



An tÚdarás Slándála Príobháidí
The Private Security Authority

AUDITING GUIDELINES FOR

Supplier or Installer of Safes

(PSA 94:2024)

www.psa-gov.ie

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1. Scope

This standard provides a specification for compliance with licensing by the Private Security Authority and applies to organisations seeking licences to provide security services as a Supplier of Safes or as an Installer of Safes. Organisations seeking a Supplier of Safes or Installer of Safes licence will also be required to comply with PSA 74:2019 – Licensing Requirements for Security Service Providers*. For the purposes of this standard, safes includes ATM safes, deposit safes, strong rooms and secure vaults.

The Government of Ireland through the Private Security Services Act, 2004 as amended, established the Private Security Authority (PSA) as the national regulatory and licensing body for the private security industry. Amongst the functions of the PSA 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.

Organisations licensed by the PSA and those seeking a licence from the PSA must comply with this standard. Certification for licensing purposes will be undertaken by auditors appointed by the PSA. Organisations will be required to pay for the cost of certification audits. Organisations will be notified of the cost of audits in advance.

By applying for and holding a licence, organisations agree to the sharing of information relating to this document, the contents herein and any audit (including audit reports) undertaken for the purposes of PSA licensing between the PSA and the auditor. Where an organisation fails to comply with the requirements of this standard, the auditor is obliged to notify the PSA.

This document is for the purpose of licensing by the PSA and should not be interpreted as meeting any other statutory obligations of an organisation. It is not a technical reference.

Only the most recent edition of the Requirements Document specified by the PSA shall apply for licensing purposes. To ascertain the edition applicable visit the PSA website, www.psa-gov.ie.

* Holders of a current Locksmith Licence will not be required to meet PSA 74:2019

2. General

2.1 PSA Licensing Requirements

The PSA requirements document “*PSA Licensing Requirements – Supplier or Installer of Safes (PSA 94:2024)*”, hereinafter referred to as PSA 94:2024, sets out the requirements to be achieved and maintained by contractors applying for a licence from the PSA in the Supplier or Installer of Safes sector.

Contractors seeking a licence from the PSA must comply with PSA 94:2024. A contractor’s compliance shall be assessed against the requirements document by auditors in accordance with these guidelines.

2.2 Audits

2.2.1 Contractors shall be subject to an audit at least once during each calendar year or at such intervals as the PSA may prescribe. The purpose of the audit is to verify compliance with PSA 94:2024.

2.2.2 All audits shall involve a visit to the contractor’s address as stated on their PSA licence.

Where the address visited is not as stated on the licence, the auditor shall confirm that the address on the licence is the registered address of the organisation. If it is not the registered address, this should be recorded in the audit report. In such instances the address visited should be the administrative office of the organisation.

Where the address on the licence is outside of Ireland, a visit to the contractor’s administrative office in Ireland shall occur. Where the overseas office has access to Irish client files the organisation must provide a statement confirming that the requirements of PSA 94:2024 are being met.

Where the administrative address is outside of Ireland, a visit to the address outside of Ireland shall take place.

Where an organisation has more than one administrative office, all records required for audit purposes should be made available at a single location on the date(s) of the audit. If this is not possible, audits should rotate between the different administrative offices of the organisation.

2.2.3 Organisations that change their legal status shall be subject to an audit. A change in legal status includes changing from a sole trader to a company, sole trader to partnership, partnership to company or unlimited company to

limited company.

Where a merger of two businesses takes place and a new entity formed an audit is required.

An audit is not required where:

- a. one organisation takes over another organisation, both organisations are PSA licensed and there is no change in the legal status of the first organisation.
- b. where a change in legal status occurs and all partners, directors and shareholders of the new entity were vetted by the PSA as part of the previous entity or entities.
- c. where a sole trader changes to a company and the former sole trader is the exclusive director of the new company.

2.2.4 Organisations that change address shall be subject to a visit at their new address before their certification can be amended.

2.2.5 Audits shall be conducted in accordance with these guidelines. Where the guidelines require the recording of an action or other matter this shall be recorded in the audit report.

2.2.6 Where PSA 94:2024 or these guidelines require an auditor to inspect or sample records or other documents the auditor shall select at random from a list of such records or documents the ones to be audited. Under no circumstances shall an auditor accept records chosen or selected by the organisation.

