



Security.Improved

Dated: September 2013

To: All NSI Approved Companies and Applicants where the scope of approval includes the provision of static site guarding services, the provision of mobile patrol services, and other associated guarding services

## TECHNICAL BULLETIN No. 0025

Guidance on the implementation of BS 7499:2013  
Static site guarding and mobile patrol service – Code of practice

(Supersedes BS 7499:2007)

BS 7499:2013 shows an effective date of 30 September 2013 and is now available through licensed outlets, including NSI who can supply copies at a discounted rate.

BS 7499:2013 will now be applied to all organisations that wish to obtain or maintain NSI approval for the provision of static site guarding services, the provision of mobile patrol services, and other associated guarding services, subject to the additional clarifications and guidance within this Technical Bulletin.

With immediate effect **applicant companies** will be assessed against the 2013 edition and any Improvement Needs recorded against clauses of the Standard will have to be addressed satisfactorily before approval can be granted.

**Existing NSI approved companies** will be given until 31 March 2014 to comply fully with the revised requirements. During the period from now until 31 March 2014 we may raise Improvement Observations or Auditor Notes against the 2013 edition of the Standard, but of course they will not impact on your existing Certification against the 2007 edition until the transition period ends. If you do not address such reports by 1 April 2014 then, depending on their significance, we may elevate them to Improvement Needs, which may then impact on your continued Certification. Similarly, if you take little or no action to adopt the 2013 edition by 1 April 2014, an Improvement Need will be raised, which if not addressed within the stated Improvement Period may result in a recommendation for withdrawal of NSI approval.

NSI Certificates of Approval that reference BS 7499:2007 will be re-issued to reference the 2013 edition, as and when satisfactory evidence of compliance is demonstrated.

**NOTE REGARDING THE STATUS OF BS 7499:2013** Although issued as a Code of Practice by the British Standards Institution, we regard compliance as mandatory for all organisations wishing to maintain NSI approval for relevant guarding services, subject to any clarifications and guidance included within this Technical Bulletin or subsequently issued. (The NSI Gold and Silver approval 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 7499:2007 (the old BS) and BS 7499:2013 (the new BS).

## **INFORMATION FROM THE FOREWORD OF THE NEW BS**

The new BS is a full revision of the standard and has been updated to reflect current working practices, including the use of short term lease/hire vehicles.

It has been assumed in the preparation of the new BS that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

## **SUMMARY OF MAIN CHANGES**

- 1 A definition of 'competent person' has been provided at sub-clause 3.3.
- 2 At sub-clause 5.2.1, control room functions can be outsourced, either entirely or in part. If you outsource any of your control room functions, they should be carried out in control rooms that comply with sub-clause 5.2 of the BS and you should be provided with documentation that confirms compliance (by the companies that operate the outsourced control rooms). We preserve the right to audit the companies operating the outsourced control rooms against the provisions of sub-clause 5.2.
- 3 At sub-clause 5.2.5, you do not need to hold a 'hard' copy of the control room manual. However you must have a method of ensuring continued access to the control room manual if there is an emergency such as failure of mains power.
- 4 At sub-clause 5.3.2, you can check driving licences every six months by using the DVLA licence check system.
- 5 At sub-clause 5.3.3, requirements relating to completion of the employment medical questionnaire have been re-worded. Our understanding of good practice in relation to the Equality Act is that the employment medical questionnaire should not be required to be completed until after an offer of employment has been made.
- 6 At sub-clause 5.4.2.2, the specific details for a vehicle key safe (such as 2 mm thick hardened steel construction and a key with at least 10,000 differs) have been removed in favour of a more generic approach to the security of keys.
- 7 Again at sub-clause 5.4.2.2, where short term lease/hire vehicles render it impractical to secure a safe to the vehicle you must deploy an additional security officer to remain with the unsecured keys for the duration of the patrol.
- 8 At sub-clause 5.5.3, there is a requirement for a training gap-analysis to be conducted on personnel holding a SIA door supervision licence or close protection license who wish to work in the security guarding area. You must provide any training identified by the gap analysis.
- 9 At sub-clause 5.5.5, you must assess the competency of controllers and undertake any remedial training if required. Training records must be maintained.
- 10 At sub-clause 5.5.6, you must assess the competency of supervisors and undertake any remedial training if required. Training records must be maintained.

