

NSI Technical Bulletin No.0002

Guidance on the implementation of BS 7958:2005 the British Standard Code of Practice for Closed circuit television (CCTV) – Management and operation.



Security.Improved

Dated: 12th July 2006

To: NSI Guarding Gold and Silver Companies who are approved for CCTV
Management and operation.

TECHNICAL BULLETIN No. 0002

Guidance on the implementation of BS 7958:2005, the British Standard Code of Practice for Closed circuit television (CCTV) – Management and operation. (Supersedes BS 7958:1999)

The latest version of BS 7958 shows a publication date of the 21st December 2005 and is now available through licensed outlets including the NSI who can supply copies at a discounted rate.

BS 7958:2005 will now be applied to all organisations that wish to obtain or maintain an NSI Approval for the management and operation of CCTV. The Standard will be applied with immediate effect, subject to the additional clarifications and guidance within this Technical Bulletin.

With immediate effect Applicant Companies will be assessed against the 2005 Edition and any Non-compliance 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 December 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 30th September 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 7958:2005, when satisfactory evidence is available to demonstrate compliance.

NOTE REGARDING THE STATUS OF BS 7958:2005: 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 wishing to maintain an NSI approval with respect to the provision of CCTV monitoring services; subject to any additional clarifications and guidance included within this Special Bulletin or issued subsequently. *The recommendations given in BS 7958:2005 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 7958:2005.

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 (Manned security services) with representation as noted above.

There is a reminder that **compliance with a British Standard does not of itself confer immunity from legal obligations.** *One of the more significant items of recent and relevant legislation relates to the licensing of individuals by the SIA which is covered under the Introduction to the Standard.*

INTRODUCTION

The introduction to the Standard and the references to legislation have been expanded such that **attention is now drawn to the Private Security Industry Act 2001 and the requirements for individual licences.** Reference should be made to the SIA's (Security Industry Authority) web site which clearly defines the categories of licence required by individuals involved with the management and operation of a CCTV System. If the CCTV covers public spaces then Operators will require a 'CCTV Public Space Surveillance Licence' and even if it is mainly for the protection of property a 'Security Guard ' licence will probably be required.

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It is a condition of any NSI Approval that organisations comply with appropriate legislation and in particular if relevant individuals are not in possession of either the appropriate SIA front-line or non front-line licences then unless appropriate dispensations have been granted, NSI Approval cannot be recommended or maintained.

1. SCOPE

No significant change.

2. NORMATIVE REFERENCES

The list of reference documents has been expanded and they are now stated to be indispensable for the application of the Standard. In particular the reference to BIP 008 has been updated to show that there is now a part 2 and 3 i.e.

BIP 0008-1 Code of practice for legal admissibility and evidential weight of information stored electronically.

BIP 0008-2 Code of practice for legal admissibility and evidential weight of information communicated electronically.

BIP 0008-3 Code of practice for legal admissibility and evidential weight of linking electronic identity to documents.

There are also new references to Police and Home Office Scientific Development Branch documents i.e.

Police Scientific Development Branch, digital Imaging procedure – Version 1.0, London:Home Office 2002.

Home Office Scientific Development Branch, UK Police Requirements for Digital CCTV Systems, London: Home Office, 2005.

3. TERMS and DEFINITIONS

Minor changes have been made to certain definitions and 12 additional definitions have been incorporated as detailed below:

3.1 CCTV control room

Previously defined as an ‘area in a building where CCTV data is monitored, retrieved and analysed’ but now defined as a ‘**dedicated area in a building where CCTV data is processed**’.

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3.5 CCTV system

The main part of the definition continues to be **‘Surveillance items comprising camera and associated equipment for monitoring, transmission and controlling purposes’** but the statement ‘for use in a defined security zone’ is now dropped.

The 3.6 definition in the 1999 edition for ‘distributed system’ is now dropped from the 2005 edition.

3.15 process

A new definition defined as **‘where information is related to information or data is obtained, recorded or held, the information or data or carrying out any operation or set of operations on the information or data (DPA definition)’**.

In light of the above DPA Definition it may be relevant to first of all think of the ISO 9000:2000 definition of a process which is a ‘set of interrelated or interacting activities which transform inputs into outputs’.

