



Security.Improved

Dated: 31 October 2011

To: All NSI Approved Companies and Applicants where the scope of approval includes the provision of cash and valuables in transit services

### TECHNICAL BULLETIN No. 0019

Guidance on the implementation of BS 7872: 2011, Manned security services – Cash and valuables in transit services (collection and delivery) – Code of Practice

(Supersedes BS7872: 2002 inc. Amendment No. 1)

BS 7872: 2011 shows an effective date of 31 August 2011 and is now available through licensed outlets, including NSI who can supply copies at a discounted rate.

BS 7872: 2011 will now be applied to all organisations that wish to obtain or maintain NSI approval for cash and valuables in transit services, subject to the additional clarifications and guidance within this Technical Bulletin.

With immediate effect **applicant companies** will be assessed against the 2011 edition and any Improvement Needs recorded against clauses of the Standard will have to be satisfactorily addressed before approval can be granted.

**Existing NSI approved companies** will be given until the 31 August 2012 to fully comply with the revised requirements. After the 31 August 2012 any failure to fully satisfy the revised requirements will result in the raising of an Improvement Need which if not addressed within the stated Improvement Period may result in a recommendation for withdrawal of NSI Approval. In the interim (up and until the 31 August 2012) Improvement Observations will be issued for any of the revised requirements within BS 7872: 2011 that are not fully satisfied. Failure to address any such Improvement Observations by the 31 August 2012 will result in their elevation to an Improvement Need.

NSI Certificates that reference BS7872: 2002 will be re-issued to reference the 2011 edition, as and when satisfactory evidence of compliance is demonstrated.

**NOTE REGARDING THE STATUS OF BS 7872: 2011** Although issued as a Code of Practice by the British Standards Institution, compliance is regarded as mandatory for all organisations wishing to maintain NSI approval for cash and valuables in transit services, subject to any clarifications and guidance included within this Technical Bulletin or subsequently issued. (The NSI Cash Services Gold and Silver schemes are UKAS Accredited Product Certification schemes hence the need for mandatory requirements).

This Technical Bulletin gives clarification and guidance on the changes between BS 7872: 2011, (the new BS) and BS 7872: 2002 incorporating Amendment No.1: 2006, (the old BS).

### SUMMARY OF CHANGES

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- 1 The new BS is a full revision of the standard, and introduces updated recommendations to take account of current legislation, particularly the Private Security Industry Act 2001, and current good practice within the industry.
- 2 The new BS draws attention to 21 specific acts and regulations. The old BS only referenced 5.
- 3 At 4.1.4, the new BS requires an outline of the security procedures and processes specific to the service being provided to be documented and given to the customer prior to or at the start of the contract (e.g. confirmation of the identity of CVIT personnel, receipting process).
- 4 At 4.2.3, the new BS requires that the CVIT company should agree with the customer the terms and conditions on which work is to be undertaken and should indicate their insured liabilities.
- 5 At 5.1.5, the new BS requires that records should be kept of the results of all surveys and risk assessments.
- 6 At 5.2.1, the new BS requires that a procedure should be established that enables employees to procure assistance or advice whilst they are carrying out their duties and to provide them with support.
- 7 At 5.2.2, the new BS requires that the CVIT company should define the regularity of checks on communication equipment in procedural documentation, based on the type of communication equipment used and its function.
- 8 At 5.3.1, the new BS requires that the CVIT company should define the regularity of checks on equipment in procedural documentation, based on the type of equipment used and its function.
- 9 At 5.3.2, the new BS requires that the CVIT company should carry out regular checks on its employees for their correct use of equipment. The CVIT company should define the regularity of checks in procedural documentation, based on each employee's duties and the type of equipment used.
- 10 At 5.4, the new BS requires that vehicles used for CVIT services should be checked regularly to ensure that they are fit for use. The CVIT company should define the regularity of checks in procedural documentation, based on the type of vehicle used and its function.
- 11 At 6.3.3, the new BS includes a new requirement that the photograph for the identity card is taken at the time of card issue.
- 12 At 6.3.6, the new BS requires that a collection authorization card should be issued to CVIT employees before starting operational duties and retrieved from the employee at the end of their shift.
- 13 At 6.5.1, the new BS requires current driving licences to be checked at intervals of not more than six months.
- 14 At 6.6.5.1, the new BS requires that the CVIT company should put in place policies and procedures regarding the provision of refresher training. Appropriate refresher

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training should be provided according to these policies and procedures. The company should provide crew refresher training every two years.

