



An tÚdarás Slándála Príobháidí  
The Private Security Authority

# **PSA LICENSING REQUIREMENTS**

## **DOOR SUPERVISION AND SECURITY GUARDING (PSA 28:2013)**

Standard For The Licensing Of  
Door Supervisors (Licensed Premises) And  
Security Guard (Static)  
Contractors

December 2013

## Forward

This Requirements Document has been developed by the Private Security Authority for the licensing of contractors in the Door Supervisor and Security Guard sectors. The document builds on the experiences of the Authority and industry stakeholders during the first 7 years of licensing. It sets out the requirements which contractors are expected to meet and maintain in order to comply with the licensing regulations of the Authority.

The Private Security Authority wishes to thank the many groups and individuals who contributed to the development of this document including those who participated in the public consultation phase on the draft document.

The Authority would like to acknowledge the particular contribution of the organisations listed below who assisted the PSA throughout the development of this document;

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

This Requirements Document will take effect on the 1<sup>st</sup> May 2014. IS 999 will not be accepted for licensing purposes after that date. Contractors applying for a licence on or after the 1<sup>st</sup> May 2014 must comply with this document. Contractors licensed before the 1<sup>st</sup> May 2014 will be required to comply with this Requirements Document at their first audit following the 1<sup>st</sup> May 2014.

December 2013

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# PART 1 - COMMON PROVISIONS

## 1. SCOPE

This Requirements Document provides a specification for compliance with the standards required for licensing by the Private Security Authority and applies to contractors seeking licenses in the following sectors, Security Guard (Static) and Door Supervisor (Licensed Premises). The full title of the document is *PSA Licensing Requirement - Door Supervision and Security Guarding*. The document may be referred to as PSA 28:2013.

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

- The inspection and compliance 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.

Contractors licensed by the Private Security Authority (PSA) and those seeking a licence from the PSA must comply with this Requirements Document. Only certification bodies approved by the PSA may provide certification services for licensing purposes. Contractors should check the PSA website, [www.psa.gov.ie](http://www.psa.gov.ie), for a list of approved certification bodies.

By applying for and holding a licence, contractors agree to the sharing of information relating to this document, the contents herein and the contractors certification process between the PSA and the contractor's certification body. Where a contractor fails to comply with the requirements of this document, the certification body is obliged to notify the PSA.

This document comprises of 3 parts:

Part 1 sets out common provisions which shall apply to both Security Guarding and Door Supervision services.

Part 2 sets out the specific provisions which shall apply to Security Guarding.

Part 3 sets out the specific provisions which shall apply to Door Supervision.

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](http://www.psa.gov.ie).

## 2. DEFINITIONS

- 2.1 Ancillary Staff.** All security organisation staff not directly employed in duties falling within the definition of occupations covered by this document who have, or may have, access to information of a confidential nature.
- 2.2 Approved Certification Body.** A certification body approved by the PSA to provide certification services in respect of guarding services or door supervision services.
- 2.3 Assessment.** Test carried out to certify the competence of all officers.
- 2.4 Assignment Instructions.** Set of written instructions drawn up by the organisation in agreement with the customer specifying the contractual duties.
- 2.5 Assignment or Site.** The premises, property, area or complex at which the service is carried out.
- 2.6 Authorised Officials.** Personnel of the PSA, Certification Bodies approved by the PSA or personnel of bodies authorised by statute to enter the premises of the service provider and request documentation and information pertaining to their official functions.
- 2.7 Basic Training.** Qualification required by all security guarding and door supervision employees to meet the mandatory training requirements in respect of PSA licensing.
- 2.8 Client.** Individual or organisation retaining a security service covered by this document to carry out agreed services, responsible for remunerating the organisation in accordance with an agreed contract or other form of oral or written agreement to provide such services.
- 2.9 Command and Control System.** Secure facility where operational procedures are monitored and/or managed.
- 2.10 Contract.** Document, agreed and signed by both the service provider and the client, setting out the proposed services to be supplied and the details of the quotation, terms, conditions, responsibilities and undertakings.
- 2.11 Controller.** The person fulfilling the role and duties of a Command and Control System Officer.
- 2.12 Identity Badge.** The identification card or licence card held by the employee to be visibly worn (subject to certain exemptions) by operational security staff whilst on duty, the design and conditions of which are as specified from time to time by the PSA.

