

BS 7984-3:2020



BSI Standards Publication

Keyholding and response services

Part 3: Provision of mobile security services —
Code of practice

Contents

Page

Foreword	ii
Introduction	1
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 The organization	3
4.1 Structure	3
4.2 Finances	3
4.3 Insurance	3
4.4 Documented information	3
5 Resources	3
5.1 Premises	3
5.2 Control room	3
5.3 Mobile patrol officers	5
5.4 Equipment and uniforms	6
5.5 Training	6
6 Service	9
6.1 Sale of services	9
6.2 Site surveys	10
6.3 Assignment instructions	10
6.4 Mobile patrol services	11
6.5 Performance evaluation	12
6.6 Key management	13
Bibliography	15

Summary of pages

This document comprises a front cover, and inside front cover, pages i to iv, pages 1 to 15, an inside back cover and a back cover.

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This British Standard, together with BS 7499:2020, supersedes [BS 7499:2013](#), which is withdrawn.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.

This British Standard is part of the BS 7984 series, which contains the following parts:

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

Information about this document

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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”).

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 mobile patrol services. It details the manner in which an organization manages the service provision of mobile patrolling and how it responds to an event. In addition to key management, this standard further details what is expected of a control room and vehicles used for the storage of keys.

Although this British Standard is aimed at organizations that provide mobile patrol 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 mobile patrol services.

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

NOTE Recommendations for keyholding and response services are given in BS 7984-1. Recommendations for lone worker response services are given in [BS 7984-2](#). Recommendations for static guarding are given in BS 7499.

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

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 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 mobile patrol 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

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

3.4 control room

location where operational procedures are monitored and/or managed

3.5 controller

person designated to manage, control and report on mobile patrol services

3.6 customer

individual or body retaining the services of an organization

3.7 event

incident requiring entry or attendance at a customer's location

NOTE The level of attendance or need for entry is determined by contractual requirements.

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 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.

3.10 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 mobile patrol

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

3.12 mobile patrol officer

person who attends a location (as determined by contractual requirements) to conduct a physical inspection 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.

3.13 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.

3.14 secure facility

place in which keys and/or assignment instructions are stored and from which they are provided to conduct patrols

NOTE See 5.2 for further information.

3.15 site

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

3.16 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.

3.17 takeover

transfer of contractual responsibilities from one organization to another

3.18 top management

person or group of people who directs and controls an organization at the highest level

NOTE Top management has the power to delegate authority and provide resources within the organization.

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**.

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 General**

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

Where the organization operates a control room, it should perform the following functions:

- a) provision or procurement of assistance, information or advice for mobile patrol officers in routine and emergency situations, including any form of follow-up action as a result of a missed check call;

- b) effective monitoring of mobile patrol officers and mobile supervisory staff by observance of documented, established routine telephone, radio or other communication procedures;
- c) recording, in accordance with [5.2.5](#), all routine and emergency matters; and
- d) recording movement of the customer's keys held by the organization.

The control room should be housed within a secure facility, and be a restricted area, accessible only to authorized staff. Visitors should be accompanied at all times by an authorized person.

NOTE Authorized staff are to be defined by top management.

5.2.2 Location within a secure facility

A secure facility should be one of the following.

- a) A soundly constructed building, protected by a remotely monitored intruder alarm conforming to PD 6662 and BS EN 50131-1, containing a dedicated room or lockable cabinets provided for the storage of keys; cabinets should be securely fixed to the fabric of the building. Where there is a shared occupancy, the intruder alarm system for the secure facility should be under the sole control of the organization.
- b) A vehicle fitted with an alarm, an immobilizer, containing a lockable means of storing keys, which should be securely fixed to the body of the vehicle being used for the storage of keys.

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 event should be escalated to more senior staff. A copy of the control room manual should be readily available within the response centre at all times.