- 15 At 6.6.6.1.1, the new BS requires that the (CVIT) company should set performance levels for new and existing employees. These performance levels should be communicated to employees at the start of employment. There should be processes in place to assess and record the performance of employees against these performance levels. Both parties should then sign the record against each applicable aspect of performance after assessment. The (CVIT) company should have a process in place for dealing with non-achievement of the required performance levels.
- 16 At 6.6.6.1.2, the new BS requires that the (CVIT) company should have a process in place for identifying those capable of carrying out performance assessments. These individuals should be referred to as performance assessors. A register of performance assessors should be maintained accordingly.
- 17 At 6.6.6.2, the new BS requires that on completion of three months' service, the performance of employees should be assessed by the performance assessor for their compliance with the required performance levels (see 6.6.6.1).
- 18 At 6.6.6.3, the new BS requires that employees should have assessments throughout their employment at intervals not exceeding 12 months.
- 19 At 7.4, the new BS requires that modifications or alterations to a vehicle carried out or initiated by the CVIT company should be documented.
- 20 At 8.1, the new BS requires that secure premises should be provided and maintained for vehicle to vault transfers.
- 21 At 8.2 the new BS requires that the (CVIT) company should ensure that access to the secure premises is controlled at all times by the deployment of system or systems that positively verify the identity of authorized personnel. The times at which this is carried out by a control room should be determined by the company.

## **FURTHER DETAILS ABOUT THE CHANGES**

Actual text from BS 7872: 2011 (also referred to in this document as “the new BS”) is reproduced in **bold text**. Further guidance or comment about the text in the new BS is given in *italics*.

Details about the changes are given below according the relevant clause of BS 7872: 2011.

### **Contents**

N.B. Section 5 ‘Operations’ has been missed out of the list of contents.

### **Foreword**

The structure of the Foreword has changed.

There is now an ‘**information about this document**’ section stating that:

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**This is a full revision of the standard, and introduces updated recommendations to take account of current legislation, particularly the Private Security Industry Act 2001, and current good practice within the industry.**

This section now includes additional advice to users of the new BS regarding **assessed capability** and **services certification/inspection**.

There is now a **‘presentational conventions’** section that makes it clear that the recommendations within the Standard are expressed in sentences in which the principal auxiliary verb is “should”. (However, for NSI approval, the note regarding the status of BS 7872 on page 1 of this Bulletin makes it clear that the requirements of BS 7872 are mandatory. Therefore, all references to “should” within the Standard must be read as “shall” as they are not an option. Some clauses within the Standard use the word “may”; unless it is stated otherwise under the relevant clause, it is accepted that such references act as an alternative to the primary requirement. Where “can” is used it is to express possibility e.g. a consequence of an action or event.)

Attention is drawn to 21 specific acts and regulations. The old BS referenced 5.

*This includes reference to the Private Security Industry Act 2001 and is to draw attention to the fact that individuals carrying out licensable activities, as defined in the Act, are required to be licensed. Organisations wishing to maintain NSI Approval need to demonstrate that all relevant deployed personnel hold the appropriate SIA Licence or, where appropriate for a SIA Approved Contractor, are covered by a Licence Dispensation Notice.*

*Whilst NSI do not seek to carry out a legal compliance evaluation when auditing against this BS; any obvious breaches of legislation (particularly those relating to the health and safety of individuals) will be subject to an appropriate improvement need e.g. emergency exit doors chained and padlocked or secured by more than one device would obviously be an issue.*

## **1. Scope**

There are no significant changes to Scope, other than to use the term **cash and valuables-in-transit (CVIT)** instead of the old BS term ‘cash-in-transit (CIT)’. This term is used through the new BS.

A new note has been added:

**It is recognised that CVIT companies might provide a wide range of services that are not specifically covered by this standard (e.g. ATM replenishment, cash processing).**

*NSI is in the process of developing codes of practice to address the range of services not specifically covered by this standard, subject to industry demand.*

## **2. Normative references**

No significant change except with reference to:

Deletions:

BS 4737 parts 1 and 2, *Intruder alarm systems*

BS 5979, *Code of practice for remote centres receiving signals from security systems*

Additions:

**BS EN 356: 2000, Glass in buildings – security glazing – testing and classification of resistance to manual attack**

**BS EN 356: 2000, Glass in buildings – security glazing – testing and classification of resistance to bullet attack**

**PD 6662: 2010, Scheme for the application of European Standards for intrusion and hold-up alarm systems**

### 3. Terms and definitions

Some additional definitions have been added, some minor amendments made to existing definitions and the section sorted into alphabetical order as detailed below:

**3.1 cash and valuables-in-transit (CVIT) service** is now used. The definition remains the same.

*Continued references to where 'CVIT' is now included in the new BS will not be made.*

**3.2 collection authorization card** is new. This is defined as: **card issued to CVIT delivery employees to verify their presence and purpose to customers, allocated on the day of delivery for a specific route of service.**

**3.3 control room** was 3.4 'control room area' in the old BS. Minor change in definition from '...secure premises is controlled' to **...secure premises can be controlled** in the new BS.

**3.4 customer** was 3.2 in the old BS. The definition now just reads **individual or organization that contracts a CVIT company to carry out agreed services**. The reference to "and is responsible for remunerating the company in accordance with an agreed prices and contract" has been deleted.

