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Door supervision – Code of practice

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Summary of pages

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Foreword

Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 31 October 2016. It was prepared by Subcommittee GW/3/-/25, *Door Supervisors*, under the authority of Technical Committee GW/3, *Private Security Management & Systems*. A list of organizations represented on these committees can be obtained on request to their secretary.

Supersession

This British Standard supersedes BS 7960:2005, which is withdrawn.

Information about this document

This is a full revision of the standard.

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

Attention is drawn to the Private Security Industry Act 2001 [1]. The Act requires that any person engaged in licensable activities, as designated in the Act, be licensed in accordance with the Act. It is an offence to engage in licensable conduct when not in possession of the appropriate licence. Further guidance on the Private Security Industry Act 2001 can be found at www.sia.homeoffice.gov.uk. [Last accessed 24th October 2016.]

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is “should”.

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

The word “should” is used to express recommendations of this standard. The word “may” is used in the text to express permissibility, e.g. as an alternative to the primary recommendation of the clause. The word “can” is used to express possibility, e.g. a consequence of an action or an event.

Notes and commentaries are provided throughout the text of this standard. Notes give references and additional information that are important but do not form part of the recommendations. Commentaries give background information.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

1 Scope

This British Standard gives recommendations for the organization, staffing, operation and management of companies providing door supervision services, whether contracted or in-house, to licensed premises or events. It also provides recommendations to other individuals, companies, organizations and designated premises supervisors who provide or employ door supervisors.

NOTE 1 Companies and other employers of door supervisors are advised that the recommendations in this British Standard do not necessarily fulfil the specific local authority or Security Industry Authority (SIA) requirements, and that they need to satisfy themselves separately as to their responsibilities in that respect.

NOTE 2 Guidance on the interpretation of licensed premises is provided on the SIA website ¹⁾.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 7858, *Security screening of individuals employed in a security environment – Code of practice*

3 Terms and definitions

For the purposes of this British Standard, the following terms and definitions apply.

3.1 assignment instructions

operational document detailing specific duties

3.2 client

individual, organization or company that retains a service provider to carry out the security function at a licensed premises or event

NOTE Companies or premises that directly employ their own door supervisors are effectively a door supervision service provider and the provisions of this British Standard are also applicable to them.

3.3 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

3.4 designated premises supervisor

person named on a premises licence who is responsible for the licensable activities, including the sale or supply of alcohol, or the provision of regulated entertainment at the premises

NOTE 1 The designated premises supervisor is normally the person responsible for the day-to-day operation of the premises.

NOTE 2 Prior to the implementation of the Licensing Act 2003 [2], this position would have been known as a licensee.

¹⁾ www.sia.homeoffice.gov.uk. Last accessed 24th October 2016.

3.5 door supervisor

person deployed by any person responsible for the management of any licensed premises or event, who has the authority of the owner, designated premises supervisor, manager or organizer, exclusively or mainly, to decide upon the suitability of customers to be allowed onto those premises or into the event, and/or to maintain order and public safety

3.6 licensable activity

performing door supervision, or other security duties at a location named on the premises licence or the temporary events notice

NOTE Further clarification of licensable activity for the purpose of the Private Security Industry Act 2001 [1] can be found on the SIA website.

3.7 licensed premises or event

premises in respect of which a premises licence or temporary event notice has effect under the Licensing Act 2003 [2], section 147(1) of the Licensing (Scotland) Act 2005 [3], or the Licensing (Northern Ireland) Order 1996 [4]

3.8 service provider

company, organization or individual providing security services to licensed premises or events, and also to other companies, organizations and designated premises supervisors employing their own door supervisors, with the main tasks of controlling entry and maintaining good order and public safety

NOTE For the purposes of this British Standard, self-employed door supervisors are regarded as being employed by the service provider.

4 Organizations as service providers**COMMENTARY ON CLAUSE 4**

Although Clause 4 does not directly apply to door supervisors employed 'in-house', general adherence to its principles can assist door supervisors and employers to maintain high standards of conduct.

4.1 Structure and principals

4.1.1 The service provider should possess a clearly defined management structure, with effective control and accountability at each level of the operation. The service provider should operate a complaints management system.

NOTE Further guidance on complaints management systems can be found in BS ISO 10002.

