

Dated: 18 January 2017

To:

1. All NSI Guarding Gold and Silver approved companies holding approval for the provision of door supervision services
2. Applicant Companies who wish to gain approval for the above scope of approval

## **TECHNICAL BULLETIN No: 0038**

### **Guidance on the implementation of BS 7960:2016 the British Standard Code of Practice for Door Supervision**

**(Supersedes BS 7960:2005)**

BS 7960:2016 has a publication date of 31 October 2016 and is available through licensed outlets including NSI who can supply copies at a discounted rate.

BS 7960:2016 identifies recommendations for the organization, staffing, operation and management of companies providing door supervision services, whether contracted or in-house, to licensed premises or events.

Organisations that demonstrate compliance with BS 7960:2016, and also satisfy the relevant NSI criteria for approval, will be approved for the following scope:

*"The provision of door supervision services in accordance with the requirements of BS 7960:2016 and BS 7858:2012".*

The 2016 edition of BS 7960 will now be applied to all NSI approval schemes where the criteria for approval requires compliance with BS 7960 as a condition of NSI approval. The Standard will be applied with immediate effect, subject to the additional clarifications and guidance contained within this Technical Bulletin.

#### **Implementation timescale for Applicant Companies**

Applicant Companies will be audited against BS 7960:2016 with immediate effect and any Improvement Needs recorded against clauses of the Standard will have to be satisfactorily addressed before approval can be granted.

#### **Implementation timescale for existing Approved Companies**

Companies holding NSI approval to BS 7960:2005 will be expected to upgrade to BS 7960:2016 by the end of September 2017.

## STATUS OF BS 7960:2016

Although issued as British Standard Code of Practice, compliance with the recommendations given in BS 7960:2016 are mandatory for companies wishing to maintain NSI approval with respect to the provision of door supervision services; subject to any additional clarifications and guidance included within this Technical Bulletin or issued subsequently.

**The recommendations given in BS 7960:2016 must therefore be regarded as requirements in relation to NSI approval for the provision of door supervision services.**

## SUMMARY OF MAIN CHANGES

- 1 The standard applies to door supervision services, whether contracted or in-house (see Clause 1).
- 2 BS 7858, Security screening of individuals employed in a security environment, is referenced as normative (see Clause 2).
- 3 The supplier must prepare annual accounts in accordance with the Financial Reporting Council (FRC) accounting standards (see 4.1.2).
- 4 The level of cover must be reviewed periodically to ensure it remains commensurate with the nature of the business undertaken (see 4.2).
- 5 Where self-employed individuals or sub-contractors hold their own insurance, organizations must obtain evidence of appropriate cover (see 4.2).
- 6 A copy of the operational risk assessment must be kept on the premises and be made available to the premises licensee if requested (see 4.5.2).
- 7 Operational risk assessments must be reviewed at least every 12 months, or after any significant changes to either the layout and design or the use of the venue (see 4.5.3).
- 8 Previously the risk assessment related to a crowd management role. Now the operational risk assessment applies to any situation (see 4.5.4).
- 9 The list of items a) to j) in 4.5.7 relating to the plan/method statement now includes measures to ensure safety of vulnerable people (see item j) of 4.5.7).
- 10 The text of sub-clause 3.6.2 in the 2005 standard has been omitted from the 2016 standard, which means the content of the quotation is more the responsibility of the service provider (see 4.6).
- 11 Records concerning the provision of door supervision services must be maintained for seven years, in accordance with 4.9 (see 4.7.3).
- 12 There are new requirements relating to assignment instructions (see 4.8).
- 13 There are new requirements relating to documents and data (see 4.9).
- 14 All persons undertaking, or having access to, details of door supervision duties, must be selected and screened in accordance with BS 7858 (see 5.1.1).
- 15 The SIA licence must be checked to ensure that it is valid on the live register of licence holders system and that it is appropriate to the licensable activity undertaken (see 5.1.5).