**3.5 secure premises** Definition has been reworded and now reads **location in which cash securities and other valuable goods are kept and are protected against loss or theft through security measures.**

**3.6 vault** Definition has been slightly reworded and now reads **designated part of the secure premises that provides safe storage for cash and/or valuables.**

### 4. CVIT company organisation

#### 4.1 Structure and principles

**4.1.1** No change to the requirement, other than to say **comprise** rather than 'possess'.

*NSI Approved Companies shall continue to document their management structure ideally in the form of an organisational chart that clearly shows the reporting relationships and it shall also be clear who the current incumbents are. The defined management structure shall also be communicated to all relevant personnel within*

*the organisation and the organisation shall ensure that individuals are aware of their responsibilities, authorities and accountability.*

A new note has been added:

**Users of this British Standard are advised to consider the desirability of quality system assessment and registration against BS EN ISO 9001 by an accredited third-party certification body.**

**4.1.2 This is a new requirement, as the new BS states: A complaints management process should be implemented.**

This includes the note: **Further information regarding complaints management processes can be found in BS ISO 10002.**

*BS ISO 10002 (guidelines for complaint handling in organizations) is a 23 page document with nine guiding principles. It speaks of the company's commitment to effective and efficient complaint handling and recommends that top management should establish an explicit customer-focussed complaints-handling policy. This policy should be made available to (and known by) all personnel and also that the policy should be made available to customers and other interested parties.*

*NSI is not necessarily looking for companies to adopt all of the guidelines given in BS ISO 10002. For NSI Gold approved companies, procedures within their ISO 9001 quality management system should be sufficient (although the criteria for Silver companies does not include the need to satisfy ISO 9001 there is still a requirement to maintain a basic supporting management system that includes a procedure for management of complaints). The prime requirement in both cases is to ensure that all complaints are captured, investigated and actioned as appropriate and subject to subsequent analysis to verify whether there is a need for any further change to procedures, processes or activities. Further information on ISO 10002 can be obtained from NSI if required.*

**4.1.3 This generally combines the requirements of the old BS clauses 4.1.2 and 4.1.3. The new BS states: The CVIT company should make its annual accounts available to the customer for examination, where required, unless it is starting business as a subsidiary of an established company or a new company whose managers are experienced in the field of CVIT, in which case it should be able to demonstrate that it has substantial financial backing.**

A new note has been added, based on the old BS clause 4.2:

**It is important that the CVIT company is aware of the need to have sufficient working capital to meet its requirements and of having fixed capital that is sufficient to meet its current and anticipated needs.**

The old BS clauses 4.1.4, 4.1.5, and 4.1.6, in relation to ownership and company directors, appear to have been deleted.

*However NSI will continue to request such information as part of its Cash Services approval scheme criteria.*

**4.1.4** This is a new requirement, as the new BS states: **An outline of the security procedures and processes specific to the service being provided should be documented and given to the customer prior to or at the start of the contract (e.g. confirmation of the identity of CVIT personnel, receipting process).**

*NSI will look to ensure this information is provided to the customer and that it is provided retrospectively, or has already been provided, to existing customers*

## **4.2 Insurance**

**4.2.1** Same as old BS clause 4.3.1.

A new note has been added:

**Attention is drawn to the Employers' Liability (Compulsory Insurance) (Amendment) Regulations 2011 and the Employers' Liability (Compulsory Insurance) (Amendment) Regulations (Northern Ireland) 2009.**

**4.2.2** Same as old BS clause 4.3.2.

**4.2.3** This is a new requirement, as the new BS states: **The CVIT company should agree with the customer the terms and conditions on which work is to be undertaken and should indicate their insured liabilities.**

*NSI will look to ensure this information is provided to the customer and that it is provided retrospectively, or has already been provided, to existing customers*

The old BS clauses 4.4, 4.5 and 4.6 have been deleted, although some the old BS requirements have been included in other clauses of the new BS.

## **5. Operations**

### **5.1 Surveys and risk assessments**

**5.1.1** The requirement in the first sentence is basically the same as the old BS. The second sentence states **The survey and risk assessment should be carried out by employees who have undertaken appropriate training for the role, as designated and defined by the CVIT company** and is a slight change from the old BS requirement that surveys and risk assessments "...should be carried out by trained and/or suitable experienced individuals".

*NSI will look for appropriate training and records to be established and maintained for employees conducting surveys and risk assessments. The training programme should be in accordance with accepted industry practice.*

**5.1.2** Basically the same requirement as the old BS. Compliance with current legislation is implicit.

**5.1.3** Basically the same requirement as the old BS, but includes the example **(such as building alterations)**. A new sentence is included stating **The (CVIT) company should inform the customer of any changes made to the premises or service offered.**

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A new note has been added:

**Attention is drawn to the Health and Safety at Work etc. Act 1974**

5.1.4 Basically the same requirement as the old BS.

**5.1.5 New requirement for Records should be kept of the results of all surveys and risk assessments.**

*NSI will continue to require records of surveys and risk assessments to be kept.*

A new note has been added:

**Attention is drawn to the Data Protection Act 1998**

## **5.2 Operational Support**

New sub-section, previously this sub-section number addressed “Contracts”.