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

5.2.4 Control room information

Control room staff should have immediate access to the following:

- a) full assignment instructions for all contracts;
- b) names, addresses and telephone numbers of all operational staff, including supervisors and management;
- c) emergency contact records (including telephone numbers) for all customers;
- d) telephone numbers of police stations within the operational area of the control room;
- e) useful telephone numbers (e.g. emergency services, water companies, electricity companies, boarding-up services); and
- f) emergency procedures and contingency plans in case of fire, flood, terrorist attack or bomb threat.

NOTE Attention is drawn to the relevant data protection legislation.

5.2.5 Control room records

The following records should be kept.

- a) Records of events, for a minimum of 12 months from the date of the event. Entries should be uniquely referenced and should include the date and time of the event, and the name of the controller completing the record.

- b) Records of radio and telephone calls from mobile patrol officers.

NOTE 1 Attention is drawn to the statutory requirements for document retention.

- c) Details of check calls, with missed and late check calls shown.
- d) Precise times of contact should be included.

NOTE 2 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 3 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 mobile patrol officers if incidents occur.

If the mobile patrol officer does not contact the control room on time, as specified in the assignment instructions, the supervisor should be notified.

The frequency of check calls should be determined following health and safety and security risk assessments, and should take into account the number of mobile patrol 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. Check calls should be made at least hourly.

5.3 Mobile patrol officers

5.3.1 General

The organization should employ sufficient mobile patrol officers to fulfil its contractual obligations and sufficient supervisory staff to manage those contracts.

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 also be able to demonstrate satisfactory 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.

Where night-time working is involved, prospective employees should be asked to confirm that there is nothing in their circumstances which 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 mobile patrol officer is required to display a SIA licence this does not negate the need for company identification.

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 is additional to applicable SIA licence-linked training. Induction training should be completed before the mobile patrol officer is deployed on operational duties.

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 employees engaged in mobile patrol 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 sector-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 security industry and the role and responsibilities of mobile patrol officers;
- b) patrolling;
- c) searching;
- d) security and emergency systems;
- e) fire safety;
- f) health and safety at work;
- g) the law;
- h) emergencies;
- i) customer care and social skills;
- j) communication skills and reporting;
- k) equality and diversity;
- l) assignment-specific client requirements;
- m) conflict management;
- n) take responsibility for keys and site information and equipment;
- o) travel between sites safely and efficiently;
- p) carry out dynamic risk assessments on arrival, recognize potential conflict situations and respond appropriately;
- q) enter sites and premises;
- r) maintain the security of premises;
- s) confirm physical security of premises and set security systems; and
- t) preserve the integrity of potential evidence and record and report details.

The employer should carry out a training needs analysis for officers holding a door supervision licence (including those who have transferred from a door supervisor licence to security guarding) or close protection licence who wish to work in the mobile patrol area.

Any training identified by the training needs analysis should be provided.

5.5.4 Assignment-specific training

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

A newly appointed mobile patrol officer should be supernumerary whilst becoming familiar with the patrol requirement(s) (not normally less than eight hours). This period should also reflect the patrol shift pattern, encompassing both day and night shifts if appropriate.

During the first three months of employment, either on a first assignment or for employees transferring between assignments, the competence of the mobile patrol officer should be assessed by a competent person against performance criteria comparable with the core competencies as defined by the sector skills body (SSB).

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) location and use of control room records;
- g) explanation of mobile patrol officers' and controllers' rosters; and
- h) allocation of resources for mobile patrols.

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) team behaviour;
- c) leadership;
- d) decision making;
- e) problem solving;
- f) communication skills;
- g) performance review;
- h) time management;
- i) customer service.

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

5.5.7 Specialist training

Mobile patrol officers engaged to perform specialist duties (e.g. first aid, fire-fighting) should be trained to a proficient standard by competent persons. Training should be provided on the use of specialized 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 receive the induction training recommended in 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, mobile patrol 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 10800:2019, 7.7.6.

