

This is a preview of "BS 7984-3:2020". [Click here to purchase the full version from the ANSI store.](#)

BS 7984-3:2020



BSI Standards Publication

Keyholding and response services

Part 3: Provision of mobile security services —
Code of practice

This is a preview of "BS 7984-3:2020". [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 02940 6

ICS 13.310

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

Committee reference GW/3

Draft for comment 19/30386683 DC

Amendments/corrigenda issued since publication

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

This is a preview of "BS 7984-3:2020". [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 The organization	3
4.1 Structure	3
4.2 Finances	3
4.3 Insurance	3
4.4 Documented information	3
5 Resources	3
5.1 Premises	3
5.2 Control room	3
5.3 Mobile patrol officers	5
5.4 Equipment and uniforms	6
5.5 Training	6
6 Service	9
6.1 Sale of services	9
6.2 Site surveys	10
6.3 Assignment instructions	10
6.4 Mobile patrol services	11
6.5 Performance evaluation	12
6.6 Key management	13
Bibliography	15

Summary of pages

This document comprises a front cover, and inside front cover, pages i to iv, pages 1 to 15, an inside back cover and a back cover.

This is a preview of "BS 7984-3:2020". [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.

Supersession

This British Standard, together with BS 7499:2020, supersedes BS 7499:2013, which is withdrawn.

Relationship with other publications

This British Standard is aligned with BS 10800:2020, which provides generic operational recommendations. It is intended that organizations follow the recommendations of both BS 10800:2020 and this standard.

This British Standard is part of the BS 7984 series, which contains the following parts:

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

Information about this document

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.

This is a preview of "BS 7984-3:2020". [Click here to purchase the full version from the ANSI store.](#)

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 7984-3:2020". [Click here to purchase the full version from the ANSI store.](#)

This is a preview of "BS 7984-3:2020". [Click here to purchase the full version from the ANSI store.](#)

Introduction

This British Standard gives recommendations for mobile patrol services. It details the manner in which an organization manages the service provision of mobile patrolling and how it responds to an event. In addition to key management, this standard further details what is expected of a control room and vehicles used for the storage of keys.

Although this British Standard is aimed at organizations that provide mobile patrol 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 mobile patrol services.

This British Standard does not apply to lone worker response services, static guarding and keyholding and response services.

NOTE Recommendations for keyholding and response services are given in BS 7984-1. Recommendations for lone worker response services are given in BS 7984-2. Recommendations for static guarding are given in BS 7499.

This British Standard assists procurers of mobile patrol services such as security companies and agencies, building management companies, local authorities and those promoting compliance.

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*

BS EN 50131-1, *Alarm systems – Intrusion and hold-up systems – Part 1: System requirements*

PD 6662, *Scheme for the application of European Standards for intrusion and hold-up alarm systems*

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 check call

routine communication to verify the location and status of a mobile patrol officer on an assignment

3.3 competent person

person, 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

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