



An tÚdarás Slándála Príobháidí
The Private Security Authority

A STANDARD FOR PSA **LICENSING**

PUBLIC CONSULTATION DOCUMENT

**FUTURE REQUIREMENTS FOR THE LICENSING OF
SERVICES RELATING TO SECURITY GUARDING,
DOOR SUPERVISION AND EVENT SECURITY**

March 2012

www.psa.gov.ie

PUBLIC CONSULTATION

The Private Security Authority (PSA) is seeking submissions on “*A Standard For PSA Licensing – Future requirements for the licensing of services relating to Security Guarding, Door Supervision and Event Security*”. This public consultation process offers the security industry and other interested parties an opportunity to engage in the development of a future standard.

“*A Standard For PSA Licensing*” heralds the introduction of a new standard for the licensing of Security Guard, Door Supervisor and Event Security contractors. Our aim is to make the standard relevant to the post licensing environment and to set out the requirements that will govern licensing in the years to come.

This document is a comprehensive standard for licensing and builds on the current I.S.999 standard while at the same time acknowledging the lessons learned from the past 6 years of licensing. The document has been developed with the assistance of our partners in the security industry. The PSA would like to thank the many groups and individuals who have contributed to its development and in particular the following organisations who have assisted the PSA throughout the development;

Irish Security Industry Association
National Union of Security Employers
Security Congress of Ireland
Security Institute of Ireland
SIPTU
National Standards Authority of Ireland
EQA Ireland -Representing PSA Approved Certification Bodies
CerticCS -Representing PSA Approved Certification Bodies

“*A Standard For PSA Licensing*” is a discussion paper which sets out what the future requirements of a standard might be. The PSA are inviting submissions and comments from the security industry and other interested parties on the document.

Submissions, which should be entitled “Public Consultation” can be sent by;

- Email to: public_consultation@psa.gov.ie
- Fax to: 00353-62-31731.
- Post to: Public Consultation
Private Security Authority
Davis St
Tipperary Town
Co. Tipperary

The closing date for receipt of responses is Friday, the 27th April 2012.

The Authority may publish submissions received in whole or in part in future documents. If submissions contain confidential information, such information should be clearly and unambiguously marked as confidential.

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PART 1 - COMMON PROVISIONS

1. SCOPE

This standard provides a specification for compliance with licensing by the Private Security Authority and applies to contractors seeking licenses in the following sectors, Security Guard, Door Supervisor and Event Security.

The Government of Ireland through the Private Security Services Act, 2004, established the Private Security Authority as the national regulatory and licensing body for the private security industry in the Republic of Ireland. Amongst the functions of the Authority are:

- The controlling and supervising of persons providing security services and maintaining and improving standards in the provision of those services.
- Specifying standards to be observed in the provision of security services.
- Specifying qualifications or requirements for the granting of licences.

Definitions are in context with the security industry and where possible reflected in I.S.EN 15602:2008 Security service providers – Terminology.

2. DEFINITIONS

2.1 Ancillary Staff. All security organisation staff not directly employed in duties falling within the definition of occupations covered by this standard who may have access to information of a confidential nature.

2.2 Assessment. Test carried out to certify the competence of all officers.

2.3 Assignment Instructions. Set of written instructions drawn up by the organisation in agreement with the customer specifying the contractual duties.

2.4 Assignment or Site. The premises, property, area or complex at which the service is carried out.

2.5 Authorised Certification Body. A certification body authorised by the PSA to provide certification services in respect of guarding services, door supervision services or event security services.

2.6 Authorised Officials. Personnel of bodies authorised by statute to enter the premises of the service provider and request documentation and information pertaining to their official functions.

2.7 Basic Training. Qualification required by all security guarding, door supervision and event security employees to meet the mandatory training requirements in respect of PSA licensing.

2.8 Client. Individual or organisation retaining a security service covered by this standard to carry out agreed services, responsible for remunerating the organisation in accordance with an agreed contract or other form of oral or written agreement to provide such services.

2.9 Command and Control System. Secure facility where operational procedures are monitored and/or managed.

2.10 Contract. Document, agreed and signed by both the service provider and the client, setting out the proposed services to be supplied and the details of the quotation, terms, conditions, responsibilities and undertakings.

2.11 Controller. The person fulfilling the role and duties of a Command and Control System Officer.

2.12 Identity Badge. The identification card or licence card held by the employee to be visibly worn (subject to certain exemptions) by operational security staff whilst on duty, the design and conditions of which are as specified from time to time by the PSA.

2.13 Induction (Training). The organisation-specific induction briefing session covering organisation structure, ethos, policies and including the organisation's and employee's roles and responsibilities.

2.14 Licence Card. The official identification card issued by the PSA to each individual employee licence holder to verify his or her licence status.

2.15 Organisation. A limited or unlimited company, a partnership or sole trader providing services relating to security guarding, door supervision or event security for which a relevant and applicable PSA licence is required.

2.16 Primary Service. The service provided for which the organisation and the client have agreed remuneration will be paid and a service or services will be provided, all or part of which will comprise a security service covered by this standard.

2.17 Principal (of the organisation). Managing Director, Partner, Majority Owner, authorised member of the Board, Chief Financial Officer, Chief Executive Officer or any person authorised, in writing, by any of these persons to enter into contracts or agreements on behalf of the service provider covered by the provisions and requirements of this standard.

2.18 Private Security Authority (PSA). The regulatory and licensing authority for the private security industry in the Republic of Ireland.

2.19 Qualified Trainer. Means a trainer with the following minimum qualifications:

- (a) A Level 5 Security Industry Trainer Award, or
- (b) A Level 6 Train the Trainer Award together with a Level 4 Minor Award in Guarding Skills or Door Security Procedures or Security Industry Awareness, or

(c) a qualification or award which is equivalent to either (a) or (b) above on the National Framework of Qualifications.

