
NSI Guarding and Cash Services approval schemes 'Passport Specification' 01/19

MSF 575 Issue 4.5

March 2025

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Revision history		
Date	Version	Summary of changes
Feb 2019	4.0	New version issued to capture requirements of the new SAW - for implementation 1 st April 2019.
Apr 2019	4.1	Minor update to indicator numbers.
Aug 2019	4.2	Reference to the new document 'Get Approved'; updates to the number of indicators in section 3.7; additional requirements for Licence Management in sections 3.15 and 5.3.
July 2020	4.3	Reviewed due to the introduction of BS 10800:2020, BS7984:2016 part 3 and BS 7499:2020. Amendments made to Table A.
October 2021	4.4	Information added to Section 5.1 to align to SIA contract.
March 2025	4.5	Amendments made due to changes in titles. Terms improvement needs and observations changed to major and minor non-conformances.

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1 Introduction

- 1.1 This Specification (The NSI 'Passport Specification') should be read in conjunction with the NSI Approval Criteria for Guarding and Cash Services Schemes (MSF 571), which lists the Common Criteria for companies that seek to achieve and maintain NSI Guarding or Cash Services scheme approval.
- 1.2 A company holding (or seeking) approval to the Passport Specification is required to comply with the following criteria:
 - a) The Common Criteria listed in Section 4 of the NSI Approval Criteria for Guarding and Cash Services Schemes; and
 - b) The Additional Criteria listed in Section 3 of this Passport Specification.
- 1.3 The Additional Criteria in this Passport Specification must be satisfied before the descriptor 'Passport Specification' will be included in an approved company's Scope of Approval. Thereafter, regular surveillance visits must be conducted to ensure continued compliance with these additional criteria, in accordance with the requirements of this Passport Specification.
- 1.4 The Security Industry Authority (SIA) will accredit schemes as being equivalent to the Approved Contractor Scheme (ACS) Standard, thus enabling a company to 'passport' into the ACS with no additional verification visit requirements.
- 1.5 Combined compliance with the NSI Approval Criteria and this Passport Specification is recognised by the SIA as being equivalent to the ACS Standard and the Self-Assessment Workbook and enables the NSI approved company to apply to the SIA to become an Approved Contractor and to maintain ACS approval without further on-site verification.
- 1.6 Clarification on the specific requirements relating to the Additional Criteria in this Passport Specification can be obtained from the ACS Standard and the Self-Assessment Workbook. In all cases, the Required Achievement Level for each Indicator must be satisfied, as a minimum requirement.
- 1.7 The inclusion of the Passport Specification in a NSI approved company's Scope of Approval does not, in itself, confer the right for that company to claim SIA Approved Contractor status.
- 1.8 Granting (and retaining) Approved Contractor status within the Security Industry Authority's Approved Contractor Scheme rests solely with the SIA and the company's ability to meet the requirements set out in the SIA document "Get Approved".

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Note: It is an offence under the Private Security Industry Act to make false claims of registration within the Approved Contractor Scheme.

- 1.9 NSI acknowledges permission provided by the SIA to use extracts from its documents. Extracts from the Self-Assessment Workbook are identified by (*).

Note: Changes to a current (full) edition of this document are identified by a line down the left-hand side of the page and the version updated (e.g. 4.1). Major changes will result in a new full edition (e.g. 5.0).

- 1.10 In all cases, the latest published versions of the SIA document "Get Approved" and the Self-Assessment Workbook will prevail.

2 Scope of approval

- 2.1 An NSI approved company must have, as a minimum, the relevant British Standards or recognised Codes of Practice in its NSI Scope of Approval that are compatible with the Licensable Sector for which it holds (or is seeking) approval within the Approved Contractor Scheme.
- 2.2 The Licensable Sectors available to the Approved Contractor Scheme and the appropriate British Standard, or recognised Code of Practice, are listed in Table A. (In each case, the current edition of the British Standard or Code of Practice will apply).