- 11 At sub-clause 5.5.13, all training provided online can be recorded electronically.
- 12 At sub-clause 6.3.1, there is clarification that the annual review of assignment instructions must include a review of the health, safety and security risks that security officers could face in carrying out the service that is required.
- 13 At sub-clause 6.4.5, the monthly staff visit becomes a welfare check, which must be logged, with a NOTE to say this check can be conducted by either phone or site visit. However, each security officer must receive a visit at least once every three months.
- 14 Again at sub-clause 6.4.5, there must be processes in place to ensure that security officers' can raise issues outside of the monthly welfare contact or visit.
- 15 At sub-clause 6.6.2, supervisory staff or management must check and confirm every 3 months that all stored keys match the key register.

## **FURTHER DETAILS ABOUT THE CHANGES**

Actual text from BS 7499:2013 (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*.

Some ‘NOTES’, which were in the left-hand margin of the old BS, have been included within the relevant sub-clauses of the new BS.

Details of the changes are given below according to the relevant clauses of BS 7499:2013.

### **Foreword**

The sub-section on ‘Information about this document’ no longer makes reference to the Private Security Industry Act 2001 and its requirements. This section now states:

**This is a full revision of the standard and has been updated to reflect changes in current working practices, including short term lease/hire vehicles.**

The sub-section on ‘Use of this document’ now includes an extra paragraph stating:

**It has been assumed in the preparation of this British Standard that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.**

The sub-section on ‘Contractual and legal considerations’ draws particular attention to the following specific regulations:

- **Rehabilitation of Offenders Act, 1974;**
- **The Working Time Regulation, 2003;**
- **The Equality Act, 2010;**
- **The Private Security Industry Act, 2001;**
- **Data Protection Act, 1998;**
- **Health and Safety at work etc. Act, 1974.**

## **1. Scope**

There are no significant changes to the Scope.

## **2. Normative references**

The reference to BS 7858:2006 has been changed to BS 7858 (undated), which means that BS 7858:2012 applies.

BS ISO 10002, Quality Management – Customer satisfaction – Guidelines for complaints handling in organizations, has been removed from the list of normative references and is now referenced in the Bibliography.

## **3. Terms and definitions**

Few changes have been made to the terms and definitions.

A new definition has been added for 'competent person' as follows:

**3.3      competent person**  
**person, suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions, to enable the required task(s) to be carried out correctly**

A NOTE has been added to the definition of 'control room' as follows:

**NOTE      *For the purposes of this British Standard the control room is also known as the communication centre.***

A second NOTE has been added to the definition of 'keyholding' as follows:

**NOTE 2    *See BS 7984 for further information on keyholding and response services.***

All other terms and definitions remain fundamentally the same, although the numbering has now changed due the change at 3.3.

## **4. The organisation**

### **4.1 Structure**

The second paragraph has been revised to state:

**The organisation should operate a complaints management system.**

**NOTE 1      *Guidance is given in BS ISO 10002.***

*BS ISO 10002 (guidelines for complaints handling in organizations) is a comprehensive document recommending nine guiding principles for effective handling of complaints under the following headings; Visibility, Accessibility, Responsiveness, Objectivity, Charges (there should be no charges), Confidentiality, Customer-focused approach, Accountability and Continual improvement.*

*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.*

*BS ISO 10002 is compatible with ISO 9001 and ISO 9004 and supports the objectives of these two standards through the effective and efficient application of a complaints-handling process. It can also be used independently of them. The process for complaints handling described in BS ISO 10002 can be used as an element of a quality management system.*

*Annex A of BS ISO 10002 gives guidance for small businesses.*

*You should have due regard to the guiding principles in BS ISO 10002 and you should ensure that the complaints handling procedures within your quality management systems (whether BS EN ISO 9001 in the case of Gold, or otherwise in the case of Silver) are effective and efficient.*

*It is important to ensure that all complaints are captured, investigated and actioned as appropriate, and that the problem is subject to root cause analysis to establish whether there is any need for improvements to procedures, processes or activities.*

## **4.2 Finances**

The second paragraph has been re-worded as follows:

**The organization should be able to present two years' audited trading accounts, except if it is starting as a subsidiary of an established business, and adequate financial backing is evident, or in the case of a new start up business where management accounts should be made available to show that the organization can demonstrate it has the funding available to achieve its plan for the business.**

*We have always considered applications for approval from new start up businesses on a case by case basis and we have required the applicant company to demonstrate that sufficient funding is available to support the business plan.*

## **4.3 Insurance**

There are no changes to the requirements.