- 2.13 Induction (Training).** The organisation-specific induction briefing session covering organisation structure, ethos, policies and including the organisation's and employee's roles and responsibilities.
- 2.14 Licence Card.** The official identification card issued by the PSA to each individual employee licence holder to verify his or her licence status.
- 2.15 Organisation.** A limited or unlimited company, a partnership or sole trader providing services relating to security guarding or door supervision for which a relevant and applicable PSA licence is required.
- 2.16 Primary Service.** The service provided for which the organisation and the client have agreed remuneration will be paid and a service or services will be provided, all or part of which will comprise a security service covered by this document.
- 2.17 Principal (of the organisation).** Managing Director, Partner, Majority Owner, authorised member of the Board, Chief Financial Officer, Chief Executive Officer or any person authorised, in writing, by any of these persons to enter into contracts or agreements on behalf of the service provider covered by the provisions and requirements of this document.
- 2.18 Private Security Authority (PSA).** The regulatory and licensing authority for the private security industry in the Republic of Ireland.
- 2.19 Qualified Trainer.** Means a trainer with the following minimum qualifications:
- a) A Level 5 Security Industry Trainer Award, or
  - b) A Level 6 Train the Trainer Award together with a Level 4 Minor Award in Guarding Skills or Door Security Procedures or Security Industry Awareness, or
  - c) A Level 6 Special Purpose Award in Training and Development together with a Level 4 Minor Award in Guarding Skills or Door Security Procedures, or
  - d) A qualification or award which is equivalent to either a), b) or c) above on the National Framework of Qualifications.
- 2.20 Relevant Employment.** Employment which involves the provision of a licensable security service or employment which involves, or may involve, the use, acquisition of, or access to, knowledge of a confidential nature, the improper use of which could involve the organisation, its clients, or any third party, in a security risk.
- 2.21 Screening.** The selection process and criteria used to check the history and background of potential employees to assist the organisation in its recruitment of new staff covered by this document.
- 2.22 Screening Period.** Period of not less than five years prior to the date of the application for relevant employment or transfer to relevant employment.

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

**2.24 Standard.** Document(s) setting out the licensing requirements of the PSA and prescribed by the PSA for the licensing of contractors.

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

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

**2.26 Check-In Call.** Communication between the site/assignment and the Command and Control System to verify the status of the officer/s and or site/s.

## **3. ORGANISATION**

### **3.1 Ownership**

**3.1.1** Except in the case of a plc, ownership and management of the service provider shall be clearly stated in writing, and all individuals having ownership, shareholdings or control of more than 5% and the company secretary shall be properly identified.

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

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

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

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

**3.1.6** All operational supervisory and management staff shall hold a current PSA employee licence for each sector they operate in.



## **3.2 Finances**

**3.2.1** The organisation shall ensure that a valid tax clearance certificate is held on site at the registered offices of the organisation.

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

**3.2.3** Each organisation shall produce and make available on request by authorised officials a cash flow statement for the current accounting period. For new organisations a cash flow forecast for the first 12 months of business shall be provided (see Annex A for a suggested format).

## **3.3 Insurance**

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

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

## **3.4 Premises**

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

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

**3.4.3** The alarm shall be remotely monitored by a PSA licensed Alarm Monitoring Centre. The organisation shall keep a written record of the name, address, contact number and PSA licence number of the PSA licensed Alarm Monitoring Centre providing this service.

## **3.5 Organisation Information**

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

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

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

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

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

## **3.6 Quotations in pursuance of Contracts or Business**

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

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

### **3.7 Compliance with Legislation**

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

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

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

- The PSA
- National Employment Rights Authority
- Approved Certification Body

**3.7.2** Notwithstanding the requirements of **3.7.1** the organisation shall hold at its premises verification of compliance with current legally enforceable agreements or legislation in respect of rates of pay and all associated conditions.

## **4. STAFFING**

### **4.1 Selection and Pre Employment Screening**

#### **4.1.1 General**

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

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

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

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

(a) An acknowledgement, signed and dated by the applicant, that misrepresentation, or failure to disclose material facts may constitute grounds for dismissal.

(b) A signed statement authorising an approach to former employers, State Institutions, personal referees, etc., for verification of their career and employment record (see Annex B, Form 1 for a suggested format).

**4.1.1.5** Provisional employment should be for a period of 6 months and in no case shall exceed a period of nine months.

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

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

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

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

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

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

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

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

Screening for a shorter period can be carried out where:

- a) an employee or director holds a current PSA licence, and
- b) has, immediately prior to the commencement of this employment, been employed by another licensed security provider, and

- c) the previous employer referred to in b) has carried out the full screening requirements under this document within the preceding five years and these screening records have (with each individual employees consent) been transferred to the current employer by the previous employer.

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

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

#### **4.1.2 Pre Employment Interview**

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

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

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

- (a) The general ability of the applicant and the general demeanour of the applicant.
- (b) Verification of personal documents e.g. birth certificate, driving licence, passport, service records, current security Licