reference number of the incident report needs to be recorded.

f) the details and nature of patrols.

NOTE 2 Attention is drawn to the relevant data protection legislation.

6.4.4 Site visits

The organization should have a written and communicated plan for regular supervisory/management visits. A competent person should undertake the visits, which should include checks on:

a) the validity of the assignment instructions; and

b) the satisfactory maintenance of records.

Records of monitoring should be available for inspection by the customer. Where sites are monitored by mechanical or electronic clocking systems, records of transactions should be made available for inspection by the customer upon request.

6.5 Performance evaluation

6.5.1 Contract performance monitoring

The organization should follow the recommendations for contract performance monitoring given in BS 10800:2020, **9.2**.

A formal minuted meeting should take place with the customer to discuss contract performance against both the contract and the assignment instructions. In addition, the following items should be discussed:

a) security officer familiarity with assignment instructions and service delivery;

b) security officer performance; and

c) security officer training needs.

NOTE Additional information such as Key Performance Indicators (KPI) and Service Level Agreements (SLA) could aid the review process.

The frequency of the meetings should be documented and subject to agreement by both parties.

Copies of the minutes should be retained on the customer file.

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6.5.2 Employee performance monitoring

6.5.2.1 Welfare check

Each security officer should receive a welfare check at least once a month from either a site-based supervisor/manager or a supervisor/manager from the organization.

NOTE The monthly welfare check can be conducted by either phone or site visit and could include discussions on health and wellbeing, personal circumstances and security officer's concerns.

6.5.2.2 Performance review

Each security officer should receive a visit at least once every three months from either a site-based supervisor/manager or a supervisor/manager from the organization.

The following should be discussed:

a) familiarity with assignment instructions and service delivery;

b) performance; and

c) training needs.

If there have been changes to the security officer's duties or circumstances within the review period, confirmation of the security officer's understanding of the changes should be recorded.

A supervisor/manager visit report should be recorded electronically or a visit report form should be completed, signed by the security officer and retained on the security officer's file. These reports should form part of the annual performance appraisal.

Organizations should have processes in place that allow security officers to raise issues outside of the monthly welfare check.

6.5.3 Annual performance monitoring

The organization should follow the recommendations for performance appraisal visits given in BS 10800:2020, **9.4**.

6.6 Control of customer property

6.6.1 General

Customer property held, used or managed by the organization should be controlled and recorded in a secure manner that prevents misuse.

6.6.2 Control and movement of keys on sites

Details of keys received at the commencement of an assignment should be recorded. When not in use, keys should be kept in a secure manner. Where a customer is unwilling to provide a secure manner for storing keys, the organization should document that it has recommended the use of a secure manner of key storage.

NOTE This may be a description of the key press or, where there is a large quantity of keys, an inventory uniquely referencing each key or set of keys.

Each set of keys should be stored ready for inspection at all times and should be uniquely referenced with its details recorded with the key press, or in an inventory.

Supervisory staff or management should check and confirm every three months that all stored keys match the inventory.

A procedure should be implemented to effect formal handover of key control between shifts.

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Where keys are managed by the organization, but are not solely for its use, a register describing the keys and their status and location should be maintained.

Where applicable, a list of individuals authorized to receive keys should be maintained.

The movement of keys should be traceable. A record should be maintained in the key register of:

a) the location of the keys at all times;

b) the name of the person who has possession of the keys;

c) the date and time of the keys' issue and return; and

d) the name of the issuing and receiving security officer.

Where keys are removed from site in accordance with the assignment instructions and the customer's consent, the name of the security officer retaining the keys should be recorded in the key register and that security officer should sign to confirm receipt of them.

Keys should be monitored for their safe return. If keys are expected to be on issue for longer than normal, a record should be made of their expected return time. If a key is not returned within the expected period, action should be taken as specified in the assignment instructions.

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Annex A (informative)
Use of the term "security guarding"

The term "security guarding" used in the scope of this British Standard applies to activities which are described as follows in the Private Security Industry Act 2001 [5]:

a) guarding premises against unauthorized access or occupation, against outbreaks of disorder or against damage; and

b) guarding property against destruction or damage, against being stolen or against being otherwise dishonestly taken or obtained.

References to guarding premises against unauthorized access include references to being wholly or partly responsible for determining the suitability for admission to the premises of persons applying for admission.

References to guarding against something happening include references to providing a physical presence, or carrying out any form of patrol or surveillance, so as to deter or otherwise discourage it from happening; or to provide information, if it happens, about what has happened.

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Bibliography

Standards publications

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 7872, *Manned security services – Cash and valuables in transit services (collection and delivery) – Code of practice*

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

BS 7960, *Door supervision – Code of practice*

BS 7984-1, *Keyholding and response services – Part 1: General recommendations for keyholding and response services*

BS 7984-2, *Keyholding and response services – Part 2: Lone worker response services*

BS 7984-3, *Keyholding and response services – Part 3: Provision of mobile security services – Code of practice*

BS 8406, *Event stewarding and crowd safety – Code of practice*

Other documents

[1] HEALTH AND SAFETY EXECUTIVE. *Working alone: Health and safety guidance on the risks of lone working.* Sudbury: HSE, 2013.

[2] GREAT BRITAIN. Working Time (Amendment) Regulation 2003. London: The Stationery Office.

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2) Available from: www.hse.gov.uk/pubns/indg382.pdf.

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