3.16 remote centre

A new definition defined as a **‘location remote from the protected premises, in which the information concerned with the state of one or more alarm systems is collected either for reporting or for onward transmission’**.

3.17 organisation

A new definition defined as **‘sole or principal provider of manned guarding services to a particular customer’**.

3.18 customer

A new definition defined as an **‘individual or body retaining the services of the organisation’**.

3.19 supplier

A new definition defined as an **‘individual or company (and the persons employed, including all levels of subcontractor, by that individual or company), that supplies the organisation with equipment, material and/or labour which is used in providing the service to the customer.**

3.20 controller

A new definition defined as the **‘person designated to monitor control room operations and communications’**.

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3.21 takeover

A new definition defined as the **‘transfer of contractual responsibilities from one organisation to another’**.

3.22 protected premises

A new definition defined as **‘part of a building to which protection is afforded by an alarm system’**.

3.23 user

A new definition defined as the **‘person authorised by the customer to operate an alarm system’**.

3.24 contractor

A new definition defined as the **‘party contracted by the owner to undertake the day-to-day operation of their CCTV scheme, either utilising the owner’s facilities or supplying a full monitoring service’**.

3.25 operator’s log

A new definition defined as the **‘consolidated record, including date and time, for a workstation that also includes details of any events, plus details of activities such as maintenance and use’**.

3.26 temporary systems

A new definition defined as **‘mobile and remote systems which are part of the main scheme’**.

4. PRINCIPLES AND MANAGEMENT OF THE CCTV SCHEME

4.1 Objectives

No changes.

4.2 Policy

4.2.1 Introduction

This clause has been subjected to some minor changes particularly regarding terminology as detailed on the following page:

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operation.

The third paragraph now references the need for the objective and scope of the scheme to be defined rather than the purpose and extent and this change of terminology then continues throughout the document.

In the final paragraph the note relating to item 3), a policy regarding the release of information to the public, has been deleted. *As the note still provides useful guidance it is now reproduced as NSI guidance i.e. the Policy should contain details of what, when and how material may be released, following agreement with the local prosecuting authority.*

4.2.2 Policy and scheme review

A new sub-clause to cover the existing requirements for an annual review.

4.3 Procedures

4.3.1 General

The only significant change is under the requirement for procedures, item 2) Responsibilities. Previously the Standard referred to mapping out the role for all personnel involved in the scheme, whereas the new clause is more specific i.e. **the responsibilities of the owners and/or partners, managers, contractors and staff should be stated.**

The previous item c) Accountability has been deleted in light of the above amendment.

4.3.2 Methods for receiving and viewing data

Under clause a) the requirement to state ‘whether the data is stored, retrieved and/or processed’ has changed to **‘how the data is processed’**.

The NSI will still expect to see the process of receiving and viewing data to be clearly defined in a documented procedure that covers all stages and still identifies important aspects such as storage and retrieval of data.

4.3.3 Use of temporary systems within the scheme

This replaces the previous clause on the use of mobile and remote systems with one that only refers to temporary systems and stresses that for temporary systems the **policy on notification of their use should be stated and whether the limits of control are dictated by agreement with the Police or other agencies.**

The definition **3.26 for temporary systems** then confusingly **defines them as ‘mobile and remote systems which are part of the scheme.**

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The NSI view is that if the scheme always has provision for the use of mobile and remote systems then this must be clearly stated in the scheme objectives and covered in the procedural manual. A clear policy on notification should be included and any limits of control dictated by agreement with the Police or other agencies clearly recorded.

If a temporary system is brought in use then it must be clear that its impact on the original scheme objectives has been fully considered and where relevant the Police or other agencies shall be notified.

4.4 Audit

Only minor changes have been made to this clause. In particular the requirement for an independent body to monitor the scheme and carry out regular checks has been redefined as **‘an independent audit should be conducted to monitor the scheme’**

The NSI view is unchanged i.e. in simple terms the scheme should be subject to internal audit by someone who does not have any direct operational responsibility for the scheme. The external audit by the NSI is for certification purposes but for schemes operating within the public domain it can be referenced as part of the independent audit prior to publication of the annual report. However the NSI Audits do not replace the need for the organisation to carry out its own internal audits.