2.20 Relevant Employment. Employment which involves, or may involve, the use, acquisition of, or access to, knowledge of a confidential nature, the improper use of which could involve the organisation, its clients, or any third party, in a security risk.

2.21 Screening. The selection process and criteria used to check the history and background of potential employees to assist the organisation in its recruitment of new staff covered by this standard.

2.22 Screening Period. Period of not less than five years prior to the date of the application for relevant employment or transfer to relevant employment.

2.23 Security. The safeguarding of life, the taking of measures to prevent unauthorised entry or attempted unauthorised entry into premises, the provision of a secure environment where the physical person or persons is/are protected from criminal action or the effects of criminal action, or the protection of property of all kinds from loss through accident, theft, fraud, fire, explosion, damage or waste.

2.24 Training Administrator. Person appointed to supervise and record all aspects of training within the organisation.

2.25 Verification. Confirmation by sight and written records held at the organisation's premises.

3. ORGANISATION

3.1 Ownership

3.1.1 Except in the case of a plc, ownership and management of the service provider shall be clearly stated in writing, and all individuals having shareholdings or control shall be properly identified.

3.1.2 The names of all directors of the organisation shall be established and recorded and a record of the results of the screening of such directors to be held on file and shall be disclosed to the client on request.

3.1.3 Where directors involved in operational activities are also employees of the organisation they shall hold a current PSA employee licence covering, as a minimum, the primary service provided by the organisation.

3.1.4 Details of discharged or undischarged bankruptcy of a principal or director of the organisation shall be held on file and disclosed to the client on request.

3.1.5 Where applicable, all principals of the organisation shall sign a declaration setting out their beneficial interests in other organisations subject to licensing by the PSA.

3.1.6 All operational supervisory and management staff shall hold a current PSA employee licence in accordance with PSA requirements, for each activity subject to the PSA licensing, carried out by such staff.

3.2 Finances

3.2.1 The organisation shall ensure that a valid tax clearance certificate is held on the organisation premises or on the premises of a person engaged by the service provider to provide it with accounting or legal services. This shall be made available for inspection by authorised officials on request. Where such a certificate is not available at the time of inspection the organisation shall provide evidence that the absence is outside of its control and it shall obtain a valid tax clearance certificate by the organisation and produce same for inspection within 2 weeks of the date of the original inspection.

3.2.2 Loans from directors and/or shareholders shall be loan capital, subordinated to all other creditors.

3.2.3 Each organisation shall produce and make available on request a financial budget plan which shall include all costs and revenues for the current year.

3.3 Insurance

3.3.1 All insurance's shall be relevant to the nature of the business undertaken. This includes, where the service provided dictates, but is not limited to cover for the following:

- Employer liability and public liability
- Motor insurance
- Deliberate act
- Fidelity
- Defamation
- Efficacy
- Consequential loss of keys
- Wrongful arrest
- Professional indemnity

3.4 Premises

3.4.1 The organisation shall have an administrative office where records, together with all professional and business documents, certificates, correspondence and files necessary to the proper conduct of business shall be kept in a secure confidential manner.

3.4.2 Any administrative office covered by 3.4.1 above shall be protected by an intruder alarm system installed and maintained in accordance with prevailing PSA requirements. The organisation shall keep a written record containing the name, address and contact number of the intruder alarm installer as well as details of the maintenance and service history. Where the alarm is remotely monitored the organisation shall keep a written record of the name, address and contact number of the PSA licensed ARC providing this service.

3.5 Organisation Information

3.5.1 The organisation shall clearly state its PSA licence number(s) for all categories for which it is licensed to provide services on all organisational letterheads, contracts and advertising and promotional documents and/or media.

3.5.2 Where the provision of a contract is required by a client such contract shall include the following minimum provisions in respect of the organisation providing the service:

- (a)** Total costing (including VAT) for the service to be provided and the arrangements for payment.
- (b)** Obligations to the client, with references to any specialist advice to be provided (survey), contracted duties (assignment instructions) and compliance with industry standards or codes of practice.
- (c)** Agreement on conditions for the use of subcontractors, where applicable.
- (d)** Period of the contract and requirements for its termination with specific reference to any exclusions, penalty clauses or other restrictions.
- (e)** Level of response to be provided and the means for reporting and exchanging necessary operational information.
- (f)** Safety statement.
- (g)** Details of complaints procedures and complaints management procedures
- (h)** The scope of the service to be provided

3.5.3 The agreed contract shall be signed by a principal of the organisation and of the client and a copy retained by each. Where the client chooses not to sign or return a contract the organisation shall maintain evidence on file of postage (registered) or delivery of the contract to the client and any subsequent correspondence.

3.5.4 Where the use of subcontractors is provided for under the terms of the contract or agreement, the organisation which is the party contracted to provide the service to the client shall require the subcontractor to provide evidence of compliance with prescribed standard(s), as well as evidence of holding a current valid PSA licence, before engaging the services of that subcontractor.

3.6 Quotations in pursuance of Contracts or Business

3.6.1 Each organisation shall provide each prospective client with a clear written quotation which shall, if agreed and accepted, form part of the contract.

3.6.2 The documented quotation shall include the total cost for the service and method(s) of payment.

3.7 Compliance with Legislation

3.7.1 The organisation shall have and make available to a client or potential client a statement signed by a principal of the organisation, of its compliance with all relevant legislation and shall state specifically its compliance, where relevant, with

the following:

- Health, Safety and Welfare at Work Act(s).
- Organisation of Working Time Act(s).
- Private Security Services Acts.
- Taxation and Social Welfare Acts.
- Payment of Wages Act
- Immigration Acts 1999 to 2004

Relevant verification shall be available to all statutory bodies and their agents, including but not limited to:

- The PSA
- National Employment Rights Authority
- Authorised Certification body (accredited to EN45011 or EN17021 by the Irish National Accreditation Board (INAB) or other signatory to the European Co-Operation for Accreditation (EA) MLA and approved by the Private Security Authority)

3.7.2 Notwithstanding the requirements of Subclause **3.6.1** the organisation shall hold at its premises verification of compliance with current legally enforceable agreements or legislation in respect of rates of pay and all associated conditions.

