

NSI Special Bulletin No.04/05
Guidance on the implementation of BS 7960:2005 the British Standard
CODE OF Practice for Door Supervisors.

Dated: 3rd October 2005

To: NSI Guarding Gold and Silver Companies who are approved for Door Supervision and new applicants whose agreed scope includes the provision of Door Supervisors.

SPECIAL BULLETIN No. 04/05

Guidance on the implementation of BS 7960:2005, the British Standard
Code of Practice for
Door Supervisors
(Supersedes BS 7960:1999)

BS 7960 shows a publication date of the 20th July 2005 and is now available through licensed outlets including the NSI who can supply copies at a discounted rate.

BS 7960:2005 will now be applied to all organisations that wish to obtain or maintain an NSI Approval for the provision of Door Supervisors. The Standard will be applied with immediate effect, subject to the additional clarifications and guidance within this Special Bulletin.

With immediate effect Applicant Companies will be assessed against the 2005 Edition and any Non-Compliances recorded against clauses of the Standard will have to be satisfactorily addressed before approval can be granted.

Existing approved companies will however be given until the 31st July 2006 to fully comply with the amended requirements. In the interim, observation reports will be issued for any of the revised requirements that are not satisfied and if such observations are not adequately addressed by the 31st January 2006 they will be elevated to a Non-Compliance. Failure to address any such Non-compliance in a timely manner will then impact upon the on-going approval decision.

Existing NSI Certificates of Approval will be progressively updated to reference BS 7960:2005, when satisfactory evidence is available to demonstrate compliance.

NOTE REGARDING THE STATUS OF BS 7960:2005: Although issued as a code of practice by the British Standards Institution, it is important to note that compliance with the recommendations given is regarded as mandatory for all companies approved by NSI with respect to the provision of Door Supervisors; subject to any additional clarifications and guidance included within this Special Bulletin or issued subsequently. *The recommendations given in BS 7960:2005 should therefore be regarded as requirements of the NSI approval scheme(s).*

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SUMMARY OF KEY CHANGES
(Highlighted under the clauses of the new Standard)

Comments under each clause consist of a summary of the changes when compared with the corresponding clause within Bs 7960:2005.

Where the actual wording is quoted it is reproduced in bold text.

Where it is considered relevant to further clarify the specified requirement, additional guidance is included in italics.

It is not, however, the intent of the NSI to only impose its own recommended methods of compliance with specified requirements and the NSI will give full consideration to any alternative methods of achieving compliance with specified requirements.

COMMITTEE RESPONSIBLE FOR THE STANDARD

Relevant stakeholders in the Security Industry, including NSI, continue to be represented on the BSI Technical Committee GW/3 that prepared the Standard. It however needs to be understood that it is a consensus of opinion that prevails on any British Standards Committee and as a consequence it is sometimes necessary for NSI to invoke additional requirements or provide further clarification in order to ensure that the Standard is sufficiently robust for Certification purposes.

FOREWORD

This British Standard was prepared by BSI Technical Committee GW/3 with representation as noted above. The Foreword also draws attention to the **Private Security Industry Act 2001** and the fact that **the Act requires that any person engaged in licensable activities, as designated in the Act, has to be licensed in accordance with the Act and that it is an offence to engage in licensable conduct when not in possession of the appropriate licence.**

As this is therefore a legal requirement and all door supervisors now have to be licensed in England and Wales (with Scotland to follow); it will also be a condition of any NSI approval that all relevant individuals are in possession of the appropriate licence and NSI approved organisations will be expected to maintain records to verify that they have checked that all relevant employees have the appropriate licence. Note: This includes the Directors/Managers in an organisation providing such services.

There is also a reminder that **compliance with a British Standard does not of itself confer immunity from legal obligations** and attention is drawn to existing legislation concerning **health & safety at work, data protection, and the rehabilitation of offenders, race relations and equal opportunities.**

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1. SCOPE

No significant change other than to clarify that the Standard applies to any licensed premises or **events** (the previous version only referred to outdoor events).

Note: There is also a specific British Standard Code of Practice for Event stewarding and crowd safety services i.e. BS 8406:2003, and an NSI Special Bulletin 01/03 that gives guidance on its application.