A further clause has been added in relation to the review of the complaints procedure to ensure that **‘the number of complaints received’** is included.

4.5 Annual report

The previous requirement for an annual report was worded such that it could be understood that it applied to any CCTV System although it certainly had requirements that required it to be treated as a public document. This suggested that it was perhaps more relevant for public space surveillance schemes than those merely protecting private property.

The amended clause now makes it clear that **‘an annual report should be prepared for CCTV schemes monitoring public spaces’**. A note is then included to show that it might not be necessary for other CCTV schemes to produce an annual report.

NSI will therefore only insist on a the production of an annual report if the scheme monitors public spaces but it will encourage the production of a report for other systems seeking certification. In the case of those schemes which also commit to compliance with ISO 9001:2000 the annual report can be a sensible input to the formal management review.

Where a report is relevant the listing of the points to be included has not changed.

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4.6 Management responsibilities

4.6.1 General

The general requirements have not significantly changed and generally the clauses have been amended to give greater clarity.

However the previous list of items to be included in the scheme has been deleted on the basis that there are generally references elsewhere for the deleted items. In some instances the references need additional clarification i.e. although there is no longer a specific reference for a complaints procedure to be included (not mentioned under procedures), the audit clause clearly states that the complaints procedure shall be reviewed.

To avoid any doubt or argument on this NSI require a documented procedure to be produced for the handling of complaints.

4.6.2 Owner

The majority of paragraphs under this clause have not changed, however the requirement for complaints to be dealt with in an efficient and effective way has changed to **‘the owner is responsible for ensuring complaints are addressed and that any subsequent requirement for change of procedures is dealt with’**.

NSI still expect to see a documented procedure and established practice for the handling of complaints that ensures that they are handled in a timely and effective way and that this is reviewed as part of the internal/independent audit.

A cross reference to a new annex B has now been included for Contractor responsibilities and a requirement that the owner should conform to a new annex A for the selection and recruitment of staff.

4.6.3 Manager

The responsibilities for the Manager are not really changed although an additional item has been added to the list of necessary authorities i.e. item **j) responsibility for maintenance of discipline on a day-to-day basis**. (The final paragraph however continues to stress that it is **the owner who has the responsibility for the instigation of disciplinary procedures against operators in matters relating to non-compliance with this code, operational procedures and breaches of confidentiality or the unauthorised release of data**).

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4.6.4 Supervisor

The responsibilities have not been changed but there are two minor amendments to the list of items included in the data recording system i.e. item **a)** previously only referenced the tape register but now states **the tape, or media, register** and a new item **b)** has been included for a **still or print log**.

4.6.5 Operator

No significant change.

4.6.6 Contractor

An additional requirement is included for contractors to comply with Annex B (Contractor responsibilities).

4.6.7 Discipline

This clause is deleted from the latest edition on the basis that there are sufficient references to the subject under other clauses e.g. A4 Disciplinary code.

5. PERSONNEL

A note is now included to **draw attention to the Private Security Industry Act 2001**.

Reference should be made to the guidance under the introduction where it is highlighted that there are two categories of individual licence that may be required as a consequence of the legislation i.e. a public space CCTV surveillance or a security guard licence.

5.1 Security screening

No change to the requirement for all relevant personnel to be security screened in accordance with BS 7858.

5.2 Recruitment and selection

No change other than to up-date the BS 7499 reference from the 1998 edition to the 2002.

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5.3 Training

5.3.1 General

No changes.

5.3.2 Plan

No change other than to up-date the BS 7499 reference from the 1998 edition to the 2002.

6. CCTV CONTROL ROOM

6.1 General

No significant change

6.2 Ergonomics

Item g) accessibility for disabled people has been deleted in favour of a new **Note 2** which simply **draws attention to the Disability Discrimination Act 1995**.

A new **Note 1** is also included to reference that **BS EN ISO 11064-1, 2 and 3 give relevant information** on the subject.

6.3 Health & safety

No changes.

7. RESPONSE

7.1 Guiding principle

No changes.