4. STAFFING

4.1 Selection and Pre Employment Screening

4.1.1 General

4.1.1.1 The organisation shall carry out detailed pre-employment enquiries to ensure that all personnel are competent and of good character.

4.1.1.2 All persons offered employment by the organisation for posts involving participation in, access to details of, or knowledge of security duties shall be screened.

4.1.1.3 A personnel file shall be established for each person subject to screening.

4.1.1.4 All applicants for relevant employment shall be required to provide the following:

- (a) An acknowledgement, signed and dated by the applicant, that misrepresentation, or failure to disclose material facts may constitute grounds for dismissal.
- (b) A signed statement authorising an approach to former employers, State institutions, personal referees, etc., for verification of their career and employment record (see Annex A, Form 1 for a suggested format).

4.1.1.5 Provisional employment shall in no case exceed a period of one year.

4.1.1.6 Certified copies of all relevant personnel and screening documentation shall be held on file.

4.1.1.7 The requirements in Section 4.1 shall be applied equally to full-time and to part-time employees and at all levels of seniority, including directors.

4.1.1.8 The relevant provisions of these requirements shall apply to all ancillary staff including those employed on a temporary basis.

4.1.1.9 The screening period shall not be less than five years or from school leaving, whichever is the shorter duration.

4.1.1.10 Persons employed for security duties shall not be less than eighteen years of age. Persons beyond sixty-five years of age shall be required to undergo an annual medical examination to ensure their fitness for the duties to which they may be assigned.

4.1.1.11 The employee shall be classed as 'employed subject to satisfactory screening' whilst screening is continuing and shall be subject to a strict system of monitoring and supervision during this period.

4.1.1.12 Screening covering the whole of the screening period shall be completed no later than thirteen weeks after employment has commenced.

4.1.1.13 Full screening for the period covered under 4.1.1.9 above shall apply except in the following circumstances:

Screening for a shorter period can be carried out where:

- a) an employee or director holds a current PSA licence, and
- b) has, immediately prior to the commencement of this employment, been employed by another licensed security provider, and
- c) the previous employer referred to in b) has carried out the full screening requirements under this standard within the preceding five years.

Where a), b) and c) above apply, screening shall be carried out from the date the screening by the previous employer had been conducted until the commencement of this employment.

4.1.1.14 Where the provisions of 4.1.1.13 apply, the previous employer shall, upon receipt of a written request by an immediately subsequent employer covered by this standard, forward those parts of the employee's personnel file relating to details of screening and training undertaken by the previous employer. Any requested details in relation to other parts of the personnel file held by the previous employer shall be released only where the employee gives permission in writing to the previous employer to release such details.

4.1.2 Pre Employment Interview

4.1.2.1 Prior to the interview the applicant shall submit a curriculum vitae or other documentation containing:

- (a) A list of the applicant's previous employers along with dates worked for each employer.
- (b) Contact details for previous employers listed
- (c) Periods of unemployment

(d) Applicant's current place of residence

4.1.2.2 A personal interview of a duration sufficient to assess the following shall be conducted by the organisation:

(a) The general ability, both physical and intellectual of the applicant and the overall demeanour of the applicant.

(b) Verification of personal documents e.g. birth certificate, driving licence, passport, service records, current security Licence, work visa etc.

(c) The applicant's previous employment history and experience, including reason(s) for leaving previous employments

(d) The level of occupational fluency in respect of reading, writing and oral communication in the English language.

(e) The applicant's experience, if any, in the fields of security guarding, door supervision or event security, as applicable.

4.1.2.3 Interview notes evidencing that the requirements set out in 4.1.2.2 above have been addressed shall be taken by the organisation and retained on the personnel file of the applicant.

4.1.3 Character and Other References

4.1.3.1 Screening procedures shall include direct reference to former employers, educational authorities, etc., with confirmation by them, in writing, of periods of employment contributing to a continuous record of the career or history of the person being screened for the whole of the screening period, on a month-to-month basis. The direct reference shall include at least one attempt, in writing, by the organisation to obtain the continuous record referred to in this requirement.

4.1.3.2 Where initial references in respect of provisional employment are taken by telephone the following procedures shall be used:

(a) The telephone number of the person called shall be confirmed independently.

(b) Information given on the telephone by a referee shall be noted at the time of making the telephone call and shall be signed and dated by the member of staff making the telephone call and retained on the individuals screening file (see Annex A, Forms 1 and 2 for a suggested format).

(c) A written request for written confirmation of the information given by telephone shall be forwarded to the referee within two working days of the telephone call being made (see Annex A, Form 3 for a suggested format).

(d) The screening process shall not be regarded as complete until written evidence is obtained.

(e) The progress sheet shall be used to monitor and record the action taken (see Annex A, Form 4 for a suggested format).

4.1.3.3 Subject to satisfactory screening, all applicants for employment on operational duties shall be offered employment only when they have completed a questionnaire relating to their medical history and present general health.

4.1.4 Evidence of Qualifications/Awards

4.1.4.1 Prior to commencement of employment the organisation shall ensure that the applicant has any qualifications or awards necessary for the duties to which the applicant will be employed.

4.1.5 Work Permits, Authorisations and Permissions

4.1.5.1 The organisation shall ensure that all necessary documentation for work visa applications and permissions/authority to work is fully completed before the individual is employed. This applies to renewal of such applications also.

4.1.5.2 The organisation shall maintain a register of all employees who have applied for and obtained permission or authorisation from the State to work in Ireland. The organisation shall review the validity of these permissions or authorisations at least every 6 months and shall keep a documented record of such reviews.