6 Service

6.1 Sale of services

6.1.1 General

The organization should follow the recommendations given in BS 10800:2019, 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 Quotations

The organization should follow the recommendations given in BS 10800:2019, 8.3.4 [a) to i)], with additional clear written statements regarding the following:

- a) the obligations of the organization to the customer, including the expected response to events (including response times), provision of specialist advice or duties (e.g. areas specifically to be inspected and any limitations) and reference to any applicable British Standards;
- b) the obligation of the customer to identify and consult with the organization on any specific health and safety requirements that apply, or are likely to apply, during the period of the contract;

- c) the obligation of the customer to satisfy themselves that if an external key storage facility at the customer premises is to be used that this method of storage is acceptable to their insurers;
- d) that there is an undertaking that keys are immediately surrendered to an authorized representative of the customer if requested by the customer in writing;
- e) the period of retention and method of disposal of any keys that are unclaimed on cessation of a contract; and
- f) that mobile patrol services can be provided simultaneously for a number of customers, and that, accordingly, interruptions or delays can occur if an event occurs at the premises of another customer during the course of a mobile patrol officer's duties.

6.1.3 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.

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 mobile patrol officers could face in carrying out the service, and providing 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 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 the site.

If the customer declines to have site survey 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 10800:2019, **8.5**.

6.3.2 Content

Assignment instructions for all duties associated with mobile patrol services should be agreed and approved by the organization and customer, and should be available at the start of the contract.

Assignment instructions should be updated on notification of changes by the customer, and any amendments recorded. Temporary alterations to the instructions should be recorded in the assignment documentation.

Assignment instructions and emergency and site information should be readily available to staff on duty. Assignment instructions issued to mobile patrol officers should not include the premises' address or other means of site identification.

Assignment instructions should include, though not be limited to, details of the following:

- a) hazardous conditions (health and safety assessments);
- b) security risks;
- c) agreed means of access and egress;
- d) method of operating/resetting alarm;
- e) client-specific instructions;
- f) location of mains services;
- g) contingency plans;
- h) location, description and extent of the site or property;
- i) emergency procedures and lines of communication;
- j) escalation procedures;
- k) frequency and method of communication with the control room, including the frequency of check calls; and
- l) record keeping, including reporting.

6.3.3 Amendments

Any permanent alteration to the assignment instructions that results in changes to mobile patrol 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 including temporary alterations should be amended and communicated as soon as practicable after changes have been agreed. All mobile patrol officers should sign an assignment instructions amendment sheet to confirm they have read and understood the changes.

6.3.4 Review

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

6.4 Mobile patrol services

6.4.1 General

Whilst on a mobile patrol, officers should have access to assignment instructions for each site to be visited. The assignment instructions should detail their general and specific site duties and responsibilities.

Assignment instructions should not include customer contact details.

Assignment instructions should be held separately from any related keys, and their relationship should not be ascertainable by unauthorized persons.

Mobile patrol visits should be verified by documented or mechanical/electronic systems and be available for inspection by the customer.

6.4.2 Duties

The prime responsibility of a mobile patrol officer should be to make prearranged visits to inspect the sites as detailed in the assignment instructions and to verify that they are secured as far as reasonably possible.

At the start of duty, mobile patrol officers should sign for keys in the key register, and sign again, next to the corresponding first entry, when returning the keys at the end of duties.

Mobile patrol officers should make check calls to the control room on arrival and departure from site, giving their location and details of the next site to be visited. Additional check calls should be made to verify that the frequency between calls is not more than one hour.

NOTE It might be necessary to consider conducting mobile patrols at random times and varying the route to and from the sites so that no patterns can be established.

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) mobile patrol officer familiarity with assignment instructions and service delivery;
- b) mobile patrol officer performance; and
- c) mobile patrol 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.

6.5.2 Employee performance monitoring

6.5.2.1 Welfare check

Each mobile patrol officer should receive a welfare check at least once a month from either a supervisor or manager.

Welfare checks should be recorded.