7.2 Incident policy

No significant change except that appropriate operator's log is now referred to as the **'appropriate incident log'**.

7.3 Who makes the response?

No significant change except that the relevant police authority is now referred to as the **'relevant law enforcement agency authority'**.

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7.4 Timescale of the response

No changes.

7.5 When observation and/or recording is needed

The times at which observation and/or recording is needed should now be included in both the policy and procedures (previously just the procedures). Item 1 of the list of not incident-related examples has been changed from hourly to 24hours.

7.6 Results of a successful response to the incident

The list of characteristics that might indicate a successful response has been achieved is unchanged but there is a new initial paragraph to stress that **‘the overall indicator of successful response to incidents is that the CCTV scheme fulfils its objectives’**.

8. PRIVACY AND DISCLOSURE ISSUES

8.1 Privacy

The intent of this clause has not really changed but the second paragraph now makes it clear that **Operators should be made aware that misuse of the cameras (i.e. the use of cameras for objectives other than those for which they are intended) might constitute a breach of the law.** The previous clause only highlighted that misuse will bring the scheme into disrepute.

This is a sensible change and the NSI is aware of recent cases where the operators not only were dismissed but were also facing prosecution for misuse of a system.

A **Note** is now also included to **draw attention to the Data Protection Act 1998.**

8.2 Disclosure of data

8.2.1 General

The basic principles to be observed have not changed but the specific requirements to be satisfied before data can be viewed by a third party have now been dropped from this clause as they are now partially covered under clause 8.2.2.

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8.2.2 Request to disclose data

Some minor changes have been made to this clause. The first point to highlight is that the previous edition referred to requests to view data, whereas the revised clause more sensibly refers to **requests to disclose data**. There is also now only one clause to cover the requests to disclose data whereas in the previous edition there was a clause for the primary request and a one to cover secondary requests to view data.

Public interest has also been added to the list of reasons for requesting disclosure of data and in the list of parties who should be able to show adequate grounds for disclosure, law enforcement agencies has replaced the reference to Police.

8.3 Subject access disclosure (a named subject)

8.3.1 General

A significant part of this clause has been rewritten and the new clause is an updated combination of both the previous clauses 8.3.1.and 8.3.2. It now first of all identifies the two ways of providing data when a request is made:

- a) the data is viewed in a controlled environment**
- b) a copy of the personal data pertaining to that person is supplied.**

There is then revised text relating to the need for the owner/data controller to **verify the validity of the request and ensure that the requested data has no connection with any existing data held by law enforcement agencies** (this was also previously and partially addressed under clause 8.2.1).

A new sentence is included to remind **the owner to treat the enquiry confidentially**.

Requirements are maintained to ensure that wherever possible, only that personal data that is specific to the search request should be provided and the following should now be taken into account:

- 1) If data is viewed, then obscuring other images on the data is unnecessary.**
- 2) If a copy is required, then other individual personal data should be obscured.**

A specific Note is now included to draw attention to the Data Protection Act 1998.

8.4 Media disclosure

The clause has generally been revised to give greater clarity but the requirements are essentially the same.

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9. RECORDED MATERIAL MANAGEMENT

9.1 General

There is no significant change to the requirements but the order of presentation has changed and the reference to PD 0008:1996 is updated to the current BIP 0008-1, 2 and 3.

9.2 Quality

No significant change

9.3 Media use, storage and disposal (previously Video tape purchase, reuse and storage and disposal)

Although the clause has been reworded the only significant change is that there is no longer a recommendation that tapes are retained for a minimum of 28 days before erasure.

NSI approved organisations are still required to define a minimum period before data is erased and the period chosen should be based upon the scheme objectives and any specific stakeholder requirements.

9.4 Recorded material register

9.4.1 Videotape (previously tape register)

The majority of the clause is unchanged but it is now made clear that it applies to **analogue CCTV systems** (there is a new clause 9.4.2 for digital systems).

A new sentence is however included to stress that **‘before use each tape should be indelibly marked, ideally on the body, with a unique reference number’** and it is now made clear as an **alternative** the hard copy bound **register might be electronic**.