- 16 **If employees are acquired through a takeover, the organization must satisfy itself that the recommendations of Clause 5 have been met (see 5.1.7).**
- 17 **The items to be included in the contract of employment have been extended (see 5.2).**
- 18 **There are new requirements relating to subcontractors and labour providers (see 5.3).**
- 19 **The requirements for training and development have been substantially expanded to include induction training, supervisory training, specialist training, takeovers, refresher training and contingency training (see Clause 6).**
- 20 **Service providers must work with customers to identify and implement violence reduction measures for both door supervisors and the general public (see 7.1.4).**
- 21 **Licences must be checked a minimum of once a month against the SIA's register of licence holders and records maintained (see 7.3).**
- 22 **Records of incidents must be maintained for a period of seven years and must include a number of items (see a) to h) of 7.4.1).**

## DETAILS OF THE CHANGES

### (Highlighted under the clauses of the new Standard)

Comments against each clause of BS 7960:2016 detail the changes when compared with the corresponding clause within BS 7960:2005.

**Quotations from the standard are reproduced in bold text.**

*Additional guidance is given in italics.*

We will consider alternative methods of achieving compliance with specified requirements where these can be demonstrated to be equivalent.

## CONTENTS

The contents page of BS 7960:2016 shows that the six main clauses of the 2005 standard have been retained along with an additional clause on normative references (clause 2).

Annexes A and B are retained in reverse order compared to the 2005 standard.

**Annex A** (informative) – Example of individual service provider's code of practice for issuing to new door supervisors.

**Annex B** (informative) – Training requirements as specified by the SIA.

The new set of Tables in **Annex B** consists of five Tables:

Table B.1 – Common security industry knowledge

Table B.2 – Door supervision specialist module

Table B.3 – Conflict management module

Table B.4 – Physical intervention skills module

Table B.5 – Module learning and contact times

## FOREWORD

**BS 7960:2016 was prepared by BSI Subcommittee GW/3/-/25 Door Supervisors, under the authority of BSI Technical Committee GW/3, Private Security Management & Systems.**

The Foreword clarifies that the 2016 edition **is a full revision of the Standard**, and that it **supersedes BS 7960:2005, which is withdrawn**.

The Foreword draws attention to the Private Security Industry Act and the need for any person engaged in licensable activities to be licensed in accordance with the Act.

## 1 SCOPE

The scope has been clarified as follows:

This British Standard gives recommendations for the organization, staffing, operation and management of companies providing door supervision services, **whether contracted or in-house**, to licensed premises or events. **It also provides recommendations** to other individuals, companies, organizations and designated premises supervisors who provide or employ door supervisors.

A second NOTE has been added:

**NOTE 2 Guidance on the interpretation of licensed premises is provided on the SIA website <sup>1)</sup>.**

<sup>1)</sup> [www.sia.homeoffice.gov.uk](http://www.sia.homeoffice.gov.uk). Last accessed 24<sup>th</sup> October 2016.

## 2 NORMATIVE REFERENCES

This new clause references **BS 7858, Security screening of individuals employed in a security environment – Code of practice** as being indispensable for the application of BS 7960:2016.

## 3 TERMS AND DEFINITIONS

The previous set of six definitions has been increased to eight. Therefore the reference numbers for some existing definitions have changed. The new definitions and any changes are included in the list below.

### 3.1 New definition for **assignment instructions**

**operational document detailing specific duties**

### 3.2 **client**

No change.

### 3.3 contract

No change.

### 3.4 Change to the definition for **designated premises supervisor**

person named on a premises licence who is responsible for the licensable activities, including the sale or supply of alcohol, **or the provision of regulated entertainment** at the premises

*NOTES 1 and 2 remain with no significant changes.*

### 3.5 door supervisor

No change.