In selecting records or documents, auditors shall select a large enough sample as to be satisfied that a representative selection has been chosen. Inspectors shall, where possible, select different samples at subsequent audits.

As a minimum, the size of a sample shall equal the square root of the total records. Where the sample size exceeds 25 the auditor may stop at 25 if satisfied that a pattern of compliance has been established from the selected sample.

The name of each sample record/document should be recorded.

2.2.7 When an organisation has successfully completed an audit they shall be issued with a certificate of compliance or letter of approval certifying same. Certificates or letters of approval shall be issued for a maximum period of 2 years.

At the same time, the auditor shall email the PSA a copy of each new certificate/approval letter (in PDF format).

2.2.8 When an audit has been completed the auditor shall notify the PSA of same and provide a copy of the audit report on request.

Note: Provision of a copy of the certificate of compliance/registration in accordance with clause 2.2.8 shall be accepted as notification.

2.2.9 Where a contractor fails to obtain full compliance to PSA 94:2024 or fails to arrange an audit for same, the auditor shall notify the PSA.

2.3 Audit Compliance

2.3.1 Full compliance with PSA 94:2024 in accordance with 2.2 must be achieved before certification can be issued.

2.3.2 Where an organisation fails to comply with any of the requirements of the requirements document, details of all the non-compliances shall be recorded in the audit report together with details of the required corrective actions and the timeframe by which the corrective action is to be completed.

2.3.3 When corrective action has been completed, this should be recorded on the audit report together with details of how the corrective action was verified by the inspector, e.g. email, re-visit, etc.

2.3.4 When finalised audit reports should detail all non-compliances and corrective actions.

2.4 Audit Non-Conformances

2.4.1 Where a contractor fails to meet any of the requirements of PSA 94:2024 this shall be recorded as a non-compliance in accordance with the categories specified in these auditing guidelines. Organisations have 5 weeks from date of audit to rectify a non-conformance.

The following criteria shall apply to non-conformances.

a. Organisations shall not pass an audit where:

- A category 1 non-conformance is present, or
- 3 or more category 2 non-conformances are present, or
- 6 or more category 3 non-conformances are present, or
- A combination of 6 or more category 2 and category 3 non-conformances are present.

All non-conformances at 1) must be closed before an audit is passed.

b. An organisation may pass an audit where:

- Less than 3 category 2 non-conformances are present, or
- Less than 6 category 3 non-conformances are present, or
- A combination, where a) is not broken, of less than 6 category 2 and category 3 non-conformances are present.

Organisations are still required to rectify all non-conformances. However, any follow up action by the auditor may be deferred until the next audit. If at the next audit a non-conformance has not been rectified the non-conformance category shall move up a level.

c. Section 1 of the above criteria continues to apply where an organisation rectifies some of their non-conformances. An organisation may not move from section 1 to section 2 by virtue of rectifying a non-conformance.

2.4.2 Where the 5 week period referred to in 2.6.1 has elapsed and an organisation has not passed an audit, the inspector shall write to the organisation.

The organisation shall be required to rectify all outstanding matters within 14 days. They shall be advised that failure to rectify to do so within 7 days of the expiration of the 14 day timeframe, will result in their certification being suspended for a period of 3 months and the PSA's licensing division being notified of same.

2.4.3 On receipt of notification that an organisation's certification has been suspended the PSA will commence compliance action against the organisation. This action may result in the suspension or revocation of an organisation's licence.

2.5 Audit Reports

2.5.1 An audit report shall be produced for each audit completed. The audit report shall include the following information:

- The name of the auditor(s) who undertook the audit,
- The date(s) of the audit(s),
- The name, address, contact details and PSA licence number of the contractor,
- A summary of the audit highlighting any non-conformities found.
- Update report on screening and training records reviewed to date (see Annex A).

2.5.2 A copy of the audit report shall be sent by the auditor to the PSA upon request. The report should be submitted with 14 days of receipt of such a request.

2.6 Certification

2.6.1 All certificates/letters of approval for PSA 94:2024 issued by the auditor shall contain the organisation's address as recorded on the organisation's PSA licence.