**5.2.1** A new requirement, although similar to 5.4.1 in the old BS. This requirement states: **A procedure should be established by the CVIT company that enables employees to procure assistance or advice whilst they are carrying out their duties and to provide them with support.**

*NSI will look to ensure previous procedures have been updated to fully satisfy this requirement.*

**5.2.2** A new requirement, although similar to 5.4.2 in the old BS. The first two sentences are basically the same as the old BS. The third sentence states: **The CVIT company should define the regularity of checks in procedural documentation, based on the type of communication equipment used and its function.**

*NSI will look to ensure previous procedures have been updated to fully satisfy this requirement.*

## **5.3 Equipment**

Equipment was addressed by sub-section 5.5 in the old BS.

**5.3.1** A new requirement, although similar to 5.5 in the old BS. The first sentence includes the statement ... **as determined by the CVIT company**. The second and third sentences are basically the same as the old BS. The fourth sentence states: **The CVIT company should define the regularity of checks in procedural documentation, based on the type of equipment used and its function.**

*NSI will look to ensure previous procedures have been updated to fully satisfy this requirement.*

**5.3.2** This is a new requirement, as the new BS states: **The CVIT company should carry out regular checks on its employees for their correct use of equipment. The CVIT company should define the regularity of checks in procedural documentation, based on each employee’s duties and the type of equipment used.**



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*NSI will look for appropriate procedures and records to be established and maintained for relevant employees.*

A new note has been added:

**Attention is drawn to the Personal protective Equipment Regulations 2002.**

**5.3.3** This requirement is similar to 6.2.5 in the old BS. The new BS states: **Employees should be required to sign for equipment issued by the CVIT company and to give an undertaking to return these on termination of their employment, where applicable.**

*NSI will continue to look for appropriate procedures and records to be established and maintained for relevant employees.*

## **5.4 Vehicles**

This is a new sub-section, as the new BS states: **Vehicles used for CVIT services should be checked regularly to ensure that they are fit for use. The CVIT company should define the regularity of checks in procedural documentation, based on the type of vehicle used and its function.**

*NSI will look for appropriate procedures and records to be established and maintained for relevant vehicles.*

## **5.5 Documents and document control**

Replaces sub-section 5.6 in the old BS.

**5.5.1** A new requirement, although partly similar to 4.4 in the old BS. The new BS states: **The CVIT company should have a secure, lockable administrative office in which all records, professional documents and files are kept. The process for record management and retention should take into account the needs of the CVIT company and the customer, as agreed between the two parties.**

*NSI will ensure administrative offices satisfy this requirement, although it will be expected that previously satisfactory facilities should continue to comply.*

*NSI will look to ensure that information regarding record management and retention is agreed with the customer, and that it is provided retrospectively, or has already been provided, to existing customers*

**5.5.2** The first sentence is similar to 5.6 in the old BS, but now includes **CVIT employees**. The second sentence of the old BS has been re-written to become, in the new BS: **A process should be implemented to check that documentation relating to working practices, forms and systems is current and, where relevant, has been issued to CVIT employees.**

*NSI will look to ensure previous document control procedures have been updated to fully satisfy this requirement.*

A new note has been added:

**Attention is drawn to the Data protection Act 1998. Electronic information management systems are covered by BS 10008, BIP 0008-1, BIP 0008-2 and BIP 0008-3.**

## **6. Employees** (Previously called 'Staff' in the old BS.)

### **6.1 Selection and security screening**

Previously called 'Selection and vetting' in the old BS

**6.1.1** This requirement is similar to 6.1.2 in the old BS. The new BS states: **The ten-year history of personnel involved in CVIT duties, or having access to details of CVIT duties, should be security screened in accordance with BS 7858.** Reference to the selection procedure detailed in 6.1.1 of the old BS has been removed.

*NSI will still expect to see some form of selection procedure, as in normal employment practice. Security screening to BS 7858 for 10 years has been maintained. Generally all employees, especially at operational depots, will be expected to be security screened.*

A new note has been added:

**Attention is drawn to the Private Security Industry Act 2001.**

**6.1.2** This requirement is similar to 6.1.3 in the old BS. The new BS states: **Where employment is on an occasional or part-time basis, employment checks should be to the same standard and extent as those applied to full-time employees.**

The old BS requirement 6.1.4, referencing work permit controls, has been removed and is implicit with the Private Security Industry Act licensing requirements.

The old BS requirement 6.1.5, referencing ages, has been removed. However, a new note has been added:

**Attention is drawn to the Equality Act 2010.**

*NSI shall expect to see that the impact of this legislation on the recruitment process has been considered e.g. It is now normally not acceptable to require applicants to complete a full medical questionnaire prior to offer of employment as this could be seen to be designed to screen out individuals who have managed medical conditions.*

### **6.2 Terms of employment**

**6.2.1** This requirement is similar to 6.2.1 in the old BS, but now includes standard operating procedures. The new BS states: **All employees should receive standard operating procedures along with a clear concise and unambiguous contract of employment.**

*NSI will look to ensure previous procedures have been updated to fully satisfy this requirement.*

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**6.2.2** This requirement is similar to 6.2.4 in the old BS, although the word 'would' has been replaced with **might**.