### 3.6 New definition for **licensable activity**

**performing door supervision, or other security duties at a location named on the premises licence or the temporary events notice**

**NOTE Further clarification of licensable activity for the purpose of the Private Security Industry Act 2001 [1] can be found on the SIA website.**

### 3.7 Change to the definition for **licensed premises or event**

**premises in respect of which a premises licence or temporary event notice has effect under the Licensing Act 2003 [2], section 147(1) of the Licensing (Scotland) Act 2005 [3], or the Licensing (Northern Ireland) Order 1996 [4]**

### 3.8 service provider

No change.

## 4 ORGANIZATIONS AS SERVICE PROVIDERS

Previously Clause 3, the initial Note in the 2005 edition of the standard has been converted into a commentary.

### 4.1 Structure and principals

#### 4.1.1 No change.

#### 4.1.2 The text of 3.1.2 and 3.1.3 of the 2005 standard has been re-worded as follows:

**The supplier should be able to present two years' trading accounts, except if they are starting as a subsidiary of an established business, and adequate financial backing should be evident. In the case of a new start-up business, management accounts should be made available to show that the supplier can demonstrate they have the funding available to achieve their plan for the business.**

**The supplier should prepare annual accounts in accordance with the Financial Reporting Council (FRC)<sup>2)</sup> accounting standards.**

<sup>2)</sup> <https://www.frc.org.uk>. Last accessed 24<sup>th</sup> October 2016.

***NOTE Attention is drawn to the Accounting Standards Board.***

**4.1.3** Previously 3.1.4, no change apart from deleting the word “properly”.

**4.1.4** Previously 3.1.5, no change.

**4.1.5** Previously 3.1.6, no significant change.

## **4.2 Insurance**

Previously 3.2, this sub-clause has been revised as follows:

**The service provider should possess insurance at a level of cover commensurate with the nature of the business undertaken and the number of persons deployed, e.g. public liability, contractual (including vicarious liability), efficacy and employer’s liability insurance.**

***NOTE This list is not exhaustive.***

**The level of cover should be reviewed periodically to ensure it remains commensurate with the nature of the business undertaken.**

**Where self-employed individuals or sub-contractors hold their own insurance, organizations should obtain evidence of appropriate cover.**

Any vehicles used in the course of the business operations should be appropriately insured.

## **4.3 Administrative office**

Previously 3.3, the text has been simplified and a NOTE added as follows:

**Service providers should have an administrative office where records, including training records, together with all professional and business documents, files, certificates, correspondence, staff details, etc., necessary to the proper conduct of business transactions should be kept.**

***NOTE Attention is drawn to the Companies Act 2006 [6] in relation to the registered address and registration details on website, company documents and correspondence.***

## **4.4 Sale of services**

**4.4.1** Previously 3.4.1, the text has been simplified and is less prescriptive:

**When contacting potential new clients of door supervision services, the representative of the organization should identify themselves, their position, and the name of the service provider they represent. If calling personally, they should tender appropriate identification, and should make clear the purpose of the visit. Any questions asked should be answered fully and honestly. Clear and precise information should be given.**

*The main element of text deleted is "When offering the door supervision services, the caller should accentuate the positive aspects of reassurance and security, but at the same time not play on the fears of the potential client, nor make the client feel intimidated". Clearly a positive approach lacking intimidation is still required.*

**4.4.2** Previously 3.4.2, there are no significant changes apart from deleting item h) "the terms and conditions of employment of staff employed on door supervision duties" from the list and adding **or provide details of the organization's website** at the end of the first paragraph.

*The intention is that the information required by items a) to i) could be in a pre-printed brochure or alternatively found on the organization's website.*

#### **4.5 Survey of client's licensed premises or event**

**4.5.1** Previously 3.5.1, there is no change to the first paragraph. However a new NOTE has been added:

**NOTE The risk assessment is not just about the building, but also the clientele.**

The second paragraph of 3.5.1 has been revised and moved to a new 4.5.2.