4.1.2 The supplier should be able to present two years' trading accounts, except if they are starting as a subsidiary of an established business, and adequate financial backing should be evident. In the case of a new start-up business, management accounts should be made available to show that the supplier can demonstrate they have the funding available to achieve their plan for the business.

The supplier should prepare annual accounts in accordance with the Financial Reporting Council (FRC)²⁾ accounting standards.

NOTE Attention is drawn to the Accounting Standards Board.

²⁾ <https://www.frc.org.uk>. Last accessed 24th October 2016.

Accounts should be available for examination on request.

4.1.3 Ownership and management of the service provider should be clearly stated in writing, and all individuals having shareholdings or control should be identified.

4.1.4 The names of all principals, directors and managers of the service provider should be established, and curriculum vitae should be available for each.

4.1.5 Any unspent criminal conviction, discharged or undischarged bankruptcy of any principal, director or manager of the service provider should be disclosed to the client on request.

NOTE Attention is drawn to the Rehabilitation of Offenders Act 1974 [5] which enables some criminal convictions to become spent, or ignored, after a rehabilitation period. Disclosure of criminal convictions and discharged or undischarged bankruptcy of any employee is subject to the Act.

4.2 Insurance

The service provider should possess insurance at a level of cover commensurate with the nature of the business undertaken and the number of persons deployed, e.g. public liability, contractual (including vicarious liability), efficacy and employer's liability insurance.

NOTE This list is not exhaustive.

The level of cover should be reviewed periodically to ensure it remains commensurate with the nature of the business undertaken.

Where self-employed individuals or sub-contractors hold their own insurance, organizations should obtain evidence of appropriate cover.

Any vehicles used in the course of the business operations should be appropriately insured.

4.3 Administrative office

Service providers should have an administrative office where records, including training records, together with all professional and business documents, files, certificates, correspondence, staff details, etc., necessary to the proper conduct of business transactions should be kept.

NOTE Attention is drawn to the Companies Act 2006 [6] in relation to the registered address and registration details on website, company documents and correspondence.

4.4 Sale of services

4.4.1 When contacting potential new clients of door supervision services, the representative of the organization should identify themselves, their position, and the name of the service provider they represent. If calling personally, they should tender appropriate identification, and should make clear the purpose of the visit. Any questions asked should be answered fully and honestly. Clear and precise information should be given.

4.4.2 Before offering to provide door supervisors, the service provider should provide the prospective client with the following basic information, which may be presented in the form of a pre-printed brochure, or provide details of the organization's website.

- a) The name of the service provider, and the address(es) and telephone number(s) of its administrative office(s).

- b) The names of the principal(s), director(s) and the manager(s) of the service provider, and of the person to contact for further information.
- c) Membership of any relevant trade associations, claims of compliance with relevant industry standards and/or this British Standard or other relevant British Standards, and claims of approval under the SIA's approved contractor scheme.
- d) The date when the service provider set up the present company and of previous and/or subsidiary companies, with their registered names.
- e) Organization chart, number of employees, SIA licence status of employees, and the number of personnel engaged solely on supervisory duties.
- f) Details of uniform and equipment supplied to door supervisors and any identifying insignia used upon these.
- g) Means of communication between each of the door supervisors whilst they are on duty.
- h) The type and extent of relevant insurance cover.
- i) Sources of at least two relevant references concerning the work of the service provider. If the service provider is new, the manager(s) of the service provider should provide two relevant personal references.

4.5 Survey of client's licensed premises or event

4.5.1 The service provider should carry out a risk assessment survey of the licensed premises or event and identify, as far as is reasonably possible, any risks to the physical security of the licensed premises or event and any risks that might be evident to health and safety requirements.

NOTE The risk assessment is not just about the building, but also the clientele.

4.5.2 The operational risk assessment should take into account any existing documentation produced by the police, fire authorities or licensing authority, including any risk assessments carried out by the previous service provider. Such an assessment should be conducted by a suitably qualified and competent person. A copy of the operational risk assessment should be kept on the premises and made available to the premises licensee if requested.

4.5.3 Operational risk assessments should be reviewed at least every 12 months, or after any significant changes to either the layout and design or the use of the venue.