# **5. Resources**

## **5.1 Premises**

There are no changes to the requirements.

## **5.2 Control room**

### **5.2.1 Design**

The first sentence now reads as follows:

**Control rooms should be designed to allow the following functions, whether in combination or alone, to be performed:**

*The addition of the words ‘whether in combination or alone’ provides clarification that the four functions detailed in a), b), c) and d) of sub-clause 5.2.1 can be carried out in different control rooms, subject to these control rooms meeting the requirements of sub-clause 5.2. So for example you might outsource the monitoring of security officers’ check calls to another company operating a control room.*

*Regardless of the name an organisation gives to a control room (for example communications centre, response room), if any of the four functions are performed there then the control room needs to comply with sub-clause 5.2.*

An additional paragraph has been added at the end of sub-clause 5.2.1 as follows:

**Where control rooms are outsourced, the organization should be provided with documentation that the control room conforms to 5.2.**

*If you outsource your control room activities you must be able to confirm that the control room(s) you use conform to sub-clause 5.2 of BS 7499. This is done through companies who operate the control rooms providing you with documentation that confirms compliance with the standard. We preserve the right to audit the companies operating the outsourced control rooms against the provisions of BS 7499.*

### **5.2.2 Location**

There are no changes to the requirements.

### **5.2.3 Construction**

The first paragraph of the old BS has been re-worded as follows and moved to become the penultimate paragraph of sub-clause 5.2.3 of the new BS:

**Facilities for the management and operation of CCTV systems should conform to BS 7958.**

*Although similar to the wording of the old BS, which said ‘follow the recommendations of BS 7958’ this new wording strengthens the need for conformity to BS 7958.*

The second paragraph of the old BS has moved to become the final paragraph of sub-clause 5.2.3 of the new BS. A footnote has been introduced as follows:

**pr EN 50518-1, pr EN 50518-2 and pr EN 50518-3 are to replace BS 5979 for alarm receiving centre (ARC) requirements for intruder alarm systems in 2014.**

*The BS EN 50518 series of standards has been published and they supersede the draft (pr) versions. Our understanding is that ARCs approved to BS 5979 do not need to upgrade to BS EN 50518.*

### **5.2.4 Facilities**

There are no changes to the requirements.

### **5.2.5 Procedures**

The last sentence of the third paragraph has been re-worded as follows and removes the need for a 'hard copy' of the control manual to be readily available:

**A copy of the control room manual should be readily available within the control room at all times.**

*This re-wording avoids the explicit need for the control room manual to be in hard copy and takes us back to the position as it was under BS 7499:2002.*

*However, if the control room manual is available electronically, then a method of ensuring continued access to the control room manual must be in place to take account of an emergency, for example failure of mains power. A satisfactory solution is to have a standby power supply, for example uninterrupted power supply (UPS) and a standby generator.*

*If there is no standby power supply then another back-up method is needed, for example a readily available hard copy of the control room manual or an up-to-date electronic copy of the manual held on a stand-alone computer with its own power supply (for example a battery).*

### **5.2.6 Information**

There are no changes to the requirements.

### **5.2.7 Records**

There are no changes to the requirements.

### **5.2.8 Personnel**

There are no changes to the requirements.

## **5.3 Staff**

### **5.3.1 General**

There are no changes to the requirements.

### **5.3.2 Selection and screening**

The third paragraph has been changed to read as follows:

**Prospective employees should be asked to demonstrate good reading, writing and verbal communication abilities.**

*Previously the standard stated "They should also be able to demonstrate good reading, writing and verbal communication abilities" and the words "They" and "also" appeared to relate only to employees acquired through a takeover.*

*The revised wording referring to "Prospective employees" makes it clear that the requirement to demonstrate good reading, writing and verbal communication abilities*

*applies to anyone who applies for selection to carry out security duties, including employees acquired through a takeover.*

The fourth paragraph has not changed. However, a NOTE has been added drawing attention to the Working Time Regulation 2003.

The fifth and final paragraph as been re-written as follows:

**Employers should validate the employees driving licence against company policy for those employee's whose duties involve driving. The employer should hold on file a validated copy of the employee's driving licence. The employer should check the employee's driving licence or carry out a DVLA license check on the employee every six months.**

*A validated copy of the employee's driving licence is one that has been signed and dated by the person who saw the original and made the copy, or an equivalent method of validation. The clarification in the new BS is that it is acceptable to use the DVLA license checking facility.*

*The purpose of the six monthly checks is to make sure, on an on-going basis, that individuals still have valid driving licences and as usual we will need to see evidence that the checks are being carried out.*

### **5.3.3 Health**

The first paragraph has been changed and two NOTES have been added as follows:

**Prospective employees should be sent an employment medical questionnaire, with questions that relate to, or are intrinsic to, the job function, this can be sent with the offer of employment.**

**NOTE 1      *The offer of employment is conditional on the results of the medical questionnaire supplied, which might fundamentally inhibit the employee from carrying out the job.***

**NOTE 2      *Attention is drawn to the Equality Act 2010.***

*In general terms, the Equality Act aims to ensure that all individuals who are capable of doing a job are given a fair and equal opportunity of obtaining the job should they wish to apply. It may be reasonable for an employing organisation to ask the applicant to provide details of any conditions that would inhibit their ability to do a particular job, for example in the job application form. However our understanding of good practice is that the employment medical questionnaire should not be required to be completed until after an offer of employment has been made.*

*The job offer can of course be conditional on the results of the medical questionnaire in the sense that if the results reveal circumstances that genuinely inhibit the employee from carrying out the job then for logical reasons the employment may need to cease.*

*The standard does not require a job interview to take place in every case. However job interviews are common-place and are helpful towards establishing whether an individual is suitable for the job. As part of a job interview, will still expect the good*

*practice of conducting simple tests on vision (including colour blindness) hearing and sense of smell to continue and results recorded.*

#### **5.3.4 Terms and conditions of employment**

The first paragraph has been changed to read as follows:

**Employees should be sent a written statement of the terms and conditions of their employment that include details of the following:**

*The change here is from “Employees should receive a written statement” in the old BS to “Employees should be sent a written statement” in the new BS. We think this reflects the simple logic that whereas you can guarantee to send something you cannot always guarantee that it will be received. Provided there is a copy on file of the terms and conditions of employment that the employee has signed, we will not be too concerned whether the documents were sent in the post or handed over in person to the employee.*

#### **5.3.5 Disciplinary code**

Item I) 5) of sub-clause 5.3.5 has been re-worded as follows:

**5) refusal, suspension or withdrawal (revocation) of a licence.**

***NOTE 1 An example of such a licence would be a Security Industry Authority (SIA) licence. For definitions see the SIA website.***

*The re-wording provides for the refusal, suspension or withdrawal of any relevant licence, for example a driving licence, not just the SIA licence.*

#### **5.3.6 Identification**

The second paragraph of 5.3.6 has been re-worded as follows:

**Employers should require that employees carry their identity cards whilst on duty.**

*The statement has been re-worded with employer as the subject, rather than the employee, such that effectively there is no change to the requirement.*

### **5.4 Equipment and uniforms**

#### **5.4.1 Uniform**

The first sentence of the first paragraph has been re-worded as follows:

**Unless otherwise requested by the customer, employees should be supplied with a uniform to wear when on duty.**

*Again, the statement has been re-worded with employer as the subject, rather than the employee, such that effectively there is no change to the requirement.*

## **5.4.2 Vehicles**

### **5.4.2.1 General**

There are no changes to the requirements.

### **5.4.2.2 Vehicles carrying keys**

The first paragraph of the old BS providing specific details for a vehicle safe (such as construction of hardened steel at least 2 mm thick; and key to the safe of a pattern which uses at least 10,000 differs) has been replaced by three new paragraphs in the new BS as follows:

**Where an operational vehicle is required for keyholding and alarm response, the response should be carried out in accordance with BS 7984.**

**Where the operational vehicle is solely for mobile patrolling, keys should be kept in the possession of security officer(s) throughout the period of use or securely contained within a safe secured in the vehicle.**

**Where short term lease/hire arrangements render it impractical to secure a safe to the vehicle, companies should deploy an additional security officer to remain with the unsecured keys for the duration of the patrol.**

*Suitable means for a security officer to keep possession of keys are a belt, pouch or other appropriate means. Otherwise the keys normally need to be contained securely within a safe attached to the vehicle.*

*The new BS recognises there may be occasions when an operational vehicle is not available (for example due to being serviced or repaired) and the mobile patrol service is conducted using a short term lease/hire vehicle, or another company vehicle, which does not (or cannot) have a suitable safe securely attached. On these occasions, and where all the keys cannot be kept in the possession of the security officer, another security officer needs to remain with the vehicle to ensure the security of the keys.*

*We will expect to see records of such occasions, clearly detailing the vehicle used and the security officers performing that patrol.*

*We preserve the right to query the situation should these occasions occur too frequently.*

The only other change to sub-clause 5.4.2 is an amendment to the NOTE to include the words “**or a GPS signal**”.

## **5.4.3 Other equipment**

There are no changes to the requirements.

### **5.4.4 Equipment records**

The wording of the second sentence of the first paragraph as been changed to:

**Employers should require employees to sign for equipment and uniforms received, and to give an undertaking to return equipment on termination of employment.**

*The statement has been re-worded with employer as the subject, rather than the employee, such that effectively there is no change to the requirement.*

The final paragraph has been revised to include “**or for longer if there has been an accident and a claim has been made**” as follows:

**Records of vehicle maintenance and repair should be kept for the period of ownership of the vehicle or for longer if there has been an accident and a claim has been made.**

## **5.5 Training**

### **5.5.1 General**

There are no changes to the requirements.

### **5.5.2 Induction training**

There are no changes to the requirements.

### **5.5.3 Basic job training**

NOTE 2 has been re-worded as follows:

***NOTE 2 SIA licensing requirements apply if working in licensable security activity. A person falling within the definition of licensable conduct under the Private Security Industry Act 2001 [4] is required to be licensed in accordance with that Act.***

There is a slight change to the second paragraph regarding basic job training. Whereas the old BS stated that training should be provided by sector-competent, qualified training persons, the new BS simply says these persons need to be **competent, qualified training persons**.

A new penultimate paragraph has been added stating:

**The employer should carry out a gap analysis for security personnel holding a door supervision license (including those who have transitioned from a door supervision license to security guarding) or close protection license who wish to work in the security guarding area. Any training identified by the gap analysis should be provided.**

*The new requirement is self-explanatory and records of the gap analysis and the training provided need to be retained, usually on the employee's file.*

### **5.5.4 Assignment-specific training**

The final paragraph has been amended to include “**either on a first assignment or for employees transferring between assignments**” as follows:

**During the first three months of employment, either on a first assignment or for employees transferring between assignments, the competence of the security officer should be assessed by a suitably qualified or experienced supervisor or manager against performance criteria comparable with the core competencies as defined by the SSB [Sector Skills Body].**

*The new requirement simply adds a degree of clarity as to when the competence of the security officer needs to be assessed. You need to keep records of such competency assessments.*

#### **5.5.5 Control room training**

A new final paragraph has been added as follows:

**The competency of the controllers should be assessed and any remedial training undertaken if required. Training records should be maintained.**

*You need to maintain records of competency assessments and any remedial training. You need to ensure that controllers remain competent for the duties they are expected to carry out.*

#### **5.5.6 Supervisory training**

New final paragraph has been added as follows:

**The competency of supervisors should be assessed and any remedial training undertaken if required. Training records should be maintained.**

*You need to maintain records of competency assessments and any remedial training. You need to ensure that supervisors remain competent for the duties they are expected to carry out.*

#### **5.5.7 Specialist training**

There are no changes to the requirements.

#### **5.5.8 Training exemption and transferability of qualifications**

The NOTE has been re-worded as follows:

***NOTE SIA licensing requirements apply if working in licensable security activity. A person falling within the definition of providing licensable conduct under the Private Security Industry Act 2001 [4] is required to be licensed in accordance with that Act.***

#### **5.5.9 Takeovers**

There are no changes to the requirements.

#### **5.5.10 Refresher training**

There are no changes to the requirements.

### **5.5.11 Contingency training**

There are no changes to the requirements.

### **5.5.12 Vocational training**

There are no changes to the requirements.

### **5.5.13 Training records**

The first paragraph has been re-worded as follows:

**All training provided online should be recorded electronically. All other training should be signed by the trainee, countersigned by the trainer and retained.**

*This is not a significant change other than to recognise the use of online training or distance learning programmes whereby the provision of training on-line might be recorded electronically. For all other training a form specific for the purpose must be used and retained.*

## **5.6 Suppliers**

### **5.6.1 Suppliers of subcontract labour**

There are no changes to the requirements.

A NOTE has been added at the end of sub-clause 5.6.1 drawing attention to HMRC guidance on use of labour providers.

### **5.6.2 Qualifications of suppliers' personnel**

There are no changes to the requirements.

## **5.7 Documents and data**

There are no changes to the requirements.

NOTE 1 has been added drawing attention to the Data Protection Act 1998.

NOTE 2 has been amended. The reference to BS 5454 has been changed to PD 5454 in recognition of the fact that British Standard Institution (BSI) has published PD 5454:2012 - Guide for the storage and exhibition of archival materials.

## **6. Service**

### **6.1 Sale of services**

#### **6.1.1 Contacting prospective customers**

The wording of this sub-clause has been revised as follows:

**When contacting potential customers in order to promote security services, confirmation of the identity of the individual representing the organization and the organization being represented should be given and the purpose of the**

**contact made clear. Enquiries should not be made of their existing operational security arrangements (i.e. sensitive information) however general service requirements can be ascertained.**

*The requirements are not significantly different from the old BS apart from removing the requirement about not making calls after 21:00 hours, unless by invitation. Nevertheless the guidance on not making calls after 21:00 hours, unless by invitation, still holds true in terms of what is considered reasonable.*

### **6.1.2 Customer information**

There are no changes to the requirements.

### **6.1.3 Quotations**

There are no changes to the requirements.

### **6.1.4 Quotations for mobile patrol services**

There are no changes to the requirements.

### **6.1.5 Contracts**

There are no changes to the requirements.

### **6.1.6 Contract records**

There are no changes to the requirements.

## **6.2 Initial site inspections**

There are no changes to the requirements.

## **6.3 Assignment instructions**

### **6.3.1 General**

Some extra words “**and this should also include a review of the customers site/s health, safety and security risk assessment/s**” have been added to the end of the second paragraph as follows:

**Formal reviews of the assignment instructions should be carried out by the organization in consultation with the customer at regular intervals not exceeding 12 months and this should also include a review of the customers site/s health, safety and security risk assessment/s.**

*This change to the wording is clarifying that the formal reviews of the assignment instructions need to include reviews of the health, safety and security risks that security officers could face in carrying out the service in case these risks may have changed. These are the risks that you have identified on the initial site inspections (see 6.2 of the BS). They are not a review of risk assessments carried out by customers. We perceive little change in practice here, but we will expect to see evidence that reviews of the risks have been conducted as part of the annual review of assignment instructions.*

### **6.3.2 Content**

There are no changes to the requirements.

However in the NOTE there is now a specific reference to the Health and Safety at Work etc. Act 1974.

### **6.3.3 Amendments**

There are no changes to the requirements.

## **6.4 Static sites**

### **6.4.1 Information**

There are no changes to the requirements.

### **6.4.2 Duties**

There are no changes to the requirements.

However a NOTE has been added drawing attention to the Working Time Regulation 2003.

### **6.4.3 Site records**

There are no changes to the requirements.

### **6.4.4 Static site performance monitoring**

There are no changes to the requirements.