3. Planning and Design

3.1 The organisation shall undertake an analysis of the client's requirements before providing advice on the type of safe or strong room required. The analysis shall include:

- (a) the purpose of the safe or strong room,
- (b) the location where the safe or strong room will be situated,
- (c) the load bearing capacity of the floor where the safe or strong room will be situated,
- (d) the suitability of the site for anchoring the safe in accordance with the manufacturer's requirements.
- (e) the contents and their value,
- (f) potential threats,
- (g) the premises and surroundings,
- (h) the existing security measures at the premises,
- (i) the client's specifications,
- (j) insurance requirements and certified insurance cover,
- (k) resistance level of the safe or strong room,
- (l) certification details of the safe or strong room
- (m) operational procedures,
- (n) power supply and back-up systems,
- (o) maintenance and servicing.

The objective of the analysis is to determine the appropriate equipment for the client's needs.

The auditor shall select a random example of client records to examine. The auditor shall confirm that the analysis of the clients requirements has been carried out before the installation and includes all of the requirements set out in Clause 3.1.

The auditor shall record their findings together with the number and ratio of records selected in the report.

Non Compliance: Category 1

3.2 A copy of the analysis shall be provided to the client and shall form part of any agreed contracted service.

The organisation shall provide a signed declaration confirming that all clients have been provided with a copy of the analysis which forms part of the agreed contracted service.

Non Compliance: Category 1

- 3.3** The analysis may be subject to alteration during the supply and installation stage. Any such alterations shall be agreed between the organisation and the client. In these cases, the analysis shall be amended accordingly.

The organisation shall provide a signed declaration confirming that any alterations of the analysis that take place during the supply and/or installation stage has been agreed between the organisation and the client resulting in the analysis being amended accordingly.

Non Compliance: Category 1

4. Supply

- 4.1** All new safes and strong rooms shall be certified to comply with EN 1143-1 or EN 1143-2 (as applicable) and any other relevant national and European standards required by the PSA.

The organisation shall provide a signed declaration confirming that all safes and strong rooms comply with EN1143-1 or EN1143-2 (as applicable) and any other relevant National and European standards as required.

Non Compliance: Category 1

- 4.2** Where a pre-owned/pre-used/pre-graded safe or strong room has not been certified to EN 1143-1 or EN1143-2 the organisation shall supply the client with evidence that the safe or strong room shall meet the required insurance rating. Such evidence shall include paperwork from the supplier confirming the insurance rating and paperwork from the relevant insurance company or insurance surveyor.

Note: For the purpose of this document, a pre-owned/pre-used/pre-graded safe is a safe that was located within the European Union on the 31st March 2025.

The auditor shall inspect the paperwork from the supplier confirming the insurance rating of the safe. They shall also receive a signed declaration that all clients have been provided with evidence that the safe or strong room meets the required insurance rating

Non Compliance: Category 1

- 4.3** Certification provided to clients in accordance with clause **4.1** shall be issued by a certification body accredited to ISO/IEC 17065 for the purpose of safe/strong room certification.

The auditor shall verify that the certification referred to in Clause 4.1 was issued to the supplier/installer by a Certification Body accredited to ISO/IEC 17065 for the purpose of safe/strong room certification.

Non Compliance: Category 1

- 4.4** The organisation shall inform the client in writing if they are being provided with a pre-owned/pre-used/pre-graded safe. All documentation relating to the sale, supply and installation of the safe shall indicate that it is a pre-owned/pre-used/pre-graded safe.

The auditor shall view samples of records to verify that the clients have been informed in writing if they are provided with a pre-owned/pre-used/pre-graded safe.

Non Compliance: Category 1

- 4.5** The organisation shall inform the client in writing of any alterations, changes or fixings which have been made to a safe or strong room.

Note: Where a safe or strong room has been altered, changed or fixed in any way the organisation shall supply the client with written evidence of the impact of such alteration, change or fix on the certification/insurance rating.

The auditor shall view samples of client records to verify that clients have been informed in writing of any alterations, changes or fixings which have been made to a safe or strong room.

Non Compliance: Category 1

- 4.6** The organisation shall confirm that any pre-owned/pre-used/pre-graded safe they supply does not contain asbestos and this information is to be recorded on the invoice. All appropriate risk management procedures shall be adhered to as set out in the Health and Safety Authority guidelines and information notes regarding asbestos risks in safes that are pre-owned/pre-used/pre-graded.