2. TERMS and DEFINITIONS

The terms and definitions are now listed alphabetically and have been subject to minor amendment.

2.1 Client

The previous cumbersome ‘door supervision service provider’ is now changed to **‘service provider’ carrying out the security function at a licensed premises or event.** *The previous issue did not include the word **licensed** and this is now one of the main distinctions between BS 8406 and BS 7960 both of which can be applied to event security.*

2.2 Contract

A revised definition is now included as follows: **document, agreed and signed by both the service provider and the client, setting out the proposed services to be supplied and the details of the quotation, terms, conditions, responsibilities and undertakings.**

The new definition could give the impression that the quotation and the contract/agreement are always the same document, whereas the quotation would normally be a document offering to supply the service at a certain price based upon the conditions specified and/or known at the time. The contract/agreement eventually signed by both parties may reflect changes agreed as part of the negotiation of the contract. For contracts where there is no detailed client specification it is however acceptable practice for the submitted quotation to have provision for acceptance by the client. When it is signed by both parties it can also serve the purposes of a formal contract/agreement, provided of course it still contains or references all the detailed terms and conditions of contract (see also section 3.6 Quotations and 3.7 Contracts).

Other terms are often utilised where there is a formal process for contract negotiation and a detailed client specification to satisfy e.g. an invitation to tender and submission of a formal tender to supply, usually in a format defined by the prospective client. For all practicable purposes the ‘tender’ document serves the same purpose as a formal quotation.

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2.3 Designated premises supervisor

A new self-explanatory definition that reads as follows: **person named on a premises licence who is responsible for the licensable activities, including the sale or supply of alcohol at the premises.**

2.4 Door supervisor

A minor change to the existing definition, which replaces licensee with the new definition, referenced under 2.3 above.

2.5 Licensed premises or event

A new self-explanatory definition that reads as follows: **location at which the licensable activity occurs which is named on the premises licence or the temporary events notice.**

2.6 Service provider

A minor change to the existing definition to also replace 'licensees' with '**designated premises supervisor**'.

3. ORGANISATIONS AS SERVICE PROVIDERS

3.1 Structure and principals

3.1.1 A change to the note at the end of the clause that highlights that BS 8600 has been replaced by BS ISO 10002:2004 as the reference for further guidance on complaints management systems.

Compliance with BS ISO 10002:2004 is not mandatory but all approved organisations shall have a complaints management system that ensures that all complaints are documented, investigated and actioned as appropriate.

3.1.2 No change to the requirement.

3.1.3 No change to the requirement.

3.1.4 No change to the requirement.

3.1.5 Inclusion of '**principals**' in the list of personnel who should be named and have available curriculum vitae.

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- 3.1.6 No real change to the intent of the clause but reworded as follows to provide additional clarity: **Any “unspent” criminal conviction, discharged or undischarged bankruptcy of any principal, director or manager of the service provider should be disclosed to the client on request.** The reference to the Rehabilitation of Offenders Act is now included as a note.

Organisations are also reminded that all door supervisors and those who manage, supervise and/or are the employer of individuals providing door supervisory services are now required to be licensed by the SIA (Security Industry Authority), the criteria for which includes a criminal record check.

3.2 Insurance

No change to the requirement.

3.3 Administrative office (previously premises)

No change to the requirement.

3.4 Sale of services

Only minor changes to some of the sub-paragraphs i.e.

3.4.2a) Office is changed to ‘administrative office(s).

3.4.2c) Approval under the SIA’S Approved Contractor Scheme is now added to the list of information to be supplied.

3.4.2e) The SIA licence status of employees is also added to the list of information to be supplied.

3.4.2i) The reference to the extent of public liability insurance has been omitted and the clause now only refers to **the type and extent of relevant insurance cover.**

Organisations are reminded that the above clause only relates to the information to be supplied to prospective clients and that clause 3.2 on the detailed types of Insurance to be maintained still has to be satisfied.

3.4.2j) The requirement for four relevant references concerning the work of the service provider has been reduced to two and a concession for new service providers has been added which allows the manager of the service provider to provide two relevant personal references.

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Organisations should also bear in mind that that such managers shall also have been selected and screened in accordance with section 4.1 of the Standard.