4.1.6 Maintenance and Retention of Records

4.1.6.1 The basic details of the employee, covering verifiable history within the industry, dates employed, positions held, disciplinary offences and a comment on suitability for employment in the security industry shall be retained for not less than five years from the date the employment ceases. This information shall be verifiable in the form of readily retrievable records held at the company premises.

4.1.6.2 All records covered by 4.1.7.1 above shall be kept safe and secure against unauthorised access to, or alteration, disclosure or destruction of the data and against their accidental loss or destruction. Employers shall ensure that the records are retained for no longer than is necessary and in accordance with the recommendations of the Office of the Data Protection Commissioner.

4.1.6.3 A list of all personnel currently employed both on a permanent and a provisional basis shall be maintained, and in the case of those employed on a provisional basis, giving the dates on which provisional employment commenced and is to cease for each individual.

4.1.7 Screening and Acquired Companies

4.1.7.1 Where it cannot be established by the records of an acquired organisation that screening to the required standard has already occurred, then this shall take place within a period not exceeding twenty weeks from the date of acquisition.

4.2 Terms of Employment

4.2.1 All employees shall receive a clear, concise and unambiguous contract of employment and a staff handbook.

4.2.2 Terms of employment shall include the following information:

- a. Job title.
- b. Effective start date.
- c. Probationary period.
- d. Pay and Allowances

- e. Provisional period subject to screening.
- f. Hours of work, days of work, shift frequency and shift variables.
- g. Holiday entitlement.
- h. Sick pay (conditions of payment) and pension entitlement.
- i. Industrial injury procedure.
- j. Location of place of work (employer's address not individual assignments).
- k. Equipment to be supplied.
- l. Disciplinary and grievance procedures.
- m. Terms of notice and termination.
- n. Copies of any Collective Agreement covering the employment.
- o. Appeals procedure
- p. The Organisation's Health and Safety Statement.
- q. The Organisation's Equality policy

4.3 Code of Conduct

4.3.1 All employees shall be instructed that under the terms and conditions of employment they shall:

- (a) Complete the required tasks promptly and diligently, unless there is due and sufficient cause not to.
- (b) Remain at their place or work unless permission to leave is given by an authorised officer of the security provider or there is sufficient cause.
- (c) Ensure that all oral or written statements made by them, of whatever description, are true and accurate.
- (d) Maintain carefully all documents and ensure that any alterations, disposal, or erasure of documents is carried out only with proper authorisation.
- (e) Maintain confidentiality on any matter relating to the employer or his clients either past or present.
- (f) Maintain a very high level of personal integrity, and be scrupulous in accounting for keys, money or property received in connection with the employer's business.
- (g) Extend courtesy to persons encountered in the course of work, ensuring that any exercise of authority is only that required in connection with the employer's business.
- (h) Ensure that any actions taken by them are such as not to bring discredit on the employer, the client or fellow employees.
- (i) Wear the employer's uniform, and use his equipment and identification only with the employer's authority.
- (j) Ensure that they are not under the influence of, or consume, alcohol or restricted drugs whilst at work.
- (k) Immediately notify any conviction for a relevant criminal or motoring offence to the employer.
- (l) Not allow unauthorised access to a clients premises.
- (m) Ensure that they use employer's equipment or facilities only with authorisation.
- (n) Continuously satisfy the requirements of PSA licensing.
- (o) Wear a correct identity badge or licence card, as prescribed by the PSA, at all times whilst on duty.

4.3.2 The code of conduct shall be signed by all employees.

4.3.3 Employers shall treat employees with courtesy and respect.

4.4 Identification

4.4.1 The organisation shall ensure that all employees have an identity badge either in the form of an organisation issued badge, satisfying criteria prescribed by the PSA or alternatively the PSA issued licence card.

4.4.2 All employees shall be instructed on PSA requirements for wearing an identity badge.

4.4.3 Where the organisation provides its own identity badge, it shall ensure its periodic review. The duration between periodic reviews cannot exceed 24 months.

4.4.4 There shall be in place formal arrangements for the withdrawal of organisation issued identity badges from an employee on request.

4.5 Uniform

4.5.1 Unless otherwise requested by the client, any uniform provided to an employee must display insignia identifying the organisation providing the service and the wearer as an organisation employee. The uniform shall remain the property of the organisation. Where the client requests that the organisation's uniform is not worn, the organisation shall request the client to put this in writing.

4.5.2 The uniform shall be readily distinguishable from that of a member of the civil protection services.

4.5.3 The organisation's insignia, where relevant, shall be clearly visible when the uniform is worn in normal working environments.

4.5.4 Subject to normal wear and tear the organisation shall provide for renewal of uniforms.

4.6 Threats and Violence

4.6.1 The organisation shall, as part of its risk assessment of the site, assess the risks for violence that security employees can reasonably be expected to be exposed to and shall outline and implement risk mitigating measures to eliminate or significantly diminish any identified risks.

4.6.2 Risk mitigating measures shall include special training and safety routines in place where the risk assessment has shown that there is a significant likelihood and severity of consequence of violence (e.g. hospital and retail security).

4.6.3 Safety routines shall be kept continuously updated and shall be made known to all employees, particularly where duties or locations are involved that have been identified in the risk assessment as carrying a higher than normal risk of physical violence occurring. The employer shall ensure that these employees shall be educated, trained and informed in relation to the identified risks.

4.6.4 In the case of identified risk of recurring violence, employees shall be given additional support by the employer. Work locations shall be chosen and equipped

so that the risk of violence is minimized. It should be possible to call for help in case of violence or in a situation where the potential for violence is clear and imminent.

4.6.5 Tasks involving a high risk of violence shall be identified in the risk assessment and shall be carried out by two or more operatives working together.

4.6.6 Incidents involving violence shall be recorded and investigated fully by the organisation. Any remedial course of action recommended as a result of the investigation shall be acted upon by the organisation within reasonable timeframes.

4.6.7 An employer shall ensure that appropriate physical and psychological support is available, on request, to any employee who has been subjected to violence as a result of carrying out his/her duties.

5. TRAINING

5.1 Training Policy and Responsibility

5.1.1 The organisation shall have a clearly defined, documented training policy, authorised at senior management level within the organisation.

5.1.2 The organisation shall appoint a member of the management team as training administrator.

5.1.3 The training policy shall include a commitment to assess the effectiveness of all operational staff and to provide additional training where required.

5.2 Induction Training

5.2.1 Training shall include a detailed organisation-specific, induction session covering organisation structure, ethos, policies and employee roles and responsibilities for all newly recruited employees. This element of training shall be delivered before the employee commences operational duties. Each employee shall acknowledge receipt of this training and associated documentation by signing a declaration. Such training shall be delivered by a competent member of staff and shall be recorded and this record shall be retained.

5.3 Site Related Training

5.3.1 Facilities shall exist for familiarisation procedures and training of newly recruited employee's going to a first assignment or existing employees transferring between assignments. Such training shall be carried out by a qualified trainer or experienced members of staff.

5.3.2 Employees on site who are subject to immediate on-site training shall be

supernumerary to that site and shall comply with any requirements for new entrants as prescribed by the PSA.

5.3.3 A detailed site-specific training plan in accordance with relevant assignment instructions shall be documented. The training plan shall reflect the required knowledge and skills necessary to carry out the particular duties associated with each site.

5.3.4 Prior to deployment on a site for the first time, employees shall be trained in accordance with the requirements set out in the detailed site-specific training plan.

5.3.5 The training covered by 5.3.4 shall be delivered by a competent member of staff and shall be recorded and this record shall be retained.

5.4 Basic Training

5.4.1 The organisation shall ensure that all relevant operational security staff are qualified for each service activity provided e.g.

- Guarding Services
- Door Security
- Event Security

5.5 Trainers and Training

5.5.1 Except where otherwise expressly provided for within this standard, all training shall be delivered by qualified trainers, as defined in 2.19 of this standard, during the course of employment with the organisation.

5.5.2 For delivery and assessment of all training conducted during the period of employment of the individual with the organisation, the employer shall satisfy itself as to the competency and qualifications of trainers.

5.6 Specialist Training

5.6.1 Employers shall ensure that employees required to carry out duties or use equipment of a specialist nature are certified as having received the appropriate training in the subject matter.

Note: Examples of specialist training required would include command and control system operations, first aid, fire, safe-pass etc.

5.6.2 Where risks are identified, in the course of carrying out a risk assessment under 6.1.1, additional training, specific to these risks, shall be provided where basic training has not addressed the nature of the risk(s) involved.

- Note: Areas of particular risk include but are not limited to:
- Hospital Accident and Emergency areas
 - Retail
 - Door security activity

- Event security
- Patrol and emergency response

5.7 Refresher Training

5.7.1 The training policy shall include provision for refresher training to be provided to operational staff of a duration and content sufficient to

- (a) maintain the knowledge and skills of the staff concerned, and
- (b) address any developments in methods, procedures, technology or relevant legislation since the staff member was last subject to structured training.

This training shall be carried out every two years, and shall be delivered and assessed by a qualified trainer/assessor or the organisation's qualified training officer.

A record of refresher training provided to each employee covered by this clause shall be recorded and shall list

- (i) the date training was carried out,
- (ii) the topics covered by the training, and
- (ii) the identity of the person who provided the training.

5.8 Supervisory and Management Training

5.8.1 Subject to PSA requirements and any associated guidelines, the organisation shall ensure that all operational supervisory and management staff receives documented training in consideration of their position and responsibilities.

5.9 Training Records

5.9.1 The training administrator shall ensure that proper training records are maintained.

5.9.2 Individual training records relating to training provided by the organisation shall indicate the date, training organisation, details of certification and subject(s) covered. These training records shall be signed by the employee and countersigned by the training administrator and retained as part of the employee's record.

5.9.3 Verification of all training shall be available for inspection at the organisation's premises.

5.9.4 All refresher training undertaken by employees shall be recorded and the record held and retained on the employee's personnel file by the employer.

6. OPERATIONS

6.1 Risk Assessments

6.1.1 The organisation shall carry out a risk assessment survey on each site documenting the potential risks including risks to the health and safety of each employee on duty.

6.2 Command and Control System

6.2.1 Facilities shall be in place to provide for the following:

- (a) The provision, or procurement, of assistance or advice for guarding, door security, event, mobile patrol and mobile supervisory staff in routine and emergency situations.
- (b) The recording of all appropriate routine and emergency matters to enable management to deal quickly and efficiently with the company's contractual responsibilities.

6.2.2 Organisation information supplied to clients will clearly indicate whether the command and control system is a:

- (a) Dedicated fixed location, or
- (b) Contracted facility, or
- (c) Shared 3rd party facility.

6.2.3 The following minimum provisions shall apply for all command and control systems.

- (a) Manning of the operations command and control system shall be consistent with the anticipated workload and the nature of the work.
- (b) Appropriate first aid and fire fighting equipment shall be provided within the command and control system.
- (c) Management shall review and update command and control system information and procedures at least once every 12 months.
- (d) Management shall produce a command and control system manual covering all foreseeable contingencies for the guidance of controllers.
- (e) The manual shall contain instructions for controllers to enable them to deal effectively with all foreseeable contingencies and shall clearly indicate the stage at which any incident requires the controller to pass on information to a more senior person.
- (f) A copy of the manual shall be readily available within the command and control system at all times.
- (g) Comprehensive instructions outlining action to be taken on receipt of verbal incident reports shall be provided.
- (h) There shall be clearly defined procedures for management follow-up in relation to incidents, and also in relation to responses and supports available to staff in the event of an incident.
- (i) All command and control staff shall be required to partake in practice drills for responses to emergency situations which might endanger the health and safety of staff. Such drills shall take place at least once every 12 months and

the outcome(s) of the drills shall be documented and recorded.