### **6.3 Identification**

**6.3.1** This requirement is basically the same as 6.3.1 in the old BS.

A new note has been added:

**Attention is drawn to the Private Security Industry Act 2001.**

**6.3.2** This requirement is similar to the first sentence of 6.3.1 in the old BS, but instead of requiring identity cards to be 'periodically renewed'; the new BS requires renewal **at least once every three years**.

**6.3.3** This requirement is basically the same as the second sentence and requirements of 6.3.2 in the old BS. However, 6.3.3 b) includes a new requirement that the photograph is **taken at the time of card issue**.

A new note has been added:

**It might be advisable to consider implementing anti-counterfeiting measures, such as holographic cards.**

**6.3.4** This requirement is basically the same as the last sentence and requirements of 6.3.2 in the old BS.

**6.3.5** This requirement is basically the same as 6.3.3 in the old BS, although the word 'arrangements' has been replaced with **process**.

*NSI will look to ensure previous procedures for identity cards have been updated to fully satisfy these requirements and what consideration has been given to implementing anti-counterfeiting measures. Also, where an employee is required to display a SIA licence this does not negate the requirements of 6.3.1.*

**6.3.6** A new requirement, which states: **A collection authorization card should be issued to CVIT employees before starting operational duties and retrieved from the employee at the end of their shift.**

*NSI will look for appropriate procedures and records to be established and maintained to satisfy this requirement. These requirements may be included into existing identity card procedures or be included in other operating procedures.*

### **6.4 Uniform**

**6.4.1** This requirement is basically the same as 6.4.1 in the old BS.

**6.4.2** This requirement is basically the same as 6.4.2 in the old BS.

A new note has been added:

**It is advisable for the CVIT company to regularly check uniforms for renewal. It is also advisable for the CVIT company to define the regularity of checks in**

**procedural documentation, based on the employee's duties and their requirements.**

*A note is not considered to be a requirement, so NSI will only look to see what consideration the CVIT company has given to this note.*

**6.4.3** This requirement is basically the same as 6.4.3 in the old BS. The new BS does now include **as determined by the CVIT company**, which was implicit in the old BS.

A new note has been added:

**Attention is drawn to the Personal Protection Equipment Regulations.**

**6.4.4** This requirement is basically the same as 6.2.3 in the old BS. The new BS does now include **as determined by the CVIT company**, which was implicit in the old BS.

**6.4.5** This requirement is similar to 6.2.5 in the old BS. The new BS states: **Employees should be required to sign for uniforms issued by the CVIT company and to give an undertaking to return these on termination of their employment, where applicable.**

*NSI will continue to look for appropriate procedures and records to be established and maintained for relevant employees.*

## **6.5 Drivers**

**6.5.1** This requirement is basically the same as 6.5.1 in the old BS. However, the first sentence now reads: **Prior to or at the start of employment, the CVIT company should assess its drivers for their ability to drive the relevant company vehicles.** There is now a clear requirement for current driving licences to be checked at intervals **of not more than six months**, instead of 'not more than 12 months' in the old BS. The last sentence now makes a distinction between 'all motor vehicle accidents' in the old BS and **all accidents involving CVIT company vehicles.**

*NSI will look to ensure previous procedures have been updated to fully satisfy these requirements.*

A new note 1 has been added:

**Attention is drawn to the Passenger and Goods Vehicle (Recording Equipment) (Tachograph Card) Regulations 2006, the Passenger and Goods Vehicles (Recording Equipment) (Tachograph Card) Regulations (Northern Ireland) 2007 and the Road Vehicles (Registration and Licensing) (Amendment) (No. 2) Regulations 2010.**

A new note 2 has been added:

**An on-line DVLA-Approved licence-checking service might be considered.**

**6.5.2** This requirement is basically the same as 6.5.2 in the old BS.

## **6.6 Training**

### **6.6.1 General**

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More requirements are included within this general training sub-section, although most of these requirements were included within the training section of the old BS and many were shown as additional Notes in the relevant training sections.

**6.6.1.1** This requirement is basically the same as 6.6.1 in the old BS.

**6.6.1.2** This requirement is basically the same as a paragraph of 6.6.4 in the old BS.

**6.6.1.3** This requirement is basically the same as the first paragraph of 6.6.6 in the old BS.

**6.6.1.4** This requirement is basically the same as the second paragraph of 6.6.6 in the old BS.

**6.6.1.5** This requirement is basically the same as a paragraph of 6.6.4 in the old BS, with some clarification of what additional training should be provided.

**6.6.1.6** This requirement is basically the same as a paragraph of 6.6.4 in the old BS.

**6.6.1.7** An additional requirement for those returning to work, or from other employment, after a leave of absence for a period of between 3 to 12 months. This requirement says that only on-the-job training should be provided.