The organisation shall provide a declaration to the auditor confirming that any pre-owned, pre-used or pre-graded safe supplied or installed by the organisation does not contain asbestos. The auditor shall also inspect samples of invoices to verify that the absence of asbestos has been noted.

Non Compliance: Category 1

5. Installation

- 5.1** Safes and strong rooms installed in financial institutions and ATM safes shall comply with current An Garda Síochána guidelines including any advice, guidelines or other notices issued by the Garda Technical Advisory Group (GTAG).

The organisation shall provide a signed declaration confirming that all safes and strong rooms installed in financial institutions and ATM safes comply with current An Garda Síochána guidelines including any advice, guidelines or other notices issued by the Garda Technical Advisory Group (GTAG)

Non Compliance: Category 1

- 5.2** All components shall be installed in accordance with the manufacturer's recommendations. If installation of a component in accordance with the manufacturer's recommendations is not possible, advice should be sought from the manufacturer.

The auditor shall receive a declaration from the organisation confirming the requirements of clause 5.2 have been carried out.

Non Compliance: Category 2

- 5.3** The installation shall be carried out by installers with the necessary training and experience. Installers shall have the appropriate tools and equipment necessary to undertake the installation correctly. Any installer providing the service in a third party capacity must hold the required PSA licence.

The organisation shall provide a signed declaration confirming that all of their installers meet the requirements set out in Clause 5.3

Non Compliance: Category 2

- 5.4** Any electrical installation or connection required shall comply with current national and site regulations and the electrical work shall be carried out in accordance with the National Rules for Electrical Installations (I.S. 10101). Electrical work shall be carried out by technicians who are qualified to undertake such work.

The organisation shall provide a signed declaration confirming that all electrical installations or connections meet the requirements set out in Clause 5.4.

Non Compliance: Category 1

- 5.5** On completion, the installation shall be checked against the agreed contracted service. The client shall be provided with a record of any testing undertaken together with a certificate of anchorage/proof of anchorage detailing the anchoring force provided. The record shall include written confirmation that the safe and its installation meet the planning and design analysis undertaken in accordance with **Clause 3.1**.

The organisation shall provide a signed declaration confirming that the organisation has been provided certification as required in Clause 5.5. The auditor shall also inspect a sample of records to verify if the requirements of Clause 5.5 are met

Non Compliance: Category 2

- 5.6** The client shall be provided with operating and maintenance instructions for the safe/strong room.

The organisation shall provide a signed declaration confirming that all clients have been provided with operating and maintenance instructions for the safe/strong room.

Non Compliance: Category 3

6. Locks

- 6.1** Where the installation includes the provision of locks, all locks shall be installed in accordance with the manufacturer's instructions.

The auditor shall inspect the organisations records and confirm that all locks have been installed in accordance with the manufacturers instructions.

Non Compliance: Category 2

- 6.2** The lock assembly of any previously installed lock shall be recorded in addition to the lock assembly of the lock to be installed.

The auditor shall inspect the organisations records and confirm that records are kept in line with Clause 6.2.

Non Compliance: Category 2

- 6.3** The installation of locks shall not lessen or weaken the level of protection provided by the safe or strong room. The following aspects are to be taken into account as part of any installation:

- (a) the lock being installed is certified to EN1300 for use in the safe/strong room,
- (b) holes in front of the lock are of the size and at the position that is approved for the lock,
- (c) the armouring plate of the former lock in the wall still blocks the complete lock or adequate measures are installed,
- (d) all drill points are sealed adequately, and where a hole of a former lock is not used anymore, this shall also be sealed adequately,
- (e) glass plates, relockers, relocker wires, hoods on the lock, number of blocking points, emergency locks, etc., are in correct position and fully functional in accordance with manufacturer's guidelines,
- (f) the class and number of locks at a minimum fulfils the requirements of EN1143-1/EN1143-2,
- (g) where the certified technical documentation of the safe requires the installation of more locks than stated in the European Standard, then more locks shall be installed.

The organisation shall inspect the organisations records and confirm that all the requirements of Clause 6.3 are met.

Non Compliance: Category 1

- 6.4** Where a time lock is installed the client shall receive training on the operations of the lock. When trained the client should be competent to programme and manage all required functions of the lock including any reports generated by the lock.