4.5.4 The operational risk assessment should, at a minimum, consider:

- a) staffing levels;
- b) safe methods of ingress and egress;
- c) emergency egress and ingress;
- d) public arrival points;
- e) dispersal;
- f) ticket/access control systems;
- g) control of localized density;
- h) accurate accounting of capacity;
- i) guests/clientele profile;
- j) artist or event profile;
- k) control of cultural behaviour;

- l) welfare services;
- m) lighting and identification of black spots or dimly lit areas;
- n) identification of all fire points and the location of fixed and portable fire appliances;
- o) identification of any areas set aside for the treatment of first aid and related equipment; and
- p) employees whose job might put them at risk of violence from the public.

4.5.5 This type of risk assessment should be completed prior to taking over the contract, unless it is against the express wishes of the client. In such cases a letter, email or account recorded in minutes should be retained.

4.5.6 Based upon the risk assessment, and in liaison with the client, the service provider should prepare an operational plan/method statement for security (see **4.5.7**) detailing how they intend to achieve their legal and contractual obligations.

4.5.7 The plan/method statement should include details of:

- a) roles and responsibilities;
- b) specific tasks to be undertaken;
- c) threat level;
- d) training requirements;
- e) involvement with other agencies;
- f) health and safety requirements;
- g) response to emergencies;
- h) premises regulations, e.g. admissions policy;
- i) venue drugs policy; and
- j) measures to ensure safety of vulnerable people.

4.6 Quotations

A written quotation should be provided by the service provider. If the quotation is acceptable to the client, it should form part of the contract.

4.7 Contracts

4.7.1 A written contract between the service provider and the client should be drawn up. The contract should show details of the quotation, the terms, conditions, responsibilities and any undertakings on which work is to be conducted by the service provider, the insured liabilities of the service provider, which, other than required by law, should not be unlimited, the price of the service and, where applicable, the period of the contract.

4.7.2 The contract should be agreed in writing before door supervision services are provided, or, in urgent cases, as soon as practicable thereafter. Both the service provider and the client should receive and keep a copy of the contract.

NOTE An email constitutes sufficient evidence of an agreement being in place.

4.7.3 Records should be maintained concerning the provision of door supervision services, with full details of the services, together with information relating to any person deployed on the contract, including full details of their training. Records should be maintained for seven years, in accordance with **4.9**.

NOTE Obligations relating to confidentiality continue after the contract period and further contracts with different clients do not negate these obligations.

4.8 Assignment instructions

Assignment instructions for all duties associated with door supervision services should be agreed and approved by the organization and customer, and should be available at the start of the contract.

Assignment instructions should be updated on notification of changes by the customer, and any amendments should be recorded. Temporary alterations to the instructions should be recorded in the assignment documentation.

Assignment instructions and emergency and site information should be readily available to personnel on duty. Assignment instructions issued to door supervisors should not include the premises' address or other means of site identification.

NOTE Where electronic versions of assignment instructions are in use and have appropriate access control arrangements (e.g. password protected), then a sanitized version of the assignment instruction might not be necessary.

Assignment instructions should include, though not be limited to, details of:

- a) hazardous conditions (health and safety assessments);
- b) guidance based on the operational risk assessment (see **4.5.4**);
- c) guidance based on the operational plan/method statement (see **4.5.7**);
- d) client specific instructions;
- e) relevant information from the premises licence;
- f) local services and contacts; and
- g) contingency plans.

4.9 Documents and data

Separate records (hardcopy or electronic) should be maintained for each customer, employee and supplier.

The records should be held in a secure manner, but should be easily accessible to authorized persons who have been screened (see **5.1**).

NOTE 1 Attention is drawn to the Data Protection Act 1998 [7].

Amended and/or updated records should be identifiable by date and should be clearly distinguishable from previous versions.

Information stored in an electronic retrieval system should be regularly backed up. The back-up copies should be stored separately.

NOTE 2 Further information on the management of electronic data can be found in BS ISO/IEC 27001 and BS ISO/IEC 17799. Advice on the storage of electronic media can be found in PD 5454.

Archived records should be clearly indexed and retrievable.

All records concerning a contract should be maintained for at least 12 months after termination of the contract. Such records should include:

- a) all issues of assignment instructions;
- b) incident reports;

- c) details of persons deployed to the assignment;
- d) training records;
- e) rosters; and
- f) risk assessments.

An employee's basic records (as detailed in BS 7858) should be kept for at least seven years from the cessation of their employment.

NOTE 3 Minimum periods for retention of records can be reviewed if applicable for particular purposes.

5 Staffing

5.1 Selection and screening

5.1.1 All persons undertaking, or having access to, details of door supervision duties, should be selected and screened in accordance with BS 7858.