Table A

Licensable sector	License	Standard	Title
Close Protection	CP	BS 8507-1	Code of Practice for Close Protection Services within the United Kingdom
Door Supervision	DS	BS 7960	Door Supervisors – Code of Practice
Security Guarding	SG	BS 7499 BS7984-3	Static Site Guarding– Code of Practice Mobile Patrol Services – Code of Practice
Public Space Surveillance CCTV	PSS	BS 7958	Closed Circuit Television (CCTV) – Management and Operation – Code of Practice
Cash & Valuables in Transit	CViT	BS 7872	Manned Security Services – Cash in transit (Collection and Delivery) – Code of Practice
Vehicle Immobilisation (Northern Ireland only)	VI		British Parking Association - Code of Practice 2011
Security Guarding	SG	BS 8517 - 1	The use of General Purpose Security Dogs – Code of Practice

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Licensable sector	License	Standard	Title
Key Holding	KH/SG	BS 7984 - 1	Key holding and Response Services – Code of Practice

- 2.3 An NSI approved company applying for the Passport Specification that is registered for Licensable Sectors with the ACS that are not included in its NSI Scope of Approval will be required to include these activities through a satisfactory assessment to the relevant British Standard and/or Codes of Practice as part of the application process.

Note: Approval to the Passport Specification is available to all NSI Gold and Silver approved companies that provide the applicable licensable services.

3 Common criteria and additional criteria

Note: Paragraphs identified with the word **"Guidance"** are guidelines for assessing compliance with the stated criterion. Nevertheless, NSI reserves the right to refuse or cancel approval of any company, which, in the opinion of NSI, fails to comply with the guidelines.

3.1 Premises

The Common Criteria with the following Additional Criteria:

- The correspondence and any promotional material complies with company law (5.2.1*).

3.2 Insurances

The Common Criteria with no Additional Criteria.

3.3 Repute of management

The Common Criteria with the following Additional Criteria:

- All directors, partners, people with significant control or any sole trader must hold the appropriate SIA licence(s) (4.2.3*).

3.4 Finance (and experience of management)

The Common Criteria with the following Additional Criteria:

- The organisation has the funding available to achieve its plan for the business (4.1.1*).
- Clear and effective management of the payroll can be evidenced (4.2.1*).

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- The organisation has effective financial management procedures (i.e. there are sound fiscal controls in place) (4.2.2*).

3.5 Contracts

The Common Criteria with the following Additional Criteria:

- The SIA Approved Contractor can demonstrate that it identifies and responds appropriately to what customers require of a security service (2.3*). Through these processes, the Company should be aware of the impact on consumers (the wider public affected by the service) of the service to be provided (2.3.2*).

Guidance: Companies should discuss the role of public protection and it should also be included in discussion with the customer. Staff training should include their role in protecting the public and how this interfaces with the police and other authorities.

- All customer contracts and/or terms and conditions of supply have an agreed service level agreement with performance indicators that include the effectiveness of service in mitigating threats and risks to customer assets (2.4.2*).
- Where targets are not met, action plans are developed together with the customer, including timescales for improvement (2.4.2*).

3.6 Staff

The Common Criteria with the following Additional Criteria:

- The requirements for each role within the Company shall be defined. These include such information as experience, skills and qualifications (6.1.1*).
- Processes for the appraisal of staff shall be in place. Such processes shall require at least an annual discussion with the staff, which shall be two-way, based on more than a simple tick-list and documented (6.3.5*).
- The SIA Approved Contractor can demonstrate that it deploys competent people (6.2*). All staff are trained to the required standard (6.2.3*).

Guidance: When recruiting frontline licensable staff, the company shall conduct a skills assessment to identify their competence level and any immediate training needs.

- The SIA Approved Contractor can demonstrate that it appropriately supports its people (6.3*). A Pension policy exists which is implemented and communicated (6.3.2*).