If the register is electronic then the NSI expect to see that there is appropriate access control and that there are frequent checks or audits to verify that entries are and can only be made by authorised personnel.

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9.4.2 Digital register

A new clause to ensure that the basic principles can also be fully applied to digital systems.

The opening sentence stresses that **‘in a digital CCTV system, the register should show the life of the media at all stages whilst in the owner’s possession. Such a register may also show itself to be useful in enabling evaluation of the CCTV scheme’.**

The list of items to be included in the register is then similar to that for analogue systems except for item 7) which states **‘in the event of a non-automated system of erasure of data, the time/date/person responsible for erasure and/or destruction should be included’.**

9.5 Making recordings

The basic principles have not changed but the variations between analogue and digital systems are now clearly stated.

An additional sentence has been added to highlight that **‘when using digital CCTV systems, the processes outlining the export of media should confirm to Digital Imaging Procedure [10] and UK Police Requirements for Digital CCTV Systems [11]. As with analogue CCTV systems, all documentation should be auditable’.**

9.6 Tape loading/unloading for analogue CCTV systems

No changes.

10. DOCUMENTATION

10.1 General

The only change is to update the PD 0008:1996 reference to BIP 0008-1, 2 and 3.

10.2 Logs

The principles have not changed but the clause has been rewritten to give greater clarity.

10.3 Administrative documents

No changes.

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Annex A (normative)
Staff recruitment and selection

A.1 Selection and screening

The content of this clause has been significantly reduced and now relies more heavily on the cross referenced BS 7858 Security screening of individuals employed in a security environment.

An additional sentence has however been added to cover **employees acquired through a takeover i.e. the organisation should satisfy itself that the recommendations of this subclause have been fully met.**

NSI Special Bulletin 02/04 provides further guidance on the application of BS 7858.

A.2 Health

This is a new clause to ensure there is adequate consideration of health and related issues.

It starts by **drawing attention to the Disability Discrimination Act 1995** and then requires **prospective employees to submit details of their medical history prior to employment and be able to demonstrate a) adequate general health and b) adequate eyesight (including colour vision), hearing and sense of smell.**

NSI recommend the use of a health questionnaire where the prospective employees have to answer yes or no to an extensive list of questions which the employer ought to be aware of and consider before assigning the individual to specific duties. A simple series of sense tests should be carried out e.g. read some fine print/recognise a number plate at 25 yards/distinguish certain images on a screen, whisper behind the individual etc. NSI do not however insist that all individuals be subjected to a complete medical examination but do recommend that where there is any doubt as to the individuals fitness for work a medical examination or Doctors certificate may be an appropriate requirement.

A clause is included to **require prospective employees to demonstrate good reading, writing and verbal communication abilities.**

The above clause reinforces the need for an interview/assessment prior to offering employment.

Requirements for night time workers are then referenced (working time regulations).

NSI understanding is that a reviewed and completed medical questionnaire can satisfy the requirements for a free medical assessment and that it is not necessary in all cases to offer a free medical examination. Organisations should however seek their own

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advice on this issue and if there is any doubt as to how this is applied in different parts of the UK then it may be appropriate for all prospective applicants to be subject to a medical examination.

Requirements are then detailed for performing routine health checks and reports to ensure **the physical condition of security officers (and operators) remains compatible with the duties to which they have been assigned.**

Eyesight etc can deteriorate with age and organisations should have an established process to periodically verify that assigned operators meet minimum requirements for viewing images/incidents etc.

A requirement for personnel to be aged at least 18 years and for those over 65 years of age to undergo annual medical examinations has been included. Also if duties involve driving employees should be required to demonstrate that they are licensed to handle all relevant vehicles and their driving licences should be inspected annually and copies kept on file.

The fact that an individual has a licence to drive a particular class of vehicles does not ensure that he remains competent to continue to drive the same and it is recommended that individuals are subject to an initial and periodic driving assessment to verify they can still handle the relevant classes of vehicle, particularly where this may involve n LVG or HVG Mobile CCTV unit.

A.3 Terms and conditions of employment

The listing of items to be included in the necessary written statement (or contract) of employment has not changed but some of the detail requirements in relation to contract have now been deleted from the clause i.e.