3.5 Survey of client's licensed premises or event (previously survey of client's venue/event)

This section has been expanded from one paragraph/sentence to four new lengthy paragraphs.

- 3.5.1 There is now a specific requirement for the service provider to carry out a risk assessment survey of the licensed premises or event and identify, as far as is reasonably possible, any risks to the physical security of the licensed premises or event and any risks that might be evident to health and safety requirements. The risk assessment should take into account any existing documentation produced by the police, fire authorities or licensing authority, including any risk assessments carried out by the previous service provider. Such an assessment should be conducted by a suitably qualified and competent person.**

The service provider should maintain appropriate records for each contract to verify that they have satisfied the above requirement and that they have taken reasonable steps to try and obtain copies of any previous risk assessments carried out by previous providers of the service or relevant authorities. A minimum qualification is not prescribed for personnel carrying out such services and it is left to the organisation concerned to define its own process for verifying competence of those personnel carrying out risk assessment. Any process for verifying competence should include consideration of the individual's previous experience and the need for attendance on a suitable training course.

- 3.5.2 Where the service provider accepts a crowd management role, the risk assessment should consider at least the following areas:**

- a) staffing levels;**
- b) safe methods of ingress and egress;**
- c) emergency egress and ingress;**
- d) public arrival points;**
- e) ticket/access control systems;**
- f) control of localised density;**

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- g) accurate accounting of capacity;**
- h) audience profile;**
- i) artist or event profile;**
- j) control of cultural behaviour;**
- k) welfare services;**
- l) lighting and identification of black spots or dimly lit areas;**
- m) identification of all fire points and the location of fixed and portable fire appliances;**
- n) identification of any areas set aside for the treatment of first aid and related equipment.**

The above type of risk assessment should be completed prior to taking over the contract, unless it is against the express wishes of the client; in such cases a letter, email or account recorded by the taking of minutes should be retained.

Based upon the risk assessment, and in liaison with the client, the service provider should prepare an operational plan/method statement for security (see clause 3.5.3) detailing how they will achieve their legal contractual obligations.

Where an individual contract includes a crowd management role, consideration should also be given to whether compliance with BS 8406:2003 the British Standard Code of Practice for Event stewarding and crowd safety services is necessary.

Where an existing NSI organisation approved for the provision of Door Supervisors is actively promoting crowd safety services as part of its activities and has contracts for the same it will generally also be expected to comply with BS 8406:2003. . In such cases please also refer to NSI Special BULLETIN 01/03 Second Edition, which provides additional clarification and guidance on its use.

3.5.3 The plan/method statement for security should include details of:

- a) roles and responsibilities;**
- b) specific tasks to be undertaken;**

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- c) training requirements;
- d) involvement with other agencies;
- e) health and safety requirements;
- f) a contingency plan for security (see 3.5.4)
- g) premises/event regulations;
- h) dress code;
- i) drugs policy

Although a formal plan/method statement fully in accordance with clause 3.5.3 is only mandatory where the contract includes a crowd management role, it should still be clear that the approved organisation has given due consideration to items a) to i) for any contract to supply door supervision.

3.5.4 The contingency plan for security referred to in clause 3.5.3 should include:

- a) liaison with other agencies;
- b) the role of the emergency liaison team;
- c) assessment(s) of any risk;
- d) alert and emergency procedures;
- e) priorities in terms of allocating resource;
- f) plans for a return to normality.

In the event of a contingency plan being put into action, the service provider should subsequently provide the client with a written debrief on the incident and an examination of how the team of door supervisors responded.

Where such a contingency plan is required it is recommended that it is structured under the above headings although any plan that contains the above information and is relatively user friendly will be accepted as satisfying the requirement. It should however always be clear how it has been communicated to relevant personnel and the relevant manager in the organisation providing the service should have endorsed it.

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3.6 Quotations

A new section consisting of the following numbered clauses:

3.6.1 A clear written quotation should be provided by the service provider. If the quotation is acceptable to the client, it should form part of the contract.

Where the quotation and the contract are two entirely separate documents and there is still reliance on the quotation to cover some of the detailed terms and conditions or service requirements then the contract must clearly cross reference the issued and accepted quotation.

3.6.2 The quotation document should state:

- a) the terms and conditions under which the work will be carried out;**
- b) the total costing for the service , and arrangements for payment;**

Note: Costings can include information on gross pay of personnel.