5.1.2 The procedures for selection should be applied equally to full-time and part-time employees and at all levels of the service provider, including its principals, managers and supervisors.

5.1.3 The service provider should carry out relevant pre-employment enquiries to ensure that only suitably skilled persons are recruited. The initial selection procedure should include a personal interview, and should be designed to assess:

- a) physical ability to carry out the services required;
- b) aptitude and demeanour;
- c) literacy and verbal communication abilities;
- d) personal documentation (proof of name, address, SIA licence, etc.); and
- e) details of SIA-approved qualifications, other training and additional skills.

The applicant should be required to provide an application form or up-to-date curriculum vitae including:

- 1) details of career history of not less than five years immediately prior to the date of the application or back to the date of ceasing full time education; and
- 2) the names of at least two persons, who may be former employers, from whom a reference can be obtained.

NOTE If necessary, applicants may be reassured that a current employer won't be contacted until written permission is obtained. Such permission may be withheld until an offer of provisional employment is made and, in such cases, the applicant needs to be informed that it is a condition of the offer of provisional employment and that the offer is withdrawn if the security screening is not concluded satisfactorily.

5.1.4 The service provider/employer should treat any personal information in absolute confidence. It should be explained to the applicant that any information about an individual's criminal record is treated in the strictest confidence and is taken into account only in relation to the application for work and is retained for no longer than is necessary.

5.1.5 The SIA licence should be checked to ensure that it is valid on the live register of licence holders system and that it is appropriate to the licensable activity undertaken.

5.1.6 Any person who is subject to work permit controls should be required to produce a valid work permit at the personal interview and a record of this should be entered on that person's file.

NOTE Attention is drawn to the Asylum and Immigration Act 1996 [8] which requires that an employer checks, copies and files a new employee's documentation.

5.1.7 If employees are acquired through a takeover, the organization should satisfy itself that the recommendations of Clause 5 have been met.

5.2 Terms of employment

All employees should receive a clear, concise and unambiguous contract of employment giving conditions of service, which should include the:

- a) name of employer;
- b) name of employee;
- c) job title;
- d) job description;
- e) place of work or notification that place of work varies;
- f) start date;
- g) provisional period subject to screening;
- h) probationary period, if applicable;
- i) pay and allowances;
- j) hours and days of work;
- k) holiday pay and entitlement;
- l) sick pay and pension entitlement;
- m) industrial injuries procedures;
- n) equipment and uniform to be supplied;
- o) disciplinary and appeals procedures;
- p) requirement to notify service provider/employer immediately of any arrest, notification of intention to prosecute, any conviction or caution;

NOTE 1 Attention is drawn to the Private Security Industry Act 2001 [1] which requires that the SIA be immediately notified of any convictions, cautions and warnings or charges for relevant offences whether committed in the UK or abroad. The SIA has the authority to withdraw (revoke) a licence at any time if the licence holder fails to meet the licensing requirements by receiving a conviction, caution or warning for a relevant offence.

- q) terms of notice/termination; and
- r) requirement to abide by the service provider's or employer's code of practice.

NOTE 2 An example of a code of practice can be found in Annex A.

5.3 Subcontractors and labour providers

Before an organization can allow individuals from a subcontractor or labour provider to be deployed, the organization should either:

- a) ensure the subcontracted services provider complies with this British Standard and satisfy itself that all recommendations have been followed, with documented evidence that due diligence has been carried out by the organization; or

- b) carry out the recommendations for all of the relevant contracted personnel, in accordance with 5.1.

6 Training and development

6.1 General

The service provider should have a clearly defined training policy. Training should be provided as appropriate by a suitably qualified or experienced person.

NOTE The SIA sets competency standards and specifies qualifications for licensing. Details of the current training requirements can be obtained from the SIA website. An illustrative example of the requirements at the time of publication of this British Standard is given in Annex B.

6.2 Induction training

The organization should provide induction training in matters related to conditions of employment and organizational procedures for all employees, whether full-time or part-time, including seasonal and casual employees, and this should be recorded. Induction training should be completed before the door supervisor is appointed to an assignment.

6.3 Assignment training

A new door supervisor starting work, or a currently deployed door supervisor transferring to a different licensed premises or event, should receive assignment training so that the particular duties for that licensed premises or event can be carried out appropriately and safely. Details of assignment training should be recorded.