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 mobile patrol officer's concerns.

6.5.2.2 Performance review

Each mobile patrol officer should receive a visit at least once every three months from either a supervisor or manager.

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 mobile patrol officer's duties or circumstances within the review period, confirmation of the mobile patrol 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 mobile patrol officer and retained on the mobile patrol officer's file. These reports should form part of the annual performance appraisal.

The organization should have processes in place that allow mobile patrol 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 10800:2019, **9.4**.

6.6 Key management

6.6.1 General

Procedures should be in place to verify the security and disposal of the keys, and that records are maintained (see **5.2.5**).

A management audit system should be in place.

6.6.2 Initial receipt of keys

A receipt should be made out for the key provided by a customer for mobile patrol services, detailing the date and time of the exchange and the person receiving the keys, together with a description of the keys. Each receipt should be signed and a copy provided to the customer.

Keys should be deposited within a secure facility (see **5.2.2**) without delay and details recorded in the key register.

6.6.3 Control of keys

COMMENTARY ON 6.6.3

This subclause refers to control of physical keys.

Within the secure facility, each set of keys should be securely controlled to prevent unauthorized access in a manner that prevents misuse. Keys should be kept sealed; the seal should be uniquely numbered and non-reusable and the number recorded in the key register. Access to new seals should be restricted to authorized staff.

A key management log should be maintained and stored securely, recording date, time and reason for use (see **5.2.5**).

When not in use, keys should be kept within a secure facility. If the secure facility is within a vehicle, the vehicle should be protected as described in **5.2.2b**).

Each set of keys should be stored ready for inspection at all times. The set of keys should be uniquely numbered and the number recorded in a key register. Keys should be coded in a manner that does not indicate directly the name and address of the site to which they belong.

At least quarterly, the management should confirm that all stored keys match the key register.

At the end of each mobile patrol, keys that have been issued should be returned and inspected to verify that the keys remain securely affixed.

All key movements in and out of storage should be recorded in the key register.

6.6.4 Returning and disposal of keys

The organization should surrender any of the customers' keys to the customer when requested to do so, in writing, or upon termination of the contract.

Keys should be returned in one of the following ways:

- a) to the customer's representative calling at the organization's office by prior appointment;
- b) by a postal or courier service providing for signed and dated delivery, collection and full tracking of consigned packages; or
- c) by special arrangements set up by the customer in conjunction with top management.

If keys are unclaimed on cessation of a contract, they should be securely disposed of after one month and a record of the method of disposal retained for seven years.

6.6.5 Key storage at customer facilities

NOTE The use of a customer's key storage facility at the premises by means of external boxes or vaults might not be as secure as the methods described in 5.2.2 and might be in breach of an interested insurer's policy terms and conditions, for example an intruder alarm condition requiring that customers remove all alarm operating devices (e.g. unsetting fobs/transmitters) from a premises when they are left unattended.

The organization should request a specific written acknowledgement and acceptance from the customer of any potential security risks relating to keys and/or electronic security systems (e.g. intruder alarms or CCTV) from the use of external boxes or vaults, and should also recommend that the customer consults any relevant insurers before signing it.

If the customer is reluctant to provide a written acknowledgement, the organization should retain evidence that they have made the customer aware of the potential security risks.

Keys held in an external box or vault are not deemed to be under the organization's control, and the provisions of 6.6.1 to 6.6.4 should not be applied to their management and control.

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 7499, *Provision of static guarding security services – 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*

Other documents

- [1] GREAT BRITAIN. Private Security Industry Act 2001. London: The Stationery Office.
- [2] GREAT BRITAIN. Working Time (Amendment) Regulation 2003. London: The Stationery Office.
- [3] HEALTH AND SAFETY EXECUTIVE. *Driving at work: Managing work-related road safety*. Sudbury: HSE, 2014.²⁾
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²⁾ Available from: www.hse.gov.uk/pubns/indg382.pdf.

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