- c) the contract period, along with procedures for termination of the contract and reference to any exclusion, penalty clauses or other restrictions;**

Note: The contract may not necessarily be for a specified period, but may take the form of a temporary works order.

- d) the liabilities of the service provider, which should not be unlimited, other than by law;**
- e) details of the client's requirements, derived from the initial site inspection or from client's written instructions, and including clear cross-reference to any separately documented requirements or instructions;**
- f) arrangements for statutory holidays, where applicable;**
- g) the obligations of the service provider to the client, including any provision of specialist advice, and reference to any relevant British Standards;**
- h) the obligation of the service provider to maintain confidentiality with respect to information obtained whilst tendering for or fulfilling the contract;**

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- i) **the obligation of the client to identify and consult with the service provider on any specific health and safety requirements that apply, or are likely to apply, during the period of the contract;**
- j) **the obligation of the client to provide and/or maintain any specified item or service, which the client has agreed to provide and which is necessary for fulfilling the contract.**

3.7 Contracts (previously clause 3.6)

- 3.7.1 The only change is the requirement to show details of the quotation (or at least clearly cross reference it).
- 3.7.2 No change to the requirement.
- 3.7.3 No change to the requirement and records should continue to be maintained for a period of seven years.

This requirement relates to on-going and previous contracts and is also applicable to training records for leavers.

The previous sub-clause 4, highlighting that obligations relating to confidentiality continue after the contract period is now incorporated as a note.

4 STAFFING

4.1 Selection and screening

The previous confusing note on self-employed door supervisors is now removed and replaced with one pointing out that where licensing by the SIA in the United Kingdom is not mandatory by law, service providers can seek further advice on security screening from BS 7858.

With regard to self-employed door supervisors it is not envisaged that any such individuals would wish to be subject to approval by the NSI as they would be unlikely to be able to satisfy many of the general requirements within BS 7960. Additionally NSI is a PC (Product Certification) and QMS (Quality Management Systems) UKAS Accredited Certification Body that does not provide certification of individual personnel.

Where licensing by the SIA is in force (initially only England and Wales) this only demonstrates that an individual has satisfied prescribed requirements for initial competency and does not have any relevant criminal convictions. A licence as such does not ensure that each Door Supervisor has received sufficient and appropriate assignment training.

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An individual licence also does not guarantee that there is nothing in the individual's history to suggest that he may be unable to resist the opportunity for illicit gain or have the right attitude and qualities to enable him to be deployed on sensitive assignments. Compliance with BS 7858:2004 the British Standard Code of Practice for Security screening of individuals employed in a security environment, requires that the individuals history of employment and unemployment is confirmed over the most recent ten year period. It also requires character and employment references to be obtained both of which may indicate that the individual is unsuitable for certain positions or assignments even when there is no record of convictions or cautions.

BS 7858:2004 is currently a condition of approval for virtually all NSI Schemes, as it is still demanded by the main stakeholders within the Security Industry. It is therefore a condition of NSI Approval to BS 7960 for Door Supervisors that all organisations also carry out security screening of all relevant employees to BS 7858:2004 in addition to satisfying any legal requirements to maintain an appropriate SIA Licence.

- 4.1.1 This clause is identical to clause 4.1.2 in the 1999 Edition of BS 7960.
- 4.1.2 This clause is identical to the last paragraph of clause 4.1.4 in the 1999 Edition of BS 7960.
- 4.1.3 This clause is similar to the original one and has only been modified in specific areas as detailed below
 - a) the requirement to assess physical fitness has been changed to **‘physical ability to carry out the services required’**.
 - d) personal documentation to be verified now specifically includes an **‘SIA Licence’**.
 - e) Details of qualifications now specifically references **‘SIA-approved qualifications, other training and additional skills’**.

The final part of this clause now starts with the requirement **for the applicant to provide an up-to-date curriculum vitae including:**

- 1) **details of career history of not less than five years immediately prior to the date of the application or back to the date of ceasing full-time education;**

The above reduces the security screening period from ten to not less than five years immediately prior to the date of the application or back to the date of ceasing full time education. However as compliance with BS 7858 is a condition of approval by NSI the ten year requirement still stands.

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4.1.4 Identical to the first part of clause 4.1.5 of the 1999 Edition of BS 7960.

4.1.5 Identical to clause 4.2.1 of the 1999 Edition of BS 7960.

4.1.6 Identical to clause 4.2.2 of the 1999 Edition of BS 7960.

4.2 Terms of employment

Identical to the previous section 4.3 of the 1999 Edition of BS7960, except for the inclusion of the following note under clause k):

Note: Attention is drawn to the Private Security Industry Act 2001, which requires that the SIA be immediately notified of any convictions, cautions or warnings or charges for relevant offences whether committed in the UK or abroad. The SIA has the authority to withdraw (revoke) a licence at any time if the licence holder fails to meet the licensing requirements by receiving a conviction, caution or warning for a relevant offence.

5 TRAINING AND DEVELOPMENT

5.1 General

A requirement for ‘**training to be provided by a suitably qualified person has been incorporated together with the following note:**

The SIA sets competency standards and specifies qualifications for licensing. Details of the training requirements specified by the SIA are covered in Annex A.

For the training to be acceptable it must be delivered by a recognised and qualified trainer at an approved location and a pass mark achieved in a required examination in order for a recognised certificate of training to be issued.

5.2 Assignment training

A specific requirement for details of assignment training to be recorded is now included for each different licensed premises or event.

The duration and content of the assignment specific training is left to the organisation but it should take note of any specific client requirements and the nature of the duties carried out. Appropriate records signed by the trainer and trainee shall also be maintained.

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5.3 Additional skills

A more precise requirement is now included for **the service provider to ensure that a new door supervisor obtains any additional skills required, which may include the following:**

- a) **first aid**
- b) **physical intervention techniques**

A Note is now also included to reflect that **the door supervisor might need to obtain additional skills as required by the client or the service provider.**

5.4 Training records

A new clause to make it clear that **the service provider should request and keep a copy of all relevant training records for each door supervisor.**

6 OPERATIONS

6.1 General

- 6.1.1 A new requirement for the **service provider to produce assignment instructions for each licensed premises or event.**

Consideration should be given to incorporating the principles applied to assignment instructions for static guarding as laid down in BS 7499:2002 i.e. having them agreed by the client and the service provider and incorporating a clear issue and forward review date.

- 6.1.2 A similar requirement to clause 6.1.1 in the previous edition but with the addition of a requirement for **all door supervisors to be made fully aware of the content of the assignment instructions.**

Again consideration should be given to the principles within the guarding standard regarding maintaining a signature page where each door supervisor signs to verify they have read and understood the content of the assignment instructions.

- 6.1.3 Identical to clause 6.1.2 in the previous edition.

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6.2 Identification

The general requirement for every door supervisor to wear a suitable form of identification, has been changed to a requirement for **all door supervisors should be fully aware that the SIA licence needs to be worn and be prominently visible at all times when working.**

Additionally NSI expects any door supervisor to on request verify the name of their employing service provider and supply a contact address or telephone number if a member of the public is in dispute with the door supervisors. This is to enable a member of the public to raise an appropriate complaint directly against the service provider in addition to raising the issue with the designated premises supervisor or client of the service provider.

6.3 Records

6.3.1 No change other than referring to **each licensed premises or event** rather than venue or event.

6.3.2 The clause has been reworded to reference that the record (rather than book) for each door supervisor employed at the licensed premises or event, should include their SIA licence details.

6.4 Equipment

6.4.1 & 2 No change.

6.4.3 A slight change to the requirement to emphasise **employees should only use specialised equipment when they have been suitably trained to do so.**

Annex A (informative)

Training requirements as specified by the SIA

A new annex to highlight the headings that outline the minimum requirements for door supervisor training, as specified by the SIA and to provide a link to the SIA website. The previous annex A, giving information regarding the Rehabilitation of Offenders Act 1974 is now dropped as the decision to licence is now taken by the SIA in line with their issued guidance on previous convictions.

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Annex B (informative)

Example of individual service provider's code of practice for issuing to new door supervisors

Issue of such a code of practice to each door supervisor is an acceptable method of satisfying some of the clauses of section 4.2 of the Standard i.e. terms of employment.

End of document

MJC