

This is a preview of "BS 10800:2020". [Click here to purchase the full version from the ANSI store.](#)

BS 10800:2020



BSI Standards Publication

Provision of security services — Code of practice

bsi.

This is a preview of "BS 10800:2020". [Click here to purchase the full version from the ANSI store.](#)

Publishing and copyright information

The BSI copyright notice displayed in this document indicates when the document was last issued.

© The British Standards Institution 2020

Published by BSI Standards Limited 2020

ISBN 978 0 539 01250 7

ICS 13.310

The following BSI references relate to the work on this document:

Committee reference GW/3

Draft for comment 19/30378964 DC

Amendments/corrigenda issued since publication

Date	Text affected
------	---------------

This is a preview of "BS 10800:2020". [Click here to purchase the full version from the ANSI store.](#)

CONTENTS

Page

Foreword	ii
Introduction	1
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Context of the organization	3
4.1 Understanding the organization and its context	3
4.2 Understanding the needs and expectations of interested parties	3
4.3 Determining the scope	3
5 Top management commitment	3
5.1 General	3
5.2 Policy	3
5.3 Organizational roles, responsibilities and authorities	4
6 Planning	4
6.1 Risks and opportunities	4
6.2 Objectives and planning	4
7 Support	5
7.1 People	5
7.2 Finances	5
7.3 Insurance	5
7.4 Premises	5
7.5 Control room	6
7.6 Equipment and uniforms	6
7.7 Training	7
7.8 Awareness	8
7.9 Competence	8
7.10 Communication	8
7.11 Documented information	8
8 Operation of the security service provider	10
8.1 Operational planning and control	10
8.2 Structure	10
8.3 Sale of services	10
8.4 Site survey	12
8.5 Assignment instructions	12
8.6 Control of customer property	12
8.7 Suppliers of bought-in-labour and subcontracted services	12
9 Performance evaluation	13
9.1 Assignment records	13
9.2 Contract performance monitoring	13
9.3 Employee performance monitoring	13
9.4 Annual performance monitoring	13
Annex A (normative) Terms and conditions of employment, disciplinary and grievance code and health evaluation	15
Bibliography	17

Summary of pages

This document comprises a front cover, and inside front cover, pages i to iv, pages 1 to 18, an inside back cover and a back cover.

This is a preview of "BS 10800:2020". [Click here to purchase the full version from the ANSI store.](#)

Foreword

Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 30 April 2020. It was prepared by Technical Committee GW/3, *Private security management and services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Relationship with other publications

This British Standard has been developed to be used in conjunction with other security services standards and provides generic operational recommendations for organizations wishing to work in this sector. Specific recommendations for each discipline are covered by the applicable standard. It is intended that organizations follow the recommendations of both BS 10800 and any applicable sector specific standards.

At the time of publication, the British Standards that have been aligned with this standard and therefore can be used in conjunction with this standard are:

- BS 7499, *Provision of static guarding security services – Code of practice*; and
- BS 7984-3, *Keyholding and response services – Part 3: Provision of mobile security services – Code of practice*.

It is intended that over time the following British Standards will be aligned with BS 10800 when they are next revised:

- BS 7872, *Manned security services – Cash and valuables in transit services (collection and delivery) – Code of practice*;
- BS 7958, *Closed circuit television (CCTV) – Management and operation – Code of practice*;
- BS 7960, *Door supervision – Code of practice*;
- BS 7984-1, *Keyholding and response services – Part 1: General recommendations for keyholding and response services*;
- BS 7984-2, *Keyholding and response services – Part 2: Lone worker response services*;
- BS 8406, *Event stewarding and crowd safety – Code of practice*;
- BS 8484, *Provision of lone worker services – Code of practice*;
- BS 8507-1, *Code of practice for close protection services – Part 1: Services within the United Kingdom*;
- BS 8507-2, *Code of practice for close protection services – Part 2: Services outside of the United Kingdom*;
- BS 8517-1, *Security dogs – Part 1: Code of practice for the use of general purpose security dogs*;
- BS 8517-2, *Security dogs – Part 2: Code of practice for the use of detection dogs*;
- BS 8523, *Management and operation of warden schemes – Code of practice*; and
- BS 8593, *Code of practice for the deployment and use of Body Worn Video (BWV)*.

This is a preview of "BS 10800:2020". [Click here to purchase the full version from the ANSI store.](#)

This publication can be withdrawn, revised, partially superseded or superseded. Information regarding the status of this publication can be found in the Standards Catalogue on the BSI website at bsigroup.com/standards, or by contacting the Customer Services team.

Where websites and webpages have been cited, they are provided for ease of reference and are correct at the time of publication. The location of a webpage or website, or its contents, cannot be guaranteed.

Use of this document

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.

It has been assumed in the preparation of this British Standard that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

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.

Where words have alternative spellings, the preferred spelling of the Shorter Oxford English Dictionary is used (e.g. "organization" rather than "organisation").

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.

This is a preview of "BS 10800:2020". [Click here to purchase the full version from the ANSI store.](#)

This is a preview of "BS 10800:2020". [Click here to purchase the full version from the ANSI store.](#)

Introduction

This British Standard details the manner in which an organization manages the provision of security services at a strategic level. Its recommendations are equally applicable across the security sector. For further sector-specific recommendations, organizations can refer to the applicable British Standard (e.g. BS 7984-3 for mobile patrolling or BS 7499 for static guarding).

Although this British Standard is aimed at organizations that provide security services on a contracted basis, its provisions and guidelines could be equally applicable to those companies operating an in-house service provision.

1 Scope

This British Standard gives recommendations for the management, staffing and operation of an organization providing security services.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes provisions of this document.¹⁾ For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 7858, *Screening of individuals working in a secure 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 documented information detailing site-specific contractual duties

NOTE The document can be either a hard copy or an electronic copy.

3.2 bought-in-labour

licensed or unlicensed labour employed and/or supplied by a third party to temporarily supplement the contracting company's own workforce

NOTE When deployed, bought-in-labour remains under the direction and control of the contracting company's management.

3.3 competence

being suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions to enable the required task(s) to be carried out correctly

3.4 control room

location where operational procedures are monitored and/or managed

3.5 customer

individual or body retaining the services of an organization

¹⁾ Documents that are referred to solely in an informative manner are listed in the Bibliography.