**4.5.2** The changes to the second paragraph of 3.5.1 of BS 7960:2005 are shown in bold:

The **operational** 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. **A copy of the operational risk assessment should be kept on the premises and made available to the premises licensee if requested.**

**4.5.3** This is a new requirement as follows:

**Operational risk assessments should be reviewed at least every 12 months, or after any significant changes to either the layout and design or the use of the venue.**

**4.5.4** Previously 3.5.2, the first line has been revised as follows:

**The operational risk assessment should, at a minimum, consider:**

*Previously the risk assessment related to a crowd management role. Now the operational risk assessment applies to any situation.*

The list of items a) to p) in 4.5.4 is similar to the list in 3.5.2 of the 2005 standard apart from:

New item **e) dispersal;**

Modification of "audience profile" to read **guests/clientele profile**.

New item **p) employees whose job might put them at risk of violence from the public.**

**4.5.5** The penultimate paragraph of 3.5.2 of the 2005 standard has been moved to 4.5.5 in the new standard without any significant change.

**4.5.6** The last paragraph of 3.5.2 of the 2005 standard has been moved to 4.5.6 in the new standard without any change.

**4.5.7** Previously 3.5.3, the list of items a) to j) in 4.5.7 regarding the plan/method statement for security differs from the list in 3.5.3 as follows:

New item **c) threat level;**

Modification of item f) to read **g) response to emergencies;**

Modification of item g) to read **h) premises regulations, e.g. admissions policy;**

Deletion of item h) "dress code;"

Modification of item i) to read **i) venue drugs policy;**

New item **j) measures to ensure safety of vulnerable people.**

*Sub-clause 3.5.4 of the 2005 standard regarding the contingency plan for security (which previously related to 3.5.3 f) in the 2005 standard) has been omitted from the 2016 standard. Therefore the details of contingency plans are more the responsibility of the service provider.*

*Sub-clause 4.8 of the 2016 standard calls for assignment instructions to include details of contingency plans. Sub-clause 6.9 of the 2016 standard covers contingency training.*

## 4.6 Quotations

Previously 3.6, this sub-clause has been simplified to read:

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

*This is essentially the same text as sub-clause 3.6.1 of the 2005 standard.*

*The text of sub-clause 3.6.2 of the 2005 standard has been omitted from the 2016 standard, which means the content of the quotation is more the responsibility of the service provider.*

## 4.7 Contracts

**4.7.1** The text is the same as sub-clause 3.7.1 of the 2005 standard except for deletion of "If services are supplied on a contracted basis", deletion of the word "clear" before written contract, and deletion of "and signed by both parties".

In addition, the NOTE in 3.7.1 has not been retained in the 2016 standard.

**4.7.2** The text is the same as sub-clause 3.7.2 of the 2005 standard except for deletion of the word "normally" and replacement of "signed and exchanged" with "writing".

In addition, a NOTE has been added to 4.7.2 of the 2016 standard as follows:

**NOTE An email constitutes sufficient evidence of an agreement being in place.**

*The new standard calls for "written contracts", or contracts "agreed in writing", and indicates via the NOTE that emails can provide sufficient evidence of an agreement. This avoids the need for signatures on contracts from both parties in every case.*

**4.7.3** The text is the same as sub-clause 3.7.3 of the 2005 standard except for deletion of the word "Proper", replacement of "employed" with "deployed" and modification of the last sentence to read: Records should be maintained for seven years, **in accordance with 4.9.**

*Sub-clause 4.9 of the 2016 standard covers documents and data.*

#### **4.8 Assignment instructions**

This is a new sub-clause, which reads as follows:

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

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

**Assignment instructions and emergency and site information should be readily available to personnel on duty. Assignment instructions issued to door supervisors should not include the premises' address or other means of site identification.**

**NOTE Where electronic versions of assignment instructions are in use and have appropriate access control arrangements (e.g. password protected), then a sanitized version of the assignment instruction might not be necessary.**