The auditor shall inspect the organisations records and confirm that all clients have been trained where time locks have been installed

Non Compliance: Category 2

- 6.5** Where an electronic lock is installed the client shall receive training on the operations of the lock. When trained the client should be competent to programme and manage all functions of the lock including any reports generated by the lock.

The auditor shall inspect the organisations records and confirm that all clients have been trained as required in Clause 6.5

Non Compliance: Category 2

- 6.6** The client shall be provided with operating and maintenance instructions for each lock installed.

The auditor shall verify that all clients were provided with operating and maintenance instructions for each lock installed.

Non Compliance: Category 3

- 6.7** Where electronic or mechanical combination locks are installed the client shall be informed of any pre-set codes such as master codes, shelf codes, manager codes and instructed on how to change these codes.

The auditor shall verify that all clients were provided with the information as required in Clause 6.7

Non Compliance: Category 2

7. Maintenance

- 7.1** It is the client's responsibility to arrange for the installation to be properly maintained (inspected and serviced) and repaired as scheduled or necessary.

A documented arrangement should be made between the client and the organisation for the repair and maintenance of the installation. The arrangement shall specify the schedule of maintenance agreed including:

- (a) the frequency of maintenance required,
- (b) the requirements of such maintenance.

The auditor shall inspect the organisations records and confirm that all records meet Clause 7.1 where maintenance contracts are in place

Non Compliance: Category 2

- 7.2** The client shall be informed in advance of the date on which the maintenance shall be carried out and the identity of the person who shall carry out the maintenance. All organisations who supply, install, service, maintain and repair safes must hold the required PSA licence. All third party provider(s) used must hold the required PSA licence.

When conducting safe or strong room maintenance, repairs or servicing in a public area, suitable privacy screens/covers are to be erected to prevent exposure to public viewing.

The auditor shall inspect the organisations records and confirm that the requirements of 7.2 are met

Non Compliance: Category 1

- 7.3** A documented record of all maintenance and repairs shall be signed by the maintenance technician and the client.

The auditor shall inspect the organisations records and confirm that all records meet Clause 7.3 where maintenance contracts are in place

Non Compliance: Category 2

- 7.4** Any necessary repairs or alterations to safe doors or strong rooms following maintenance are to be performed in such a way as to return the item to the same level of protection or better, as provided before the opening/servicing. Alterations shall be in accordance with the manufacturer's technical document. Where this is not possible, the client is to be advised and direction sought.

The auditor shall inspect the organisations records and confirm that all records meet Clause 7.4 where maintenance contracts are in place

Non Compliance: Category 1

- 7.5** All procedures used in the maintenance, repair and servicing of safes or strong rooms shall be in accordance with the manufacturer's policy and instruction and meet manufacturer's specifications.

The auditor shall inspect the organisations records and confirm that all maintenance meets Clause 7.5 where maintenance contracts are in place

Non Compliance: Category 2

- 7.6** Safes should only be removed from a client's premises for maintenance, repairs or service where such maintenance, repairs or service cannot be undertaken at the client's premises.

The auditor shall receive a declaration from the organisation confirming that the requirements of Clause 7.6 are met

Non Compliance: Category 2

- 7.7** The organisation shall carry out a health and safety assessment for the presence of asbestos before undertaking any maintenance, repair or service of a safe.

The auditor shall inspect the organisations records and confirm that the requirements of Clause 7.7 are met

Non Compliance: Category 1

8. As Fitted Document

- 8.1** Upon completion of the installation of a safe/strong room, an as-fitted document, which may be an organisation's invoice, shall be produced and shall include the following information:
- (a) the name, address and telephone number of the client,
 - (b) the address where the safe was installed, if different from (a),
 - (c) the name, address and telephone number of the supplier,
 - (d) the name, address and telephone number of the installer, if different from (c),
 - (e) the manufacturer, product name and serial number of the safe/strong room,
 - (f) where the product provided was produced prior to the 1st January 2001, a written declaration confirming the absence of asbestos in the product's manufacture,
the official cash or contents insurance rating in Euro (if any) for equipment supplied and the source of the rating being referred to,
 - (g) a copy of the analysis required under **Part 3** of this Requirements Document,
 - (h) all certification and other paperwork required under **Part 4** of this Requirements Document,
 - (i) the type and location of any power supplies,
 - (j) power supply standby periods where relevant,
 - (k) record of all testing,
 - (l) relevant documentation relating to equipment,
 - (m) relevant documentation relating to software functions,
 - (n) record of all changes made to the locks and/or locking system,
 - (o) details of maintenance schedule/requirements.