During the first three months of employment, the competence of the door supervisor should be assessed by a suitably qualified or experienced supervisor or manager against performance criteria comparable with the core competencies required of the role and should be recorded.

6.4 Additional skills

The service provider should ensure that door supervisors obtain additional skills.

NOTE 1 Additional skills might include the following:

- a) *first aid;*
- b) *data protection;*
- c) *crime scene preservation;*
- d) *customer service;*
- e) *incident reporting;*
- f) *age verification, including The Proof of Age Standards Scheme ³⁾;*
- g) *managing vulnerable people; and*
- h) *counter-terrorism awareness e.g. Project Griffin, Project Argus and Operation Fairway.*

NOTE 2 The door supervisor might need to obtain additional skills as required by the client or the service provider.

³⁾ <http://www.pass-scheme.org.uk/>. Last accessed 24th October 2016.

6.5 Supervisory training

Employees who have supervisory responsibilities should be trained to a proficient standard by suitably qualified and experienced persons in:

- a) the role of a head door supervisor;
- b) leadership;
- c) decision-making;
- d) problem-solving;
- e) communication skills;
- f) customer service; and
- g) incident management.

In addition, staff should be encouraged to improve their level of knowledge in:

- 1) health and safety at work;
- 2) protection of the public, premises and property;
- 3) law; and
- 4) powers of arrest.

6.6 Specialist training

Door supervisors engaged to perform specialist duties (e.g. first aid or crowd control), should be trained to a proficient standard by suitably qualified persons. Training should be provided on the use of specialized equipment. All training should be recorded.

6.7 Takeovers

If employees are acquired through a takeover, the organization should identify their training needs and address these with a specific training policy. This policy should take practical work-related experience as well as qualifications into consideration. Employees acquired through takeover should not be exempt from the induction training in accordance with 6.2.

6.8 Refresher training

The effectiveness of all door supervisors should be monitored and, if necessary, refresher or remedial training should be provided by suitably qualified persons as soon as practicable. All training should be recorded.

6.9 Contingency training

If there is a change in methods, procedures or legislation, door supervisors should be retrained to a proficient level by suitably qualified personnel. If practicable, training should take place before change is implemented.

6.10 Training records

The service provider should request and keep a copy of all relevant training records for each door supervisor, or use an electronic records service.

Where records are held directly by the organization, they should be retained for a period of seven years.

NOTE Organizations can consider completing a Personal Learning Record for each employee using the Skills Funding Agency's Learning Records Service (LRS)⁴⁾. A Personal Learning Record is a place where all learning achievements are stored and viewed. Details of courses recently completed (starting from the 2007/08 academic year) or currently in progress with a recognized learner are automatically added to the register. This includes courses from school and further education, but not higher education. Students can also add course details themselves.

7 Operations

7.1 General

7.1.1 The service provider should produce assignment instructions for each licensed premises or event.

7.1.2 All door supervisors should be made fully aware of the contents of the assignment instructions, what their duties are at the premises or event, and how and to whom they should report incidents.

7.1.3 There should be clearly defined procedures for the service providers to follow up incidents involving their staff, for client liaison visits and spot-checks of staff.

7.1.4 Service providers should work with customers to identify and implement violence reduction measures for both door supervisors and the general public.

7.2 Identification

All door supervisors should be made fully aware that the SIA licence needs to be worn and be prominently visible at all times when working.

7.3 Licence checking

Licences should be checked a minimum of once a month against the SIA's register of licence holders and records maintained.

7.4 Records

7.4.1 At each licensed premise(s) or event there should be a suitable method for door supervisors to permanently record any incidents or other security related matters. These records should be maintained for a period of seven years. Records of incidents should include:

- a) the date, time and place of the incident;
- b) the nature of the incident (e.g. violence, theft, medical emergency, illegal activity);
- c) the date and time of reporting, and the name of the reportee;
- d) details of the incident, including any visible injuries;
- e) appropriate details of emergency services contacted and in attendance;
- f) action taken, including onward reporting;
- g) future action to be taken; and
- h) name(s) and address(es) of person(s) who witnessed the incident where available.

⁴⁾ Information about the purpose of LRS and how to register with the service can be found at <https://www.gov.uk/government/collections/learning-records-service>. Last accessed 21st September 2016.

NOTE If there is a separate incident report system in use, either on the customer's site or within the organization, then only items a) to c) and the reference number of the incident report need be recorded.