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- The SIA Approved Contractor can demonstrate that it appropriately supports its people (6.4*). A culture of self-learning and identifying those with leadership potential shall be in place (6.3.6* & 6.3.7*).
- The Company shall have implemented a process for obtaining staff opinions on the company, their job and conditions (6.1.8*).
- The organisation regularly reviews performance against key staff performance indicators (6.5.1*).
- The organisation regularly reviews performance against responses from staff opinion gathering (6.5.2*).

3.7 Compliance with standards, codes of practice etc.

Note: Of the 78 evidence requirements (indicators) identified in the ACS SAW, 44 have been directly cross-referenced to clauses 3.1 to 3.6, and 3.8 to 3.14 of the Common Criteria and the Additional Criteria. The remaining 34 indicators have been included in this clause (3.7) to ensure compliance with the ACS Standard and SAW.

Guidance: *It should be noted that some indicators are addressed as part of a Company's ISO 9001 quality management system.*

The Common Criteria with the following Additional Criteria:

- To address the requirements for Strategy (ACS Criterion 1), an SIA Approved Contractor has clear strategic direction enabling it to deliver value to all stakeholders (1*).

This shall include:

- a) having a clear approach to business that is acted on and communicated to all staff (1.1.1*);
- b) ensuring key stakeholders are aware of the organizations overall approach to business (1.1.2*);
- c) having critical success factors clearly identified and internal measures in place to monitor progress towards achievement (1.2.1*);
- d) having goals, objectives and targets that are clearly visible for all levels of the organisation (1.2.2*);
- e) having a plan for the business with an effective review schedule (1.1.3*);
- f) having a policy relating to corporate social responsibility and the environment which is communicated (1.4.1*);

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- g) planning activities to promote and improve the reputation of the private security industry with the police, the local community and with customers (1.4.2*);
- h) having involvement in activities to promote and improve the awareness of counter-terrorist activities (1.4.3*); and
- i) regularly reviewing performance against success factors and performance indicators (1.5.1*).

Guidance: Companies should have established vision and mission statements that focus on the delivery of value to the customer and staff, as a minimum. It should be apparent that the mission is implemented through a planning process that determines how the Company will maintain and develop its business in line with its values.

The Company will be expected to have a business plan in place that is based on the financial needs of the Company and reflects the needs and expectations of customers and staff. This business plan should also reflect the mission and values of the organisation and incorporate analysis against measurable indicators and the market place in which they operate.

The Company should be able to evidence ongoing review of its targets (against timescales) to establish its overall performance against the business plan.

Guidance: It will be expected that the Company has developed a corporate social responsibility policy that outlines the Company's positive stance on environmental and social issues. This will include its work to promote and improve the reputation of the security industry and should be linked to local activities and customer initiatives.

The Company should be aware of its impact on the environment and is actively taking steps to reduce this impact.

- To address the requirements for Processes (ACS Criterion 2), an SIA Approved Contractor has clear strategic direction enabling it to deliver value to all stakeholders (2*).

These shall include:

- a) identification of key service delivery processes that are understood by all (2.1.1*);
- b) regular testing of key service delivery processes to ensure their continued effectiveness (2.1.1*);
- c) having a current and effective plan to ensure continuity of service delivery (2.2.1*);
- d) having defined incident procedures (2.4.3*);
- e) regularly reviewing procedures (2.4.4*);

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- f) having effective procedures to ensure the attendance of staff on customer sites; with attendance records being reviewed by management on a routine basis (2.4.5*);
- g) the existence of plans for improvement to site-based activity, based on the review of actual performance (2.5.1*);
- h) having and using procedures for the implementation of change (2.5.2*); and
- i) regularly reviews performance against service level agreements and/or key customer performance indicators (2.6.1*).
- To address the requirements for Commercial Relationship Management (ACS Criterion 3), an SIA Approved Contractor promotes robust and transparent commercial relationships with its customers, consumers and suppliers, founded on mutual trust and respect (3*).