The auditor shall inspect the organisations records and confirm that all records meet Clause 8.1

Non Compliance: Category 1

- 8.2** The as-fitted document shall be agreed with the customer and a copy provided to the customer.

The auditor shall inspect the organisations records and confirm that all customers have been provided with the as-fitted document.

Non Compliance: Category 1

- 8.3** The customer shall be advised to keep all documentation for the safe/strong room in a place where access is restricted to authorised people.

The auditor shall verify that the requirements of Clause 8.3 are met

Non Compliance: Category 3

9. Openings

- 9.1** Where an organisation is called out to open a safe or strong room they shall satisfy themselves as to the identity of the client and their entitlement to request an opening before undertaking any work. A driving licence, passport or other photo ID should be requested together with documentary proof that they are entitled to have the safe or strong room opened (permission to request service on company letterhead or similar).

The auditor shall inspect the organisations records and confirm that all openings are undertaken in accordance with the requirements of clauses 9.1 and 9.2

Non Compliance: Category 1

- 9.2** Where an organisation is not satisfied as to the identity of the client or their entitlement to request an opening, the organisation should request that An Garda Síochána be notified that an opening has been requested. Evidence that the request to An Garda Síochána has taken place should be provided to the organisation. If the client refuses to notify An Garda Síochána, no opening should take place and the organisation should notify An Garda Síochána of the incident.

See Clause 9.1 above

Non Compliance: Category 1

- 9.3** Where an opening takes place the Record of Opening Form at Annex A shall be completed and signed by the client and organisation.

The auditor shall inspect the organisation's Record of Opening Forms and confirm that they comply with the requirement of clause 9.3 and Annex A of PSA94:2024

Non Compliance: Category 1

- 9.4** When conducting safe or strong room openings in a public area, suitable privacy screen/cover is to be erected to prevent exposure to public viewing.

The auditor shall inspect the organisations records and confirm that all openings are undertaken in accordance with the requirements of clauses 9.4

Non Compliance: Category 1

- 9.5** Before conducting an opening the organisation shall obtain the manufacturer's drill point diagram for the safe. Where it is not possible to follow the manufacturer's drill point diagram the client is to be advised and direction sought.

The auditor shall verify that the organisation have met the requirements of Clause 9.5

Non Compliance: Category 1

- 9.6** When conducting an opening the organisation shall satisfy themselves of the exact safe type and any associated dangers that may occur with interference. Only if the construction is known to be safe shall the opening commence.

The auditor shall verify that the organisation have met the requirements of Clause 9.6

Non Compliance: Category 1

- 9.7** The client is to be advised if any repairs or alterations to safe doors or strong rooms necessary following an opening will not return the item to the same level of protection as provided before the opening. Direction shall be sought from the client before the opening is undertaken.

The auditor shall inspect the organisations records and confirm that all openings are undertaken in accordance with the requirements of clauses 9.7

Non Compliance: Category 1

- 9.8** Whenever possible, openings are to be confined, in the first instances to unlocking of the mechanism. The actual opening should be carried out by the client and the contents removed by the client before any further work is carried out. Alternatively, the organisation may open the door but only in the presence, and with the consent, of the client. The organisation, anyone in its employ or any person acting on its instruction shall not handle, disturb or remove any of the contents inside.

The auditor shall inspect the organisations records and confirm that all openings are undertaken in accordance with the requirements of clauses 9.8

Non Compliance: Category 1

- 9.9** Safes should never be removed from a client's premises for opening except in circumstances where it is unsafe to work on the client's premises.

Note: Circumstances where it is unsafe to work on the client's premises include following fires, building renovations, etc.

The auditor shall inspect the organisations records and confirm that all openings are undertaken in accordance with the requirements of clauses 9.9. If the opening does not take place at the clients premises, the auditor shall establish the reason and note it.