7.4.2 A record should be kept of the times of starting and finishing work for each door supervisor employed at the licensed premises or event, alongside their SIA licence details. In some areas, these records are compulsory under the licensing policy or as a condition of the premises licence, but if this is not the case the service provider should maintain them. These records should also be made available for inspection by the appropriate authorities if requested.

7.5 Equipment

7.5.1 The service provider should provide suitable protective clothing commensurate with the degree of risk.

7.5.2 Only equipment supplied by, or approved by, the client should be used by the door supervisor. It should be suitable for the intended purpose, in good working order and be regularly checked and maintained.

NOTE 1 Where close-circuit television (CCTV) recording equipment, including body worn cameras, are being used, attention is drawn to the Data Protection Act 1998 [7] and the Private Security Industry Act 2001 [1].

NOTE 2 Where specialized equipment including scanning and data recording devices are used, attention is drawn to the Data Protection Act 1998 [7].

7.5.3 Door supervisors should only use specialized equipment when they have been suitably trained to do so.

Annex A
(informative)**Example of individual service provider's code of practice for issuing to new door supervisors****COMMENTARY ON ANNEX A**

The outlined code of practice in this annex is illustrative as a guide for door supervisors. It is not intended to be exhaustive and does not necessarily include all the requirements of an individual service provider or client.

A.1 General

Codes need to be concise and not reproduce or précis training manuals, nor be regarded as comprehensive briefing documents. Codes are recommended to be general and applicable to all the kinds of licensed premises or events where a door supervisor could be employed.

NOTE It is common practice for service providers to retain copies of the code signed by individual employees to indicate and acknowledge personal awareness.

A.2 XYZ service provider's code of practice for issuing to new door supervisors code of practice for XYZ door supervisor**COMMENTARY ON A.2**

Any failure of an employee of XYZ to adhere to this code could result in disciplinary action by XYZ that could lead to dismissal.

A.2.1 Personal appearance and conduct

An XYZ door supervisor is recommended to:

- a) at all times maintain agreed standards of personal appearance and deportment appropriate to the licensed premises or event and never act in a manner likely to bring discredit on the service provider/employer;
- b) greet visitors to the licensed premises or event in a friendly and courteous manner;
- c) use moderate language at all times when dealing with members of the public and other members of staff;
- d) act fairly and not unlawfully discriminate against any person, e.g. on the grounds of colour, race, religion, sex or disability, and always be prepared to justify their actions;
- e) never solicit or accept any bribe or other consideration from any person, nor fail to account for any money or property received during the course of duty;
- f) not fraternize with customers, friends or relations while on duty;
- g) not report for duty under the influence of alcohol or restricted drugs, or use these whilst on duty;
- h) never abuse their position of authority and immediately report any incident or involvement with the police that could affect their continued employment as a door supervisor; and
- i) wear their SIA licence prominently on the outside of their clothing.

A.2.2 Duties at the licensed premises or event

The duty of XYZ door supervisor at licensed premises or events is to:

- a) report to and take directions from the designated premises supervisor (such authority as a door supervisor has, is gained through that person);

- b) keep confidential all security arrangements and keep informed of any changes to those arrangements;
- c) refuse access to anyone whose presence at the event might render the designated premises supervisor subject to prosecution for any offence;
- d) ensure that consent is obtained from each customer in front of witnesses prior to any search taking place, if personal searches are required as a condition of entry;
- e) not search individuals of the opposite sex and ensure that any items seized are dealt with strictly in accordance with the licensed premises or events policy;
- f) maintain good order on the licensed premises or event and ensure the safety of the public by awareness of fire and emergency equipment and evacuation procedures;
- g) use tact and diplomacy as the first tool to control any conflict;
- h) if tact and diplomacy do not work, use only the minimum amount of force required for the intended purpose;

NOTE The law allows any person to use reasonable force to defend themselves, their property or the property of another person. In addition, a person may use 'such force as is necessary in the circumstances in the prevention of crime. The use of force, however slight, always requires justification that it was reasonable in all the circumstances'.

- i) protect the premises and property against damage and theft; and
- j) support the designated premises supervisor in upholding the objectives of the Licensing Act 2003 [2].