### **6.4.5 Staff visits**

The first and second paragraphs of the old BS referring to visits to each security officers at least once per month has been significantly changed and replaced by six paragraphs in the new BS as follows:

**Security officer's should receive a welfare check at least once a month from either the static site based supervisor/manager or a supervisor/manager from the organization.**

***NOTE The monthly welfare check can be conducted by either phone or site visit.***

**A note of the monthly welfare check should be entered onto a log sheet recording date and time and retained on the security officer's file.**

**Each security officer should receive a visit at least once every 3 months from either the static site based supervisor/manager or a supervisor/manager from the organisation.**

**The welfare of the security officer should be discussed monthly. The following items should be discussed monthly if necessary i.e. if there have been**

**changes to the security officers duties or circumstances, as well as during the three monthly site visit regardless of any changes:**

- a) familiarity with the assignment instructions and service delivery;**
- b) performance;**
- c) training needs.**

**A supervisor/manager visit report should be recorded electronically or a visit report form should be completed, signed by the security officer and retained on the security officer's file.**

**Organizations should have processes in place to ensure that security officer's can raise issues outside of the monthly welfare contact or visit.**

*You need to keep records of these welfare checks, including if they are made remotely. Records of when checks were made must be retained in the static site daily occurrence book (or equivalent). A schedule must be in place to ensure each security officer has a face-to-face visit within a period not exceeding 3 months. Ideally, a specific form detailing the aspects covered should be completed and retained, although electronic records may be used. You should make security officers aware of the processes in place that would enable them to raise issues outside of the scheduled welfare contact or visits.*

The third paragraph of the old BS, now the seventh paragraph in the new BS, has been revised to include '**should be recorded electronically**' as follows:

**Annually, a performance appraisal visit should be carried out, the appraisal form should be recorded electronically or signed by the officer and retained on the security officer's file.**

*You need to keep records of all appraisals.*

## **6.5 Mobile patrol services**

### **6.5.1 Requirements**

There are no changes to the requirements.

### **6.5.2 Duties**

The third paragraph has been amended to include the words '**Where automated patrol systems are not used**' as follows:

**Where automated patrol systems are not used security officer's should make check calls to the control centre on arrival and departure from site giving their location and details of the next site to be visited. Additional check calls should be made to ensure that the frequency between calls is no more than 1 hour.**

*You need to ensure that any automated patrol or vehicle tracking system adopted provides the appropriate real-time information about arrival and departure from sites which would otherwise be given by the check calls. Hourly check calls must still be made.*

A new NOTE has been added as follows:

**It might be necessary to consider conducting mobile patrols at random times and varying the route to and from the sites to ensure that no patterns can be established.**

*This NOTE reflects the good practice that many organizations are known to follow.*

## **6.6 Control of keys**

### **6.6.1 General**

There are no changes to the requirements.

### **6.6.2 Keys on static sites**

A new penultimate paragraph has been introduced as follows:

**Supervisory staff or management should check and confirm every 3 months that all stored keys match the key register.**

*As a minimum, records of such checks must be recorded in the static site's daily occurrence book (or equivalent), although it may be considered more appropriate to have a specific record form in place.*

### **6.6.3 Keys on mobile patrols**

The fourth paragraph has been re-worded as follows:

**At least every 3 months, the management should confirm that all stored keys match the key register. The organization should confirm and record that this procedure has been carried out.**

*However there are no significant changes to the requirements.*

## **Annex A (informative) Use of the term “security guarding”**

There are no changes to the guidance on “security guarding”.

## **Bibliography**

Changes have been made to the list of **Standards publications** by including references to BS ISO 10002, PD 5454:2012, pr EN 50518-1, pr EN 50518-2 and pr EN 50518-3. In addition, references to existing standards have been updated.

Changes have been made to the list of **Other documents**. The reference to BS 4737-3.14:1986 has been deleted. New references include The Working Time Regulation 2003 and The Equality Act 2010.

The section on **Websites** now makes reference to:

<http://sia.homeoffice.gov.uk>

<http://www.hmrc.gov.uk/leaflets/labour-providers-due-diligence.pdf>