These shall include:

- a) having effective purchasing procedures which are implemented (3.1.1*);
- b) working in partnership with suppliers to improve delivery against agreed requirements (3.1.2*);
- c) having a process for customer site visits which is implemented (3.3.1*); and
- d) regularly reviewing performance against responses from customer opinion gathering (3.5.1*).
- To address the requirements for Financial Management (ACS Criterion 4), the SIA Approved Contractor can demonstrate that it understands the marketplace and has financial plans to meet or change its strategic direction (4.3*).

This shall include:

- a) effective analysis of the marketplace in which the Company operates. This information should be used as a basis for the planning process and making financial decisions (4.3.1*); and
- b) regularly reviewing performance against key financial indicators critical to the business (4.4.1*).
- To address the requirements for Resources (ACS Criterion 5), an SIA Approved Contractor has sufficient technical resources to sustain its business and meet the relevant industry standards (5*).

This shall include:

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- a) complying with legislation on the handling of and protection of data (5.1.2*);
 - b) recording the equipment owned and keeping it adequately maintained and appropriate for its purpose (5.2.3*);
 - c) investing in technology to improve service delivery to customers and safety of staff (5.2.4*); and
 - d) regularly reviewing the management of resources and data (5.3.1*).
- To address the requirements for Leadership (ACS Criterion 7), an SIA Approved Contractor has effective leadership (7*).

This shall include:

- a) demonstrating that leaders have, relevant to sector, knowledge of the legislative framework, working practice, and industry standards/codes of practice (7.1.1*);
- b) ensuring Managers and directors responsible for processes and key personnel are involved in developing and can demonstrate an understanding of procedures (7.1.2*);
- c) having leaders that consult stakeholders on their leadership skills and have personal development plans based on the feedback (7.2.1*);
- d) being able to demonstrate that leaders have developed a set of high values or codes of ethics that are implemented throughout the organisation (7.3.1*);
- e) having leaders that are involved in improvement activities and encourage staff participation where appropriate (7.4.1*);
- f) having processes in place to recognise individual and team efforts (7.4.2*); and
- g) having Leaders with overall responsibility for the success of the organisation reviewing results/performance against critical areas of the business and driving continuous improvement (7.5.1*).

Guidance: *Within the Company, senior management should be able to demonstrate, through qualifications and/or practical experience, that they have an appropriate knowledge of the legislative framework, common law, working practice and industry standards/codes of practice for their sector and area of responsibility. It will be expected that managers and directors responsible for processes and key personnel are able to demonstrate an understanding and practice of procedures.*

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It will be expected that senior management can demonstrate that they consult with stakeholders, particularly customers and staff, on their leadership skills and have personal development plans in place, based on the feedback.

Guidance: *The Company will be expected to demonstrate that it has established appropriate measures that have challenging and stretching targets, relative to the size and nature of the Company's business, and that these targets are being achieved.*

3.8 Security screening of personnel

The Common Criteria with no Additional Criteria.

3.9 Customer communication

The Common Criteria with the following Additional Criteria:

- The management of internal and external communication is handled effectively (1.3.1*).
- The organisation implements an approach to consumer contact (3.4.1*).

Guidance: *It will not be acceptable to suggest that adverse feedback was not a complaint because it was not put in writing.*

3.10 Document control

The Common Criteria with no Additional Criteria.

3.11 Statutory and legal requirements

The Common Criteria with the following Additional Criteria:

- A policy exists covering 'Transfer of Undertakings' which is implemented and communicated. (6.1.5*).

Note: Although already encompassed with the Approval Criteria, particular attention is drawn to the following:

- a) compliance with the Data Protection Act and GDPR;
- b) having grievance and disciplinary procedures in place;
- c) having policies for equality and diversity, health and safety, holiday entitlement, and pensions;
- d) compliance with the working time directive and the national minimum wage;
- e) the Companies Act; and

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- f) the Private Security Industry Act.