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

- a) hazardous conditions (health and safety assessments);**
- b) guidance based on the operational risk assessment (see 4.5.4);**
- c) guidance based on the operational plan/method statement (see 4.5.7);**
- d) client specific instructions;**
- e) relevant information from the premises licence;**
- f) local services and contacts; and**
- g) contingency plans.**

*Service providers need to ensure they adhere to all of the above requirements for assignment instructions.*

#### **4.9 Documents and data**

This is a new sub-clause, which reads as follows:

**Separate records (hardcopy or electronic) should be maintained for each customer, employee and supplier.**

**The records should be held in a secure manner, but should be easily accessible to authorized persons who have been screened (see 5.1).**

***NOTE 1 Attention is drawn to the Data Protection Act 1998 [7].***

**Amended and/or updated records should be identifiable by date and should be clearly distinguishable from previous versions.**

**Information stored in an electronic retrieval system should be regularly backed up. The back-up copies should be stored separately.**

***NOTE 2 Further information on the management of electronic data can be found in BS ISO/IEC 27001 and BS ISO/IEC 17799. Advice on the storage of electronic media can be found in PD 5454.***

**Archived records should be clearly indexed and retrievable.**

**All records concerning a contract should be maintained for at least 12 months after termination of the contract. Such records should include:**

- a) all issues of assignment instructions;**
- b) incident reports;**
- c) details of persons deployed to the assignment;**
- d) training records;**
- e) rosters; and**
- f) risk assessments.**

**An employee's basic records (as detailed in BS 7858) should be kept for at least seven years from the cessation of their employment.**

***NOTE 3 Minimum periods for retention of records can be reviewed if applicable for particular purposes.***

*Service providers need to ensure they adhere to all of the above requirements for documents and data.*

## **5 STAFFING**

### **5.1 Selection and screening**

Previously 4.1, the NOTE at the beginning has been deleted.

**5.1.1** Previously 4.1.1, the text has been re-worded as follows:

**All persons undertaking, or having access to, details of door supervision duties, should be selected and screened in accordance with BS 7858.**

**5.1.2** Previously 4.1.2, the text is unchanged.

**5.1.3** Previously 4.1.3, the text is unchanged.

**5.1.4** Previously 4.1.4, the text is unchanged.

**5.1.5** There is a new requirement as follows:

**The SIA licence should be checked to ensure that it is valid on the live register of licence holders system and that it is appropriate to the licensable activity undertaken.**

**5.1.6** Previously 4.1.5, the text is unchanged.

**5.1.7** There is a new requirement as follows:

**If employees are acquired through a takeover, the organization should satisfy itself that the recommendations of Clause 5 have been met.**

*Sub-clause 4.1.6 of the 2005 standard relating to door supervisors not being under 18 years of age has been deleted, but this is covered by legislation and SIA licensing rules.*

## **5.2 Terms of employment**

Previously 4.2, the items to be included in the contract of employment have extended as follows:

- a) name of employer;**
- b) name of employee;**
- e) place of work or notification that place of work varies;**
- f) start date;**
- h) probationary period, if applicable;**

## **5.3 Subcontractors and labour providers**

This is a new sub-clause which states the following:

**Before an organization can allow individuals from a subcontractor or labour provider to be deployed, the organization should either:**

- a) ensure the subcontracted services provider complies with this British Standard and satisfy itself that all recommendations have been followed, with documented evidence that due diligence has been carried out by the organization; or**
- b) carry out the recommendations for all of the relevant contracted personnel, in accordance with 5.1.**

# **6 TRAINING AND DEVELOPMENT**

Previously clause 5, this clause has been substantially expanded.

## **6.1 General**

Previously 5.1, this sub-clause is substantially unchanged. However training should be provided **as appropriate** by a suitably qualified **or experienced** person.

An illustrative example of the training requirements as specified by the SIA is given in Annex B (informative).