A.2.3 Incident procedures

When incidents occur, an XYZ door supervisor is recommended to:

- a) note and report incidents in a daily logbook for the information of the security team, the management and regulatory agencies;
- b) assist the emergency services in whatever way they request and ensure they are not obstructed in the execution of their duties; and
- c) be aware of procedures for informing the management and the public of an emergency, for taking immediate action and for alerting the emergency services (police, fire and ambulance).

Annex B
(informative)
B.1

Training requirements as specified by the SIA

General

The following modules are an illustrative example of the minimum training requirements for level 2 award for working as a door supervisor within the private security industry, as specified by the SIA at the time of publication of this British Standard.

NOTE Information on current training and qualifications that lead to an SIA licence can be found on the SIA website at www.sia.homeoffice.gov.uk. [Last accessed 24th October 2016.]

B.2 Common security industry knowledge

Training leading to an SIA licence-linked qualification includes sessions as in Table B.1.

Table B.1 Common security industry knowledge

Session	Topic
Session 1	Awareness of the law in the private security industry
Session 2	Health and safety for the private security operative
Session 3	Fire safety awareness
Session 4	Emergency procedures
Session 5	The private security industry

B.3 Door supervision specialist module

Training leading to an SIA licence-linked qualification for door supervisors includes sessions as in Table B.2.

Table B.2 Door supervision specialist module

Session	Topic
Session 1	Standards of behaviour
Session 2	Civil and criminal law
Session 3	Searching
Session 4	Arrest
Session 5	Drugs awareness
Session 6	Recording incidents and crime preservation
Session 7	Licensing law
Session 8	Emergency procedures
Session 9	Dealing with vulnerable people
Session 10	Dealing with queues and crowds

B.4 Conflict management module

Conflict management training leading to an SIA licence-linked qualification includes sessions as in Table B.3.

Table B.3 Conflict management module

Session	Topic
Session 1	Avoiding conflict and reducing personal risk
Session 2	Defusing conflict
Session 3	Resolving and learning from conflict
Session 4b	Application of communication skills and conflict management for door supervisors

B.5 Physical intervention skills module

As a pre-requisite to taking the physical intervention skills course, learners complete:

- a) common security industry knowledge;
- b) door supervision specialist module; and
- c) conflict management module.

Training leading to an SIA licence-linked unit in physical intervention includes sessions as in Table B.4.

Table B.4 Physical intervention skills module

Session	Topic
Session 1	Introduction to physical skills
Session 2	Disengagement techniques
Session 3	Escorting techniques

B.6 Module learning and contact times

Module learning and contact times are shown in Table B.5.

Table B.5 Module learning and contact times

	Total learning time (hours)	Contact time (hours)
Common security industry knowledge	10	1
Door supervision specialist module	12	12
Conflict management module	8	7.5
Physical intervention skills module	15	12
Total	45	32.5 (min. 4 days) ^{A)}

^{A)} See section 9 of http://www.sia.homeoffice.gov.uk/Documents/training/modules/sia_specifications_intro.pdf.

NOTE Attention is drawn to the Private Security Industry Act 2001 [1] which requires that all core competency training result in a formal, examination-based qualification for SIA licensing. Only qualifications awarded by an QCA/ACCA approved awarding body, where the individual qualification has been incorporated into the National Qualifications Framework, are be accepted. See SIA website for further information (www.sia.homeoffice.gov.uk). [Last accessed 24th October 2016.]

Bibliography

Standards publications

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS ISO 10002, *Quality management – Customer satisfaction – Guidelines for complaints handling in organizations*

BS ISO/IEC 17799, *Information technology – Code of practice for information security management*

BS ISO/IEC 27001, *Information technology – Security techniques – Information security management systems – Requirements*

PD 5454, *Guide for the storage and exhibition of archival materials*

Other publications

[1] GREAT BRITAIN. Private Security Industry Act 2001 (and accompanying explanatory notes). London: The Stationery Office.

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[6] GREAT BRITAIN. Companies Act 2006. London: The Stationery Office.

[7] GREAT BRITAIN. Data Protection Act 1998. London: The Stationery Office.

[8] GREAT BRITAIN. Asylum and Immigration Act 1996 (as amended). London: The Stationery Office.

Further reading

Security Industry Authority. *Get licensed – SIA licensing criteria* ⁵⁾. Newcastle-Upon-Tyne: SIA, 2013

⁵⁾ A free copy is available at http://www.sia.homeoffice.gov.uk/Documents/licensing/sia_get_licensed.pdf. Last accessed 24th October 2016.

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