3.12 Records

The Common Criteria with the following Additional Criteria:

- The Company shall maintain records for all staff (6.1.2*).
These shall include:
 - a) Bank details;
 - b) PAYE information;
 - c) Details of Licensing Dispensation Notices, where relevant; and
 - d) Disciplinary and grievance information, where relevant.
- Licences are regularly checked against the public register and a photographic record of the licence kept as evidence when deploying agency, sub-contracted licensed persons.
- The organisation follows HMRC guidance regarding due diligence record keeping for the use of labour providers and self-employed. (6.1.2*).

3.13 Use of subcontractors

The Common Criteria with the following Additional Criteria:

- Use of subcontractors is agreed with customers and subject to defined quality assurance procedures (2.4.1*).

3.14 Notification of change

The Common Criteria with no Additional Criteria.

3.15 Licence Management

The Licence Management (LM) service is offered by the SIA, and the licence management requirements are over and above the standard route ACS requirements. The licence management service / requirements do not form part of NSI's Passport Scheme, although the LM requirements will be assessed during NSI Passport scheme audit (and surveillance) visits. An initial assessment for the licence management service will be carried out by NSI prior to a decision on LM approval by the SIA and subsequent annual re-verification assessments will follow. The Register of Approved Contractors (ROAC) will identify those organisations that have been approved by the SIA to conduct licence management services (LM).

Two additional documents have been added to the list of Existing Security Industry Codes of Practice/Working Standards:

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- SIA Code of Connection
- SIA Licence Management Manual

An annual reverification of the licence management requirements will be required to provide ongoing assurance that the organisation continues to meet LM requirements. The reverification of the additional LM requirements will be captured during the programme of planned audits and findings will be detailed in a separate report for the SIA. The SIA have translated the key aspects of the eligibility criteria and conditions into additional requirements in the SAW which apply to approved contractors with LM services approval. These additional requirements are captured in 9 separate SAW indicators and are prefixed with the words "Where applicable". They do not apply to those approved contractors not operating LM services.

The additional requirements are detailed within the SAW in indicators 1.2.1, 1.2.3, 5.1.2, 5.2.1, 5.2.3, 6.1.1, 6.2.1, 6.3.4, and 7.3.1.

The Licence Management Sanctions Framework sets out the way in which the SIA will deal with approved contractors that are in breach of the Licence Management Partnership Agreement, to ensure that the business is either brought back to compliance, or has its approval to use licence management services withdrawn.

3.15.1 Reporting

Where shortfalls against LM requirements are identified major non-conformances will be raised and the report will identify whether they are specific to ACS required achievement levels and/or LM specific. Any major non-conformances raised specific to LM will be reported to the SIA.

For approved contractors already approved for the licence management service: where any major non-conformances related to licence management are identified during assessment, the SIA shall be notified within 24 hours of the assessment. The process outlined in 5.3 details requirements for response and management of major non-conformances.

In all cases, a licence management report will be forwarded to the SIA within 3 days of the assessment detailing findings against all licence management indicators.

4 Application process

4.1 Initial application

- 4.1.1 An NSI approved company will complete an Application Form to have Passport Specification added to its existing NSI Scope of Approval; in submitting the appropriate documentation, the company will be agreeing to the additional auditing and disclosure of information requirements.

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The application form will request the applicant to confirm that they meet the ACS eligibility criteria.

Note: A special Application Form is available for this extension to scope request.

- 4.1.2 Where the NSI approved company is currently registered as an SIA Approved Contractor and has undergone a successful Verification Visit, the additional approval will be included in its NSI Scope of Approval provided that:
- a) the NSI and ACS approval scopes are compatible; and
 - b) the submitted documentation is acceptable.
- 4.1.3 Where the NSI approved company is not an SIA Approved Contractor and has not undergone an ACS Verification Visit, the company will need to apply for an extension to its NSI Scope of Approval and undergo a specific 'extension to scope' visit. This visit will be conducted to ensure compliance with all criteria detailed within this Passport Specification.
- 4.1.4 Where an applicant company is not a NSI approved company, the company must apply for NSI approval through the normal application process relevant to the level of approval being sought and undergo the appropriate initial assessment. This process must be satisfactorily completed before approval, including the Passport Specification, will be provided.
- 4.1.5 Where an applicant company is already an SIA Approved Contractor, they must complete their next scheduled standard route assessment successfully before Passport Specification can be added to their scope of approval with NSI.