- the requirement for the contract to be issued within eight weeks of commencement of employment and
- the requirement for shifts not to exceed 12 hours and employees not to work successive shifts and have at least a break of 8 hours between shifts etc.

A note has however been included to **draw attention to statutory requirements relating to employment and in particular, to requirements relating to the Working Time (Amendment) Regulations 2002.**

Although the specifics detailed within the original standard are still essentially correct, the committee that wrote the Standard were conscious that further changes are likely to the requirements for working hours etc, particularly as some of the current UK dispensations to the Working Time Regulations could be removed in the near future. It was therefore not considered appropriate to reference specifics from the various pieces of legislation. Organisations wishing to maintain an NSI approval are reminded that it is a condition of approval that they comply with applicable

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legislation and the general note in the Standard that persons should not be required to work hours that could be detrimental to their health, safety or efficiency.

A.4 Disciplinary code (previously breach of terms and conditions of employment).

The list of items that would constitute a breach of the terms and conditions of employment has only been subject to minor change but it is now clear that it includes the aiding and abetting of others engaging in such actions.

Item k) in the list has been rewritten to give more clarity for the **items that must be notified to the employer i.e.**

- 1. conviction for a criminal and/or motoring offence;**
- 2. indictment for any offence;**
- 3. law enforcement agency caution; or**
- 4. legal summons.**

An additional clause **n)** has been added to cover ‘**not maintaining agreed standards of appearance and deportment whilst at work**’.

The requirement to maintain records of all equipment issued and sign for the same has been deleted.

Annex B (normative)

Contractor responsibilities within BS 7958.

This is a completely new and relevant annex to focus on the contractors responsibilities within BS 7958 and as this technical bulletin concentrates upon changes it is not proposed to reproduce all six pages of its text. However where it is necessary to give additional NSI guidance it is addressed under each clause of the annex. The following guidance must therefore be read in conjunction with Annex B.

B.1 Introduction

Where the owners of a CCTV System do not wish to demonstrate their compliance with BS 7958 by maintaining an NSI Approval but support the fact that a subcontractor operating the centre on their behalf wishes to maintain an appropriate NSI approval, then the inspection/assessment will be carried out against Annex B.

A reference note draws attention to the Private Security Industry Act 2001 and contractors are reminded that it is a condition of any NSI Approval that appropriate licences are held (see also the Introduction to the Standard).

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B1.1 Notes for guidance

A note is included to highlight that all subsequent paragraphs are extracts of BS 7958 applicable to contractors. For this reason the guidance against the prime requirement in the Standard is generally also applicable to contractors and no further contractor guidance is considered necessary.

Contractors who demonstrate compliance with annex B and comply with the general NSI requirements will have their approval referenced as follows:

“The provision of security screened and trained personnel to conduct Closed Circuit Television (CCTV) monitoring activities, in accordance with the requirements of BS 7958:2005 Annex B and BS 7858:2004”. See also annex C to this Technical Bulletin which details the full range of NSI options for certification.

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ANNEX C NSI CERTIFICATION OPTIONS IN RELATION TO BS 7958

1. Where the operator is also the owner of the scheme and the public have a right to visit, then the certificate of approval shall read **“The Management and operation of a Closed-Circuit Television (CCTV) Scheme, in accordance with the requirements of BS 7958: 2005 including BS 7858: 2004”**.
2. Where the owner/operator also controls a team of response officers the following additional wording can be added **“and the relevant requirements of BS 7499: 2002”**.
3. Where a guarding company provides trained/qualified personnel for a CCTV Control Room on a sub-contract basis to the owner of the scheme where the public have a right to visit, the certificate of approval shall read **“The provision of security screened and trained personnel to conduct Closed Circuit Television (CCTV) monitoring activities, in accordance with the requirements of BS 7958: 2005 Annex B, including BS 7858: 2004.**
4. Where a manned guarding company operates a commercial CCTV Control Room that the general public do not have the same rights of access to, then the certificate of approval shall read **“The provision of Closed Circuit Television (CCTV) monitoring services, in accordance with the requirements of BS 7499: 2002, including BS 7858: 2004 and the relevant requirements of BS 7958: 2005”**.