## 6.2 Induction training

This is new sub-clause which states the following:

**The organization should provide induction training in matters related to conditions of employment and organizational procedures for all employees, whether full-time or part-time, including seasonal and casual employees, and this should be recorded. Induction training should be completed before the door supervisor is appointed to an assignment.**

## 6.3 Assignment training

Previously 5.2, the text of the first paragraph is substantially unchanged.

There is a new second paragraph that states:

**During the first three months of employment, the competence of the door supervisor should be assessed by a suitably qualified or experienced supervisor or manager against performance criteria comparable with the core competencies required of the role and should be recorded.**

## 6.4 Additional skills

Previously 5.3, the requirement to ensure that door supervisors obtain additional skills is unchanged. However the list of examples of additional skills has been extended to include:

- c) crime scene preservation;**
- d) customer service;**
- e) incident reporting;**
- f) age verification, including The Proof of Age Standards Scheme <sup>3)</sup>;**
- g) managing vulnerable people; and**
- h) counter-terrorism awareness e.g. Project Griffin, Project Argus and Operation Fairway.**

<sup>3)</sup> <http://www.pass-scheme.org.uk>. Last accessed 24<sup>th</sup> October 2016.

## 6.5 Supervisory training

This is new sub-clause which states the following:

**Employees who have supervisory responsibilities should be trained to a proficient standard by suitably qualified and experienced persons in:**

- a) the role of a head door supervisor;**
- b) leadership;**
- c) decision-making;**
- d) problem-solving;**
- e) communication skills;**

- f) customer service; and
- g) incident management.

In addition, staff should be encouraged to improve their level of knowledge in:

- 1) health and safety at work;
- 2) protection of the public, premises and property;
- 3) law; and
- 4) powers of arrest.

#### 6.6 Specialist training

This is new sub-clause which states the following:

**Door supervisors engaged to perform specialist duties (e.g. first aid or crowd control), should be trained to a proficient standard by suitably qualified persons. Training should be provided on the use of specialized equipment. All training should be recorded.**

#### 6.7 Takeovers

This is new sub-clause which states the following:

**If employees are acquired through a takeover, the organization should identify their training needs and address these with a specific training policy. This policy should take practical work-related experience as well as qualifications into consideration. Employees acquired through takeover should not be exempt from the induction training in accordance with 6.2.**

#### 6.8 Refresher training

This is new sub-clause which states the following:

**The effectiveness of all door supervisors should be monitored and, if necessary, refresher or remedial training should be provided by suitably qualified persons as soon as practicable. All training should be recorded.**

#### 6.9 Contingency training

This is new sub-clause which states the following:

**If there is a change in methods, procedures or legislation, door supervisors should be retrained to a proficient level by suitably qualified personnel. If practicable, training should take place before change is implemented.**

#### 6.10 Training records

Previously 5.4, the text of the first paragraph is substantially unchanged. However, the service provider must request and keep a copy of all relevant training records for each door supervisor, **or use an electronic records service.**

There is a new second paragraph which states:

**Where records are held directly by the organization, they should be retained for a period of seven years.**

There is a new NOTE which states:

***NOTE Organizations can consider completing a Personal Learning Record for each employee using the Skills Funding Agency's Learning Records Service (LRS) <sup>4)</sup>. A Personal Learning Record is a place where all learning achievements are stored and viewed. Details of courses recently completed (starting from the 2007/08 academic year) or currently in progress with a recognized learner are automatically added to the register. This includes courses from school and further education, but not higher education. Students can also add course details themselves.***

<sup>4)</sup> *Information about the purpose of LRS and how to register with the service can be found at <https://www.gov.uk/government/collections/learning-records-service>. Last accessed 21st September 2016.*

## 7 OPERATIONS

### 7.1 General

**7.1.1** Previously 6.1.1, the text is unchanged.

**7.1.2** Previously 6.1.2, the text is unchanged.

**7.1.3** Previously 6.1.3, the text is unchanged.

**7.1.4** There is a new requirement as follows:

**Service providers should work with customers to identify and implement violence reduction measures for both door supervisors and the general public.**

### 7.2 Identification

Previously 6.2, the text is unchanged.