6.2.4 The following additional provisions shall apply where the organisation operates its own dedicated fixed location command and control facility:

- (a) The equipment, furnishings and layout of the command and control system shall be consistent with the efficient operation of the system.
- (b) Heating, lighting and ventilation shall be provided to ensure a reasonable working environment.
- (c) The command and control system shall be a restricted area open only to those authorised to enter. A means of secure physical restriction shall exist to prevent access by unauthorised persons to the command and control system.

6.2.5 Where a contracted facility is used the organisation shall ensure by initial inspection and documented report that the facility satisfies the requirements of this section and that adequate documented and physical procedures are in place to ensure security of all clients information and access media. The contract shall include a provision for ongoing periodic inspection and reporting on the contracted facility by the organisation, unless the client states, in writing, that such a provision is not required.

6.2.6 Where a shared third party facility is used the organisation shall ensure adequate documented and physical procedures are in place to ensure security of all clients' information and access media.

6.2.7 All incidents shall be handled by the site supervisor in the first instance and recorded in the Incident Report or other suitable method. The Incident Report shall contain as a minimum the following details:

- (a) Date, time and place of the incident.
- (b) Date and time of reporting and by whom reported.
- (c) Nature of the incident.
- (d) Action taken, including onward reporting.
- (e) Further action to be taken.
- (f) Names and addresses of all relevant persons present.

6.2.8 There shall be in place an organisation policy for client liaison.

6.2.9 The organisation shall hold and maintain an up-to-date list of clients in its command and control centre. This list shall contain the name, address and contact number of each client. This list shall be housed in a secure locked facility. Control and access to the list shall be restricted through procedure and installed security hardware.

6.2.10 The secure housing of the list referred to in 6.2.9 above shall apply in respect of the command and control systems in the following manner:

- (a) Dedicated fixed location facility.
- (b) Contracted facility

The list shall be securely housed in these facilities during operational hours and may be removed to the administrative premises set out in 3.4.1 above outside of operational hours.

In respect of a shared 3rd party command and control facility, no list shall be held

or maintained outside of operational hours. In such facilities the list shall be removed to the administrative premises set out in 3.4.1 above outside of operational hours.

6.3 Operations Records

6.3.1 All operational staff shall be made aware in writing of the identity of the member of staff to whom they report and the method of reporting of incidents or problems to the client's management, and to the organisation's management, in both urgent and non-urgent cases.

6.3.2 A record of all reported incidents shall be maintained for a minimum of three years.

6.3.3 Entries shall be numbered sequentially and serially and shall include time, date, record of notification of the client and the name of the controller completing the record.

6.3.4 A record of all check-in calls from client premises/site shall be kept for a minimum of three years.

6.3.5 A facility shall exist for the checking and reviewing of reports and reporting procedures periodically by senior management of the organisation.

6.3.6 Records shall be maintained for a period not less than three years for each site, which shall include the service provided and the name, licence number, identification number or works number of any person employed on such site. Upon expiration of the required retention period the organisation shall dispose of the relevant records in a secure and confidential manner.

Note: National legislative requirements may entail retention of records for longer periods of time.

6.4 Assignment Instructions

6.4.1 In consultation with the client, the organisation shall formulate assignment instructions which will encompass full operational instructions for the effective security of the site, detailing emergency procedures, lines of communication and accountability.

6.4.2 The assignment instructions shall be agreed and endorsed by the client. Any alteration to the instructions shall be endorsed by the organisation and the client as soon as practicable. Where the client chooses not to endorse assignment instructions the organisation shall maintain evidence on file of postage (registered) or delivery to the client and any subsequent correspondence.

6.4.3 The assignment instructions shall be available on site and a copy shall be available to the client.

6.4.4 Assignment instructions shall include:

- a) The procedure for contacting the organisation command and control

system.

b) The number of personnel involved in the assignment and their responsibilities.

6.4.5 As a minimum the following details shall be included in the assignment instructions:

- a) Working hours and hand over requirements.
- b) Emergency procedures.
- c) Communications procedures.
- d) Specifically requested services.
- e) Clients' facilities, vehicles or equipment.
- f) Welfare facilities for staff
- g) Access control and searching facilities
- h) The accountability for, and any restrictions concerning, employees.
- i) Safety statement.
- j) Risk assessment.
- k) Confirmation of on-site training and familiarisation for each officer.
- l) Level of supervision on site and role of supervisor(s) (e.g. implementation of PSA ID requirements).
- m) Sign-off on assignment instructions by both a senior officer of the organisation and relevant operational staff.
- n) Specific insurance coverage related to the assignment.

6.5 Security of Information and Access Media

6.5.1 Clear and unambiguous routines shall be established for staff to deal securely with any confidential information to which they have access in the course of day-to-day operations.

6.5.2 All confidential information held in electronic format by the organisation shall be backed up at least once a week. Back-up records shall be held in such a manner that a threat or threats to the integrity of one set of records will not pose a threat to the other set.

6.5.3 It shall be a condition of any contract that requires the organisation to hold keys that such keys shall only be surrendered to an authorised representative of the client upon receipt of a written request. Where the client does not give written authorisation the organisation shall not surrender the keys referred to above.

6.6 Vehicles and Drivers

6.6.1 All operational vehicles other than those involved in covert operations, or otherwise excepted under a contract, shall clearly display the organisation's name, badge or logo and telephone number(s).

6.6.2 Vehicles shall carry a two-way communication capability, a multi-purpose type fire extinguisher and a first aid kit.