Non Compliance: Category 1

10. Organisation

10.1 All insurances shall be relevant to the nature of the business undertaken. Where the services provided dictate, cover for the following may be required:

- Specialist Safe Delivery And Installation Insurance
- Product Liability
- Professional indemnity
- Deliberate act
- Loss of keys and consequential loss of keys

The auditor shall inspect the organisations insurance quote(s) and verify that the insurance cover is in place and is appropriate to the nature of the business. The audit report shall record the insurance policies that are in place and the maximum liability cover in each area.

Non Compliance: Category 1

10.2 The organisation shall ensure that all employees have read and are sufficiently knowledgeable in relation to current European Standards for “secure storage units” to carry out their specific duties in compliance with the relevant European standards

The auditor shall inspect the organisations records and confirm that the employee requirements in Clause 10.2 have been met.

Non Compliance: Category 1

10.3 The organisation shall ensure that all employees have read and are sufficiently knowledgeable in relation to HSA guidelines regarding asbestos risks that may be encountered in safes and strong rooms.

The auditor shall inspect the organisations records and confirm that the employee requirements in Clause 10.3 have been met

Non Compliance: Category 1

10.4 The organisation shall ensure that all employees are trained according to the requirements set out in Section 5 of the PSA Standards “PSA Licensing Requirements for Security Service Providers (PSA 74:2019)” (or “PSA Licensing Requirements for Locksmiths (PSA 55:2022)” where applicable).

The auditor shall inspect the organisations records and confirm that the employee requirements in Clause 10.4 have been met

Non Compliance: Category 1

- 10.5** All directors, management, supervisory and operational staff must hold a current PSA employee licence where they are carrying out an activity that is subject to PSA licensing. If the legal status of an organisation is that of a Sole Trader then the Sole Trader will not be required to hold a PSA Employee Licence.

The auditor shall be provided with the name and PSA licence number of all operational, supervisory and management staff who undertake licensable activities. These details should be recorded in the audit report.

Non Compliance: ---Not Currently Applicable---

11. Legislation

- 11.1** All installations, repairs and servicing shall be conducted in accordance with building, electrical and fire regulations.

The organisation shall provide the auditor with a signed declaration confirming their compliance with building, electrical and fire regulations

Non Compliance: Category 2

- 11.2** Suppliers and Installers of Safes shall be familiar with all legislation relevant to the provision of their business.

The organisation shall provide the auditor with a signed declaration confirming their familiarity with all legislation relevant to the provision of their business.

Non Compliance: Category 2

12. Compliance with PSA licensing

- 12.1** The organisation shall appoint a suitably qualified person as Compliance Manager who shall be responsible for the management of all security services provided by the organisation. The person appointed should hold a managerial position within the organisation.

The auditor shall inspect the organisations records and confirm that a compliance manager in line with Clause 12.1 has been appointed

Non Compliance: Category 3

- 12.2** The organisation shall ensure that an inspector appointed by the PSA may at any time enter any place where a security service is being provided and provide any information requested by an inspector in the course of any inspection or investigation.

Non Compliance: Category 1

- 12.3** Organisations shall maintain compliance with this standard and all other relevant PSA Requirements Documents during the term of their licence. Failure to maintain compliance may result in the PSA taking action against the licensee up to and including the revocation of the licence.

The auditor shall record any instances of non-compliance with PSA 94:2024 which come to their attention during the course of an audit in the audit report.

- 12.4** Organisations shall be subject to an audit by a PSA appointed auditor at least once during each calendar year or at such intervals as the PSA may prescribe. The purpose of the audit is to verify compliance with the specified standards.

The auditor shall confirm that a period not exceeding 12 months has passed since the last audit. If a period exceeding 12 months has passed, the reasons for the extended period shall be recorded. Where the extended period was due to circumstances under the organisations control it shall be recorded as a non-compliance

Non Compliance: Category 1

- 12.5** An audit report shall be completed by the auditor for each audit undertaken and the organisation shall agree to the auditor providing a copy of the report to the PSA.

The auditor shall confirm that the organisation has agreed that a copy of the audit report shall be provided to the PSA.

Non Compliance: Category 1

- 12.6** Organisations shall give their permission to the auditor to provide the PSA with information in accordance with provisions **12.7** and **12.8**.

The auditor shall confirm that the organisation has provided the permission required.

Non Compliance: Category 1

- 12.7** Where an organisation fails to undertake or complete an audit the auditor shall notify the PSA of the failure and the reason for same.

Non Compliance: Category 1

- 12.8** Where an organisation is found to be non-compliant with a standard the auditor shall notify the PSA of the reason for the non-compliance and any resulting action taken against the organisation.
- 12.9** Organisations shall be familiar with all legislation relevant to the provision of their business.

The auditor shall be provided with a statement signed by the principal of the organisation confirming that they are familiar with the legislation relevant to the provision of their business.

Non Compliance: Category 3

- 12.10** During the term of the licence, organisations shall comply with all relevant and current legislation and specifically the following:
- a) The Private Security Services Acts and Regulations.
 - b) Safety, Health and Welfare at Work Regulations including the Safety, Health and Welfare at Work (Exposure to Asbestos) Regulations.
 - c) Organisation of Working Time Acts.
 - d) Taxation and Social Welfare Acts.
 - e) Payment of Wages Acts.
 - f) Immigration Acts.
 - g) General Data Protection Regulation and Data Protection Acts.
 - h) Sale of Goods and Supply of Services Legislation.
 - i) Prohibition On The Marketing Of Products Containing Asbestos Regulation – REACH (EC) No. 552/2009
 - j) European Product Legislation.
 - k) Building Regulations
- Companies Act 2014 (where appropriate)

The auditor shall confirm that the organisation complies with the requirements set out in Clause 12.10

Non Compliance: Category 2

- 12.11** The organisation shall within 7 days notify the PSA in writing if any of the following occur:
- a) Change of name of the licence holder.
 - b) In the case of a body corporate, change in company directors.
 - c) In the case of a partnership, change in partners.
 - d) Change of ownership of the organisation. In the case of a body corporate this includes a change in any shareholding above 5%.

- e) Change of address from which the security service is being provided.
- f) Change of registered address if this is different from address at e) above.
- g) Change in the legal status of the licence holder.
- h) Any conviction against the licence holder whether in relation to the business of the licence holder or other matter. In the case of a body corporate this includes any convictions against a director. In the case of a partnership this includes any conviction against a partner.

The organisation shall provide the auditor with a statement signed by a principal of the organisation confirming either:

- That the requirements of clause 12.11 of PSA 94:2024 has not applied to them since their last audit, or
- That they have complied with the requirements of clause 12.11 of PSA 94:2024 and notified the PSA in a change in their circumstances. Details of the change should be set out in the statement.

The statement shall be signed by the principal within 1 month of the commencement of the audit and it shall be attached to the audit report.

Non Compliance: Category 2

ANNEX A Recording of Opening

Name of Client: _____

Address of Client: _____

Client's Phone No.: _____

Name of Person Requesting: _____
(if different from client)

Details of Request: _____

Time and Date of Request: _____

ID Verified: YES/NO Type of ID: _____

Entitled to make Request: YES/NO. Means of Verifying Entitlement: _____

Time and Date of Opening: _____

Details of Opening: _____

The client/requesting party declares to have all the legal rights, powers and faculties to request the callout service and takes full legal responsibility for any consequences deriving from the callout. The client/requesting party also takes full responsibility of the contractual obligations with the organisation carrying out the callout service and agrees to fully cover the callout charges where the service cannot be undertaken due to unforeseen circumstances.

Clients/Requesting Party's Signature: _____

Date: _____

Organisations Representative Signature: _____

Date: _____

ANNEX B

Conformity Declaration for the anchorage of safes

Safes with a weight below **1000kg** shall be anchored in accordance with **European standards** in order to be eligible for the full level of grade indicated insurance cover.

Client: _____

Installation Address: _____

Details of the safe and installation:

Manufacturer:	Date of manufacture:
Model:	Weight in Kg:
Certified Grade	Certification Body
Site of Installation:	
Anchorage Wall or Floor:	
Floor/Wall Construction Type:	
Dowel Manufacturer for floor/wall type:	

Description of anchorage, meeting manufacturer's instructions and European Standards:

Conformity declaration:

The undersigned confirms and guarantees that the safe detailed above has been anchored in accordance with the manufacturer's instructions and European standards.

Signature of installer:

Date of installation:

Name of Installer:
(BLOCK CAPITALS)

Conformity Declaration for the anchorage of safe received on the _____

Signature of client: _____

Name of client (Block Capitals): _____