### 7.3 Licence checking

This is a new sub-clause, which reads as follows:

**Licences should be checked a minimum of once a month against the SIA's register of licence holders and records maintained.**

### 7.4 Records

**7.4.1** Previously 6.3.1, the text has been changed as follows:

**At each licensed premise(s) or event there should be a suitable method for door supervisors to permanently record any incidents or other security related matters. These records should be maintained for a period of seven years.**

**Records of incidents should include:**

**a) the date, time and place of the incident;**

- b) the nature of the incident (e.g. violence, theft, medical emergency, illegal activity);**
- c) the date and time of reporting, and the name of the reportee;**
- d) details of the incident, including any visible injuries;**
- e) appropriate details of emergency services contacted and in attendance;**
- f) action taken, including onward reporting;**
- g) future action to be taken; and**
- h) name(s) and address(es) of person(s) who witnessed the incident where available.**

**NOTE If there is a separate incident report system in use, either on the customer's site or within the organization, then only items a) to c) and the reference number of the incident report need be recorded.**

The time period for retaining records has increased from three years to seven years.

**7.4.2** Previously 6.3.2, the text is unchanged.

## **7.5 Equipment**

**7.5.1** Previously 6.4.1, the text is unchanged.

**7.5.2** Previously 6.4.2, the text is unchanged. However two NOTES have been added as follows:

**NOTE 1 Where close-circuit television (CCTV) recording equipment, including body worn cameras, are being used, attention is drawn to the Data Protection Act 1998 [7] and the Private Security Industry Act 2001 [1].**

**NOTE 2 Where specialized equipment including scanning and data recording devices are used, attention is drawn to the Data Protection Act 1998 [7].**

**7.5.3** Previously 6.4.3, the word "Employees" has been replaced by "Door supervisors".

## **ANNEX A (INFORMATIVE) – EXAMPLE OF INDIVIDUAL SERVICE PROVIDER'S CODE OF PRACTICE FOR ISSUING TO NEW DOOR SUPERVISORS**

Annex A of the 2016 edition of the standard is similar to Annex B of the 2005 standard with the following change at A.2.2.

### **A.2.2 Duties at the licensed premises or event**

Previously B.2 2, item j) has been added as follows:

- j) support the designated premises supervisor in upholding the objectives of the Licensing Act 2003 [2].**

## ANNEX B (INFORMATIVE) – TRAINING REQUIREMENTS AS SPECIFIED BY THE SIA

Annex B of the 2016 edition of the standard is substantially revised compared to Annex A of the 2005 standard.

**Section B.1** is a **General introduction**

**Section B.2** covers **Common security industry knowledge**

**Section B.3** covers **Door supervision specialist module**

**Section B.4** covers **Conflict management module**

**Section B.5** covers **Physical intervention skills module**

**Section B.6** covers **Module learning and contact times**

*Sections B.2 to B.5 include Tables identifying Sessions relating to the various topics.*

*Section B.6 includes a Table giving Module learning and contact times.*

## BIBLIOGRAPHY

The bibliography has been expanded to include:

**BS ISO 10002, Quality management – Customer satisfaction – Guidelines for complaints handling in organizations**

**BS ISO/IEC 17799, Information technology – Code of practice for information security management**

**BS ISO/IEC 27001, Information technology – Security techniques – Information security management systems – Requirements**

**PD 5454, Guide for the storage and exhibition of archival materials**

In addition:

**[3] SCOTLAND. Licensing Act 2005. Edinburgh: The Stationery Office.**

**[4] NORTHERN IRELAND. Licensing Order 1996. Belfast: The Stationery Office.**

**[6] GREAT BRITAIN. Companies Act 2006. London: The Stationery Office.**

**[7] GREAT BRITAIN. Data Protection Act 1998. London: The Stationery Office.**