



Expert commentary

BS 7984-3:2020 – Code of Practice for the provision of mobile security services

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Overview

The revision of BS 7499:2013 Static site guarding and mobile patrols code of practice has been conducted to update the standard and bring it in line with the International Standards, such as ISO 9001:2015, to enable organizations to easily integrate the codes of practice into their management systems, if required. BS 7499 has dropped the mobile patrol services element and now relates to the provision of static guarding security services only.

The mobile patrol element has been added to the BS 7984 suite of standards, which now consists of three standards as follows:

- BS 7984-1 – Keyholding and response services
- BS 7984-2 – Lone worker response services
- BS 7984-3 – Mobile security services

There is commonality across the suite of security services standards, which include door supervision, close protection, security dogs, events security, CCTV management and operation, investigative services, provision of lone workers as well as static site guarding, mobile patrols and keyholding, etc. Therefore, the committee decided to introduce the umbrella standard format, which is the new BS 10800:2020 – Provision of security services containing the generic information from each standard, with individual sector-specific standards containing the specific elements of each sector. The format was well received by the sector during the draft for public comment stage.

BS 10800 is seen as the strategic (umbrella) standard containing context of the organization, top management commitment, risks and opportunities, support, operations and performance evaluation. This ensures that strategy, risk-based thinking and the documented information are in place so that the foundations of the business are strong and maintained.

The sector-specific standards contain the unique information relevant to each sector and are considered to be best practice for organizations. The typical information within the sector-specific standards covers organizational structure, finances, insurance, documented information requirements, resources, premises, control/response room, staff, equipment and uniforms, training, service delivery, site surveys, assignment instructions, performance evaluation and performance of customer property. Additional information, pertaining to specific sectors, is provided to include, e.g. control of keys within BS 7984-3 – the sector-specific standard for the provision of mobile security services code of practice.

Reasons for change

The main reason for the change and introduction of the new services standards is to update the current format and to remove the duplication from the codes of practice so that organizations, which operate in more than one sector, adhere to the umbrella standard BS 10800, plus the relevant specific standard for their sector, e.g. BS 7984-3. Annex A shows the security services standards hierarchy.

For a large number of security service companies who hold management systems standards, this will provide the additional benefit of aiding integration with the International Standards.

Summary

- One umbrella standard detailing the generic information for each of the security services standards
- Sector-specific codes of practice, e.g. BS 7984-3
- Updated format to allow better integration with the International Standards, such as ISO 9001:2015 Quality Management System standard

Main commentary

The introduction to BS 10800 details the way an organization can manage the provision of security services at a strategic level. The code of practice follows the high-level structure of the ISO standards, i.e. ISO 9001. The scope gives recommendations for the management, staffing and operation of an organization providing security services.