*NSI will still look to see that appropriate training is provided to ensure the competence of the personnel concerned.*

**6.6.1.8** This requirement is basically the same as the last paragraph of 6.6.4 in the old BS.

**6.6.1.9** Additional requirement to support the control room training detailed in **9.5.2**.

**6.6.1.10** Additional requirement to support the vault training detailed in **10.4.2**.

## **6.6.2 CVIT company induction**

**6.6.2.1** This requirement is basically the same as 6.6.2 in the old BS, although the reference to time for such training not being included in the minimum recommendations for on and off the job training has been removed.

*NSI will expect all the training provided to meet the SIA licensing requirements.*

**6.6.2.2** This requirement is basically the same as a paragraph of 6.6.2 in the old BS.

## **6.6.3 Pre-deployment training**

This sub-section was called 'off-the job basic training' in the old BS. It has been rewritten to meet the training requirements for SIA competence and licensing and does not include a list of minimum training requirements, as did 6.6.3.2 of the old BS.

**6.6.3.1** The new BS states: **Specialist and industry CVIT training should be provided for employees before being rostered to operational duties as pre-deployment training. Pre-deployment training should be assessed with pass or fail criteria.** This requirement is basically similar to some of the part of the old BS.

A new note has been added:

**Attention is drawn to the Private Security Industry Act 2001.**

**6.6.3.2** This requirement is basically the same as 6.6.3.6 in the old BS.

#### **6.6.4 CVIT company on-the-job training**

**6.6.4.1** This requirement is basically the same as the first paragraph of 6.6.4 in the old BS.

**6.6.4.2** This requirement is basically the same as the list of subjects in 6.6.4 in the old BS. A new subject is included at **i) incident management**

*NSI will expect to see that appropriate training in 'incident management' is provided.*

#### **6.6.5 Refresher training**

This is a new sub-section, which draws on the requirements from 6.6.5.5 in the old BS.

**6.6.5.1** The new BS states: **The CVIT company should put in place policies and procedures regarding the provision of refresher training. Appropriate refresher training should be provided according to these policies and procedures. The company should provide crew refresher training every two years.** This requirement is basically the same as the first paragraph of 6.6.5.5 of the old BS, but with the specific requirement to have appropriate policies and procedures for refresher training.

*NSI will look to ensure previous policies and procedures have been updated to fully satisfy this requirement, and that appropriate records are in place.*

A new note has been added:

**The crew comprises CVIT employees required to work as part of a team to carry out the CVIT service.**

**6.6.5.2** This requirement is basically the same as the list of subjects in 6.6.5.5 in the old BS.

#### **6.6.6 Performance monitoring**

Replaces sub-section 6.6.5 in the old BS. This sub-section is similar to the old BS requirements, but now presents general requirements and those for three months service and ongoing.

##### **6.6.6.1 General**

**6.6.6.1.1** The new BS states: **The (CVIT) company should set performance levels for new and existing employees. These performance levels should be communicated to employees at the start of employment. There should be processes in place to assess and record the performance of employees against these performance levels. Both parties should then sign the record**

**against each applicable aspect of performance after assessment. The (CVIT) company should have a process in place for dealing with non-achievement of the required performance levels.**

*NSI will look to ensure previous procedures have been updated to fully satisfy this requirement. These procedures should include performance levels, how to assess and record the performance, and how to deal with non-achievement.*

A new note has been added:

**In some cases where an employee has failed to meet the required performance levels, re-training in accordance with 6.6.1.6, 6.6.1.7 or 6.6.18 might be applicable or desirable.**

**6.6.6.1.2** The new BS states: **The (CVIT) company should have a process in place for identifying those capable of carrying out performance assessments. These individuals should be referred to as performance assessors. A register of performance assessors should be maintained accordingly.** The requirement to maintain a register of those suitably qualified to assess performance is similar to the requirements of 6.6.5.4 in the old BS.

*NSI will look to ensure previous procedures have been updated to fully satisfy this requirement. These procedures should include identification of performance assessors and maintenance of the register.*

#### **6.6.6.2 Assessment at three months' service**

A new requirement but similar to the last sentence of clause 6.6.5.3 in the old BS. The new BS states: **On completion of three months' service, the performance of employees should be assessed by the performance assessor for their compliance with the required performance levels (see 6.6.6.1).**

*It is known that many CVIT companies already had this requirement in place. NSI will look to ensure procedures now specifically include this requirement.*

#### **6.6.6.3 Ongoing assessment at three months' service**

A new requirement. The new BS states: **Employees should have assessments throughout their employment at intervals not exceeding 12 months.**

*It is known that many CVIT companies already had this requirement in place. NSI will look to ensure procedures now specifically include this requirement.*

## **7. Vehicles**

**7.1** This requirement is basically the same as 7.1 in the old BS, but now includes reference to **including hired vehicles.**

The note has been updated and now advises:

**Attention is drawn to the Road Vehicles (Construction and Use) (Amendment) Regulations 2011.**

**Guidance on the implementation of BS 7872: 2011, Manned security services – Cash and valuables in transit services (collection and delivery) – Code of Practice**

**7.2** This requirement is basically the same as 7.2 in the old BS.

**7.3** This requirement is basically the same as 7.3 in the old BS, but now includes clarification that such information should be **made available to the customer on request**.