6.6.3 Employers shall ensure that driving licences of staff involved in driving

operational vehicles are valid for the duration of each such employee's period of employment. Copies of all driving licences shall be held on the employee's file.

6.6.4 Drivers shall complete a history form, to be verified and maintained by the organisation, with all accidents and convictions recorded on this form.

6.6.5 All marked vehicles shall be readily distinguishable from those of any elements of the civil protection or emergency services.

6.7 General

6.7.1 All vehicles and equipment used in connection with the provision of services shall be in working order and be regularly maintained.

6.7.2 All employees shall sign for all equipment issued and give an undertaking to return any equipment issued immediately on request.

PART 2 - PROVISIONS FOR SECURITY GUARDING SERVICES

All the provisions in Part 2 of this document must be complied with by those services providers within the licensed Security Guarding sector in addition to the provisions contained in Part 1.

7. DEFINITIONS

7.1 Check-in Call. Routine communication to verify the location and status of a security officer/security guard on an assignment.

7.2 Guarding Security Service. The provision by an organisation of contracted services, for the guarding of premises or property and persons, i.e., the prevention of loss, damage and waste by crime, fire, carelessness or flood.

7.3 Keys/Codes. Instrument or data allowing authorised access to a customer's property.

7.4 Key Holding. Service whereby, for a commercial consideration, the security organisation holds keys/codes to a client's premises or equipment, and responds in the event of an emergency, or as agreed with the client.

7.5 Mobile Patrol. Facility for the carrying out of security inspections at agreed or random intervals on a premises by a security officer who is supplied with an equipped vehicle to travel to each site.

7.6 Security Officer, Security Guard. Any person who is paid a fee, wage or salary derived from a contract of employment, to perform one or more of the following functions:

- (a) Prevention or detection of intrusion, unauthorised activity, vandalism or trespass on private property.
- (b) Prevention or detection of theft, loss, embezzlement, misappropriation or concealment of merchandise, money, bonds, stocks, notes or valuable documents or papers.
- (c) Protection of individuals from bodily harm.
- (d) Enforcement of (whilst obeying) established company rules, regulations, policies and practices related to crime reduction.
- (e) Reporting and assisting in the control or restriction of persons posing a physical threat to the safety and well being of persons or property.

8. ORGANISATION

8.1 Compliance with Legislation

8.1.1 The organisation shall have and make available to a client or potential client

a statement signed by a principal of the organisation, of its compliance with all relevant legislation and shall state specifically its compliance, where relevant, with the following:

- Control of Dogs Act(s).
- Legally binding judgements, documents or agreements dealing with pay and conditions of staff

9. STAFFING

9.1 Terms of Employment

9.1.1 Terms of employment shall include the following information:

- a) Pay and allowances including compliance with existing registered and enforceable employment Agreements or Orders.

10. OPERATIONS

10.1 Command and Control System

10.1.1 Facilities shall be in place to provide for the following:

- (a) Defining and implementing the effective monitoring of guards, patrolmen and mobile supervisory staff by strict observance of properly documented established routine telephone, radio or other communications procedures.
- (b) The keeping and recording of the movement of clients' keys in connection to a keyholding service or a mobile patrol service.

10.1.2 The following minimum provisions shall apply for all command and control systems.

- (a) Strongly constructed and securely mounted lockable cabinets shall be provided for the safe keeping of keys and records.
- (b) Controllers shall maintain a register of all keys held in the command and control system.

10.1.3 Facilities shall exist for the monitoring and recording by mechanical, electronic or supervisory means of all static and mobile patrol assignments, with the records of the results of such monitoring available for inspection by the client.

10.2 Operations Records

10.2.1 Mobile patrol check calls shall indicate the location of the driver at the time of the call together with details of the next premises to be visited.

10.2.2 A register of all keys and all movement of keys shall be maintained. This register shall be kept for a minimum of three years.

10.3 Assignment Instructions

10.3.1 As a minimum the following details shall be included in the assignment instructions:

- (a) Patrol routes and routine reporting points and times.

10.4 Security of Information and Access Media

10.4.1 All keys shall be coded so as not to indicate directly the name and address of the premises to which they refer and the name and address relating to the code recorded only in the register, which shall be kept in a locked secure cabinet when not in use.

10.4.2 All movement of keys shall be the subject of strict control and a detailed recording of every transaction shall be entered into a key register. Such recording shall include the signature of the issuing officer and the recipient.

10.4.3 The key register shall be inspected, and signed as having been inspected weekly, by a manager, the details and results of which shall be recorded in the key register.

10.4.4 The key register shall be maintained and available for examination for a period of not less than three years.

PART 3 - PROVISIONS FOR DOOR SUPERVISION SERVICES

All the provisions in Part 3 of this document must be complied with by those services providers within the licensed Door Supervision/Security sector in addition to the provisions contained in Part 1.

11. DEFINITIONS

11.1 Deliberate Act Insurance. Insurance in respect of Door Security Personnel covering the consequences of wilful action or neglect on the part of an Organisation or its employees, acts leading to injuries to employees, wrongful arrest, consequences of the failure of the product to fulfil its intended functions, and acts leading to loss or damage or injury to customers and/or their property.

11.2 Door Security Personnel (DSP). Personnel who performs any of the following functions at, or in the vicinity of any premises or any other place where a public or private event or function is taking place or is about to take place:

- (a) controlling, supervising, regulating or restricting entry to the premises or place,
- (b) controlling or monitoring the behaviour of persons therein,
- (c) removing persons therefrom because of their behaviour.