4.2 Continued approval

- 4.2.1 Continued approval for NSI approved companies with the Passport Specification in their Scope of Approval will require routine surveillance visits in accordance with the requirements of this Passport Specification. These requirements are designed to satisfy the SIA requirements, as well as existing UKAS requirements relating to Quality Management and Product Certification schemes, as appropriate.
- 4.2.2 For companies with multiple locations and subject to a sampling regime for surveillance visits, NSI will discuss with the company the number of locations to be visited per annum and the focus required to ensure compliance with this Specification.
- 4.2.3 An annual report will be produced and forwarded to the company within 15 days of the annual scoring visit. The report will detail the findings from each visit in the previous twelve months and where the company has completed the ACS Self-Assessment, a score will be provided and recorded in the annual report.

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4.3 Requirements for Gold approved companies

- 4.3.1 NSI Gold approved companies applying for Passport Specification approval shall be required to ensure their ISO 9001 quality management system encompasses all the requirements of the Approval Criteria.
- 4.3.2 This will result in a documented management system, with procedures/processes in place to control the activities required by ISO 9001, the relevant British or European Standards and/or Codes of Practice, and the ACS Standard.
- 4.3.3 Any subsequent amendments to any of the documents referenced in the preceding paragraph must be complied with and included in the documented quality management system within a specified timescale.

Note: It may be beneficial for a company to use the SIA Self-Assessment Workbook (SAW) to help 'map' the ACS Indicators and Required Achievement Levels onto its existing quality management system procedures and processes to ensure all the ACS requirements are addressed.

4.4 Requirements of Silver approved companies

- 4.4.1 NSI Silver approved companies wishing to be assessed to the Passport Specification shall be required to demonstrate how they ensure that all the requirements of the Passport Specification are satisfied. This should encompass the relevant British or European Standards and/or Codes of Practice, and the ACS Standard.
- 4.4.2 Any subsequent amendments to any of the documents referenced in the preceding paragraph must be complied with in a specified timescale.

Note: It may be beneficial for a company to use the SIA Self-Assessment Workbook (SAW) to help 'map' the ACS Indicators and Required Achievement Levels onto its existing procedures and processes to ensure all the ACS requirements are addressed.

5 Terms and conditions

5.1 Disclosure of information

- 5.1.1 NSI is a trading division of Insight Certification Ltd which has signed the SIA ACS Agreement to act as an ACS Assessing Body. In continuing to provide the Standard route to ACS approval, and conduct subsequent re-verification visits to Approved Contractors, NSI remains bound by the Agreement. In providing the Passport route, NSI will continue to act in accordance with the Agreement.

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- 5.1.2 NSI applicant and/or approved companies with the Passport Specification that use the Passport route to become SIA Approved Contractors will remain liable for the same disclosure of information to SIA. Acceptance of this disclosure of information to the SIA is a condition of approval to the Passport Specification for such companies.
- 5.1.3 NSI applicant and/or approved companies with the Passport Specification shall agree to permit access to the SIA to relevant areas of their premises to enable the authority to observe audit activities for the purpose of conducting surveillance audits of the NSI.

5.2 SIA special instructions

- 5.2.1 To assist the SIA in the monitoring of its Approved Contractors, NSI will provide details to the SIA of forthcoming visits to NSI approved companies using the Passport route. This will enable SIA to provide any Special Instructions relating to those companies. The SIA will be informed of forthcoming visits at the point of requesting the SAW. Where company specific special instructions are issued a copy of the annual report will be forwarded to the SIA.
- 5.2.2 Should a company specific special instruction be urgent, requiring a visit outside of the planned schedule the SIA should notify us to discuss the risk and determine when the next visit should take place. If an additional visit is required, this will be chargeable and therefore NSI must be in a position to advise the customer of the reasons for this.

5.3 Major non-conformances

- 5.3.1 In line with the SIA and NSI information sharing protocol, at any stage of the application/approval process, and through-out the life of the approval, major non-conformances raised for infringements of the PSIA will be notified to the SIA within 24 hours. These will be recorded on a summary sheet.
- 5.3.2 In line with the SIA and NSI information sharing protocol any major non-conformances raised at assessment in relation to licence management will be reported to the SIA within 24 hours of the assessment and a report of the findings against the relevant Licence Management indicators will be forwarded within 3 working days.
- 5.3.3 In line with the SIA and NSI information sharing protocol and Sanctions Framework, 3 or more major non-conformances raised during either a surveillance or scoring visit will be notified to the SIA within 3 working days. These will be recorded on a summary sheet.
- 5.3.4 NSI approved companies with the Passport Specification that use the Passport route to become SIA Approved Contractors are required to submit corrective action to all major non-conformances and minor non-conformances, including root cause analysis within 21 days of the closing meeting.

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- 5.3.5 Submitted corrective action and root cause analysis is examined by the Assessor and if the action taken satisfactorily addresses the major non-conformances it will be closed and a minor non-conformance raised to ensure special focus at the next surveillance visit, i.e. within a maximum of 6 months.
- 5.3.6 Submitted corrective action and root cause analysis is examined by the Assessor and if the action taken satisfactorily addresses the minor non-conformance it will be closed.
- 5.3.7 Failure to address PSIA, legislative requirements, Licence Management and/or SIA Special Instructions major non-conformances within the given timescale or at the revisit may result in the Passport Specification certification being suspended or cancelled. Each case will be reviewed on an individual basis by the NSI Certification Panel. Due account will be taken of the ACS SANCTIONS framework.
- 5.3.8 Failure to address major non-conformances raised for other non-conformances within the required timeframes will not immediately be presented to the Certification Panel for consideration. NSI, in line with its mission statement to improve standards within the security industry, will work with companies who demonstrate a willingness to work with NSI to resolve issues provided a detailed action plan is submitted with appropriate timeframes for completion. Additional time may be granted to resolve such issues, subject to the normal NSI escalation procedures. Companies who fail to address major non-conformances within the required timeframes and who fail to submit a detailed action plan will be presented to the Certification Panel following a 2nd visit. The Certification Panel is the final point of escalation.

5.4 Withdrawal or cancellation by NSI

- 5.4.1 NSI will notify the SIA immediately when a NSI approved company using the Passport route has its Passport Specification approval withdrawn or cancelled, either as part or all of its NSI approval.

5.5 Complaints and appeals

- 5.5.1 As a UKAS accredited certification body, NSI has appropriate complaints and appeals policies and procedures. Any complaint, or appeal, against a decision made during an assessment or routine surveillance visit will be dealt with in accordance with these procedures.
- 5.5.2 Any complaint against an approved company, made by a third party, will be dealt with in accordance with the appropriate procedures. If complaints are received which require further checking for conformance to requirements, NSI reserves the right to conduct additional visits, for which a fee may be charged.

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- 5.5.3 In pursuance of 5.1.2 above, SIA will be advised of any type of complaint, or appeal, relating to an NSI approved company with the Passport Specification that is also an Approved Contractor.

5.6 ACS Self-Assessment Workbook

- 5.6.1 Reference will be made to the ACS Standard and the Self-Assessment Workbook for the specific requirements relating to the Additional Criteria in this Passport Specification. In all cases, the Required Achievement Level for each Indicator in the Self-Assessment Workbook must be satisfied, as a minimum requirement.
- 5.6.2 Agreement will be reached with each approved company using the Passport route regarding their SAW 'scores'. In some cases, a company may wish to continue to record its own scores online. An annual date will be agreed with SIA when scores should be provided or updated, and NSI will provide the assessor's scores to SIA.

NSI reference only

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