**7.4** A new requirement. The new BS states: **Modifications or alterations to a vehicle carried out or initiated by the CVIT company should be documented.**

*It is unlikely that CVIT companies will modify or alter their vehicles, but if this does occur, NSI will expect the company to document the changes.*

This requirement includes the note:

**Attention is drawn to the Road Vehicles (Construction and Use) (Amendment) Regulations 2011.**

**7.5** This requirement is basically the same as 7.6 in the old BS.

**7.6** This requirement is the same as 7.7 in the old BS.

## **8. Secure premises**

This is a new section, although a definition was provided at 3.5 in the old BS.

**8.1** A new requirement. The new BS states: **Secure premises should be provided and maintained for vehicle to vault transfers.**

*NSI will consider the CVIT company's depot, or defined area within a larger building, to be the secure premises and will expect loading and unloading of CVIT vehicles to be conducted within the designated areas of the secure premises.*

**8.2** A new requirement. The new BS states: **The (CVIT) company should ensure that access to the secure premises is controlled at all times by the deployment of system or systems that positively verify the identity of authorized personnel. The times at which this is carried out by a control room should be determined by the company.**

*NSI will look for procedures for the opening and closing of a CVIT company's depot or the defined secure premises area within a larger building. These procedures should also define the process for permitting access during times when the secure premises is already occupied.*

A note has been added:

**Controlled access may be provided either on or off site.**

*This note permits access control to the secure premises to be managed off-site, which is often a significant part of the security arrangement for the opening and closing of a depot.*



## **9. Control Room (Was section 8 in the old BS.)**

### **9.1 General**

**9.1.1** This requirement is basically the same as 8.1.2 in the old BS.

**9.1.2** This requirement is basically the same as 8.1.3 in the old BS.

A note has been added:

**BS EN 50131-1 covers alarm systems for intrusion and hold-up alarms.**

*The implications of this note are that the intrusion and hold-up alarm system, or systems, used in the control room should comply with the requirements of BS EN 50131-1. NSI will look to ensure this is the case.*

### **9.2 Location**

This requirement is basically the same as 8.2 in the old BS.

The note has been updated and now advises:

**Attention is drawn to the Furniture and Furnishing (Fire) (Safety) (Amendment) Regulations 2010, The Fire Safety (Employees' Capabilities) (England) Regulations 2010, The Fire Safety (Scotland) Amendment Regulations 2010, The Fire Safety Regulations (Northern Ireland) 2010, The Building Regulations 2010, The Building Regulations (Amendment) Act (Northern Ireland) 2009, and the Building (Scotland) Amendment Regulations 2011.**

### **9.3 Construction**

**9.3.1** This requirement is basically the same as 8.3.1 in the old BS, but now states: **All parts of the control room should be constructed to be secure and to be able to withstand physical attack for the protection of employees, customer records and property.**

A note has been added:

**Further guidance regarding the construction and security of control rooms can be found in BS 5979.**

**9.3.2** This requirement is basically the same as 8.3.2 in the old BS.

**9.3.3** This requirement is basically the same as 8.3.3 in the old BS.

**9.3.4** This requirement is basically the same as 8.3.4 in the old BS.

**9.3.5** This requirement is basically the same as 8.3.5 in the old BS.

**9.3.6** This requirement is basically the same as 8.3.6 in the old BS.

**9.3.7** This requirement is basically the same as 8.3.7 in the old BS, but has been updated and now states: **External glazed areas should have glazing offering**

**resistance to physical and bullet attack in accordance with BS EN 356: 2000, P6B, and BS EN 1063: 2000 BR 4-S.**

9.3.8 This requirement is basically the same as 8.3.8 in the old BS.

#### 9.4 Facilities and equipment

9.4.1 This requirement is basically the same as 8.4.1 in the old BS, but has been updated and now states: **The control room should have alarm systems (intruder, CCTV, etc.) capable of detecting intruders and physical attack. Hold-up alarms should be installed in the control room to enable employees to initiate a warning of any attack. Intruder and Hold-up alarm systems should conform to PD 6662 at a minimum of grade 3.**

*NSI will continue to ensure that intruder and hold-up alarm systems to the relevant standards are in place; see the following notes:*

A new note 1 has been added:

**Systems installed prior to 2006 might still be marked as BS 4737-1, BS 4737-2 or BS 7042 which were appropriate standards until 2005.**

*It is not mandatory for the above systems to be upgraded to PD 6662.*

A new note 2 has been added:

**It might be advisable to consider implementing intruder and hold-up alarm systems with dual path signalling conforming to PD 6662: 2010, notification grade 4, option C.**

9.4.2 This requirement is basically the same as 8.4.2 in the old BS.

A new note has been added:

**Attention is drawn to the Health and Safety at Work etc. Act 1974.**

9.4.3 This requirement is basically the same as 8.4.3 in the old BS.

9.4.4 This requirement is basically the same as 8.4.4 in the old BS.

A new note 1 has been added:

**Attention is drawn to the Furniture and Furnishing (Fire) (Safety) (Amendment) Regulations 2010, the Fire Safety (Employees' Capabilities) (England) Regulations 2010, the Fire Safety (Scotland) Amendment Regulations 2010, the Fire Safety Regulations (Northern Ireland) 2010, the Building Regulations 2010, the Building Regulations (Amendment) Act (Northern Ireland) 2009, and the Building (Scotland) Amendment Regulations 2011.**

A new note 2 has been added:

**Where (CVIT) company procedures dictate that employees are unable to leave the control room during their work period, it is important that employee**

facilities are provided within the control room (toilet, washing and cooking). Attention is drawn to the Workplace (Health, Safety and Welfare) Regulations 1992 and the Workplace (Health, Safety and Welfare) Regulations (Northern Ireland) 1993.

*NSI will continue to ensure that adequate facilities, consistent with the control room working practices, are in place.*

## **9.5 Control room employees** (Was called 'Control room staffing' in the old BS.)

**9.5.1** This requirement is basically the same as 8.5.1 in the old BS.

**9.5.2** This requirement is basically the same as 8.5.2 in the old BS, however, a new note has been added at item i): **It is important to include tiger kidnap procedures within the emergency procedures.**

*NSI will look to ensure previous training procedures and/or material has been updated to include tiger kidnap procedures.*

## **10. Vault** (Was section 9 in the old BS.)

### **10.1 General**

**10.1.1** This requirement is basically the same as 9.1.1 in the old BS.

A note has been added:

**Further guidance on vault construction can be found in BS EN 1143-1 and BS EN 1143-2.**

**10.1.2** This requirement is basically the same as 9.1.2 in the old BS.

### **10.2 Design and construction**

**10.2.1** This requirement is basically the same as 9.2.1 in the old BS.

**10.2.2** This requirement is basically the same as 9.2.3 in the old BS, but now states: **Layered security should be incorporated within the area of the secure premises and the vault, where practicable.**

**10.2.3** This requirement is basically the same as 9.2.4 in the old BS, including the note.

### **10.3 Facilities and equipment**

**10.3.1** This requirement is basically the same as 9.3.1 in the old BS, but with the first sentence being updated to state: **An intruder and hold-up alarm should be installed conforming to PD 6662, at a minimum of grade 3, and should be set up to enable employees to initiate a warning of any attack on the vault area.**

A new note has been added:

**It might be advisable to consider implementing intruder and hold-up alarm systems with dual path signalling conforming to PD 6662: 2010, notification grade 4, option C.**

*NSI will continue to ensure that intruder and hold-up alarm systems to the relevant standards are in place.*

**10.3.2** This requirement is basically the same as 9.3.2 in the old BS.

**10.3.3** This requirement is basically the same as 9.3.3 in the old BS.

**10.3.4** This requirement is basically the same as 9.3.4 in the old BS.

A new note 1 has been added:

**Attention is drawn to the Furniture and Furnishing (Fire) (Safety) (Amendment) Regulations 2010, the Fire Safety (Employees' Capabilities) (England) Regulations 2010, the Fire Safety (Scotland) Amendment Regulations 2010, and the Fire Safety Regulations (Northern Ireland) 2010.**

A new note 2 has been added:

**Where (CVIT) company procedures dictate that employees are unable to leave the vault during their work period, it is important that employee facilities are provided within the vault (toilet, washing and cooking). Attention is drawn to the Workplace (Health, Safety and Welfare) Regulations 1992 and the Workplace (Health, Safety and Welfare) Regulations (Northern Ireland) 1993.**

*NSI will continue to ensure that adequate facilities, consistent with the control room working practices, are in place.*

#### **10.4 Vault employees**

This is a new sub-section, which draws on the requirements from 9.4 'Operation' in the old BS.

**10.4.1** This requirement is basically the same as the second sentence of 9.4.1 in the old BS.

A new note has been added:

**It might be advisable for employees to consider carrying out security screening on a frequent basis for vault employees.**

**10.4.2** This requirement is basically the same as 9.4.2 in the old BS. The list of training and instruction requirements has been slightly re-worded but is fundamentally the same as the old BS.

## **ADDITIONAL MANDATORY REQUIREMENTS FOR NSI CVIT APPROVED COMPANIES**

NSI has always recognised the issues (health and safety, security, insurance, etc.) involved with auditing companies that provide cash and valuables in transit services. These issues become significant when considering the prospect of NSI personnel travelling in CVIT vehicles and/or witnessing collection and delivery (across-the-pavement) activities.

For these reasons, NSI personnel do not audit these front-line activities. Therefore, NSI expects CVIT approved companies to monitor and audit such activities to ensure compliance with their own procedures.

Regardless of the NSI approval level (Gold or Silver), procedures and records should be established and maintained to demonstrate that collection and delivery activities are being conducted in accordance with company policy and procedures, and the relevant requirements of BS 7872.

The frequency of such audits of collection and delivery activities should be based on a risk assessment, having regard to the perceived nature and extent of the risk and other material circumstances. NSI recognises that this frequency will vary geographically.