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To: All NSI Guarding Gold and Guarding Silver approved companies and applicants

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Publication of BS 7984-3:2020 – Code of practice for the provision of mobile security services (keyholding and response services)

BS 7984-3 was published on the 30th April 2020 and is available from the BSI or NSI as an individual purchase. Due to BSI standards publication rules, the standard will not be available as a download via the NSI approved company Standards on Subscription service until October 2020.

Implementation timescale for applicant companies

New applicant companies will be audited against BS 7984-3:2020 with immediate effect and any Improvement Needs recorded against clauses of the Standard will have to be satisfactorily addressed before approval can be granted.

Where an application for approval was already in progress with the NSI before the date of this Technical Bulletin, then the approval will continue to progress against the appropriate standards.

Implementation timescale for existing approved companies

Existing NSI approved companies will be required by NSI to be compliant with BS 7984-3:2020 by the 31st March 2021.

Details of this new standard

BS 7984-3 is a new standard. However, as mobile patrol services was previously integrated with the 2013 edition of BS 7499, much of the content of this new standard is taken from the 2013 edition of BS 7499.

Cross-references have been included to link to the overarching BS 10800:2020 to avoid duplication.

BS 7984-3 follows the layout of the other security service standards and is for the provision of mobile patrol services only. Intentionally, the standard is similar to BS 7499 but includes specific details of the mobile elements.

The new standard layout will assist with the integration of the management system standards, where relevant, and enable both a strategic standard – the overarching standard BS 10800 – and a sector-

specific standard, such as BS 7984-3, allowing companies to purchase additional standards without having to pay for duplicated information.

The introduction of BS 10800 – The provision of security services code of practice, has introduced a strategic standard and sector-specific standards which may be better understood by clients, as the codes of practice are now based on the high-level structure of the International Standards and many clients will be familiar with the ISO layout. All new security services standards will follow this new format, if appropriate. BS 7499 – Provision of security guarding services and BS 7984-3 – Provision of mobile security services are now more concise and concentrate on the operational side of the sector. To achieve approval to the codes of practice, organizations will need to meet the requirements of both BS 10800 the overarching standard and the relevant sector-specific code of practice.

The codes of practice, which have not been updated since the release of BS 10800, will remain standalone codes of practice until they are updated to the new format.

The main changes with the publication of BS 7984-3 when compared with BS 7499 are as follows:

There are cross references to link to BS 10800 to avoid duplication across standards.

BS 7984-3 is a new standard. However, as requirements for mobile patrol services were previously included in BS 7499, the most significant changes are as follows:

The terms and definitions relevant to mobile patrol services are similar to the previous standard (BS 7499:2013) with the following additions:

- event
- key register
- mobile patrol officer
- site and
- subcontract

Any terms and definitions which did not relate to mobile patrol services do not exist in this new standard.

Other changes include:

Any clauses in BS 7499 not applicable to mobile patrol services are not included in the new standard; for example 'the organization does not have a control room situated within a premises leased or owned by the organization' – will need to be justified.

The scope of the new standard no longer applies to organisations that offer a static site security service.

Automated systems, such as business management systems, booking on and off and check call systems, have been included in the new standard.

The control room manual and procedures are now required to be reviewed and updated at least once in any 12 months period.

Organisations are now required to check employees' driving licence and carry out a DVLA licence check at least every 6 months and retain on file for all employees whose duties involve driving.

Induction training is now required to be recorded and requires additional subjects, e.g. dynamic risk assessment, travelling between sites safely and sufficiently, etc.

The requirement for annual refresher training and continual professional development is now more prescriptive.

There is a requirement to analyse training needs in the case of a takeover.

There is now a requirements for a competent person to carry out Site surveys and there is further information describing what should be included

There is an additional requirement for a welfare check to be conducted on each mobile patrol officer at least once a month and a performance review to be conducted at least every 3 months.

BS 7984-3 follows the new layout introduced with the publication of BS 10800 for guarding services and is for the provision of mobile patrol services only. The standard is similar to BS 7499 but only includes details for mobile patrol services.