11.3 Licensed Premises. Means

- (a) premises licensed for the sale of intoxicating liquor under the Intoxicating Liquor Acts, or
- (b) premises licensed under the Public Dance Hall Acts, or
- (c) premises licensed under the Gaming and Lotteries Acts, or
- (d) a club registered under the Registration of Clubs Acts, or
- (e) food premises, or a food stall or food vehicle, within the meaning of the Food Hygiene Regulations

12. ORGANISATION

12.1 Insurance

12.1.1 All insurance's shall be at a level commensurate with the annual turnover, amount of staff employed and the nature of the business undertaken. This includes, where the service provided dictates, but is not limited to cover for the following:

- Deliberate act

12.2 Information to be given to Client

12.2.1 Before offering to provide door supervision services, the organisation shall provide the prospective client with the following basic information in writing:

- (i) the name of the organisation, the address(es) of the organisation as well as

- the phone numbers of its administrative offices;
- (ii) method(s) of communication between each of the door supervisors during hours on duty;
- (iii) the type and extent of relevant insurance cover.

12.3 Risk Assessments

12.3.1 Where part of the agreed service to be provided includes crowd control, the risk assessment shall include consideration of the following aspects:

- (i) appropriate staffing levels
- (ii) access and egress, for both emergency and non-emergency situations
- (iii) capacity of the licensed premises
- (iv) identification of fire points and all fire-fighting appliances within, or associated with, the licensed premises

13. OPERATIONS

13.1 Operations Records

13.1.1 The organisation shall ensure that assignments are structured in such a way that each Door Supervisor shall record any incidents or other security related matter at a licensed premises. These records shall be kept on the organisation's files for a minimum of three years

13.1.2 A register shall be stored and maintained at each site. This register shall include records of the names of Door Supervisors of the organisation at that site, their PSA license details and details of the assignments allocated to each Door Supervisor.

PART 4 - PROVISIONS FOR EVENT SECURITY SERVICES

All the provisions in Part 4 of this document must be complied with by those services providers within the licensed Event Security sector in addition to the provisions contained in Part 1.

14. DEFINITIONS

14.1 Event. A gathering of people either at public or private locations for entertainment or social purposes e.g. sporting, music or alternative acts, held within temporary or fixed, indoor and outdoor locations on a regular or occasional basis. Event Security is the provision of security services at such an event.

14.2 Licensed Premises. Licensed Premises (Event). means

- (a) premises licensed for the sale of intoxicating liquor under the Intoxicating Liquor Acts, or
- (b) premises licensed under the Public Dance Hall Acts, or
- (c) premises licensed under the Gaming and Lotteries Acts, or
- (d) a club registered under the Registration of Clubs Acts, or
- (e) food premises, or a food stall or food vehicle, within the meaning of the Food Hygiene Regulations

15. ORGANISATION

15.1 Insurance

15.1.1 All insurance's shall be relevant to the nature of the business undertaken. This includes, but is not limited to, cover for the following:

- Deliberate act

15.2 Uniform

15.2.1 Except where operational requirements dictate, as indicated in the event security management plan, all designated event security staff shall wear an identical style of outer clothing, including colouring and lettering so to be readily distinguishable from patrons and other staff or site employees. Lettering shall clearly indicate the word "SECURITY" in a prominent position on high visibility outer clothing.

16 TRAINING

16.1 Basic Training

16.1.1 Training shall be, as a minimum, the requirements prescribed by the Private Security Authority. Basic training shall be supplemented, where appropriate and in accordance with the areas identified in the event security management plan or personal risk assessment survey.

16.2 Specialist Training

16.2.1 A staff personal safety risk assessment survey shall be carried out, the results of which will determine the nature and level of additional training and awareness in conflict management which is required.

17 OPERATIONS

17.1 The organisation shall carry out a detailed and documented security risk assessment survey for each individual event; such survey shall be carried out and signed off by a competent person or competent person(s).

17.2 An event security management plan shall be drafted in consultation with relevant stakeholders and in keeping with contractual obligations, the plan shall be provided to the client and include as a minimum reference to each the following:

- (a)** Numbers of staff and general designation, where defined e.g.
 - Normal security duties
 - Pit crews
 - Access control
 - Incident response team
 - Search teams
- (b)** Crowd management
- (c)** Major incident planning
- (d)** Identification of staff
- (e)** Communications equipment
- (f)** Traffic management
- (g)** Control of entry
- (h)** Fire hazards and responses
- (i)** Health and safety of its staff
- (j)** Personal risk assessment of its staff

17.3 All designated event security employees shall attend a pre-event briefing session the content of which shall relate directly to the event undertaken, the duration and subject matter depending upon the complexity of the site.

17.4 Verification of the pre-event briefing session shall take the form of an attendance register, signed by all attendees, countersigned and dated by the organisation's management.

17.5 The organisation shall maintain a daily register of event security staff on duty, the register shall be available on-site, detailing as a minimum:

- (a)** the total number of staff designated as event security
- (b)** full name of each event security staff member
- (c)** PPSN for each event security staff member
- (d)** Employee licence number for each event security staff member

17.6 All employees employed for event security duties shall hold an appropriate PSA license.

ANNEX A

Form 1

FORM OF AUTHORITY

I, _____, (BLOCK CAPITALS) hereby authorise

_____ to supply

full details of my employment record with the company or business in furtherance of my current application for employment in the guarding, door supervision or event security sectors of the Irish private security industry.

1. Address at time of employment with the company _____

2. PPS No. _____

Signed: _____ Date: _____/_____/_____

SCREENING PROGRESS REPORT*

Name of Applicant: _____

PPS No: _____

1. Employments contacted

| | Date | Name | Date Letter Sent | Initials | Date of Reply | Initials |
|---|-------------|-------------|-------------------------|-----------------|----------------------|-----------------|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |

2. Screening reviewed

Date of review: ____/____/____ Person Reviewing: _____

Action: _____ Initials: _____

3. Offer of Employment

Signed: _____ Date: ____/____/____
(HR Manager or Principal of the company)

4. Employment refused

Signed: _____ Date ____/____/____
(HR Manager or Principal of the company)

* This form is to be retained on the individual's file for any subsequent inspection.