



MJC/NSI/003/09

24 March 2009

To: Managing Directors/Quality Managers/Contacts  
NSI Guarding Gold, Silver and Bronze Approved Companies and Applicants

Dear Colleague

**NSI TECHNICAL BULLETIN 0010 GUIDANCE ON THE IMPLEMENTATION OF  
BS 7984:2008, THE BRITISH STANDARD CODE OF PRACTICE FOR KEYHOLDING AND  
RESPONSE SERVICES**

NSI Technical Bulletin 0010 has now been placed on the NSI web-site and can be accessed under the member's area. The Technical Bulletin highlights the extent of change introduced by BS 7984:2008 (as compared with the 2001 edition) and gives further guidance on its implementation.

The 2008 edition introduces some significant new requirements e.g. 16 hours keyholding and response officer training (in addition to the 32 hours basic job training required to obtain a Security Guarding Licence) and now references BS ISO 10002 for a complaints management system. It now also includes a clause on key storage at customer premises utilising externally mounted boxes or vaults that are viewed by some insurers as a potentially serious security weakness.

At the time of going to press it is understood that the sector skills body has not finalised a national training module for the response officer training and taking account of this and the number of other changes, the transition time for existing companies to upgrade to the 2008 edition of BS 7984 is established as the 30 June 2010.

Yours sincerely

Mike Cresswell  
Compliance and Improvement Manager



INVESTOR IN PEOPLE

safeguarding high standards  
[www.nsi.org.uk](http://www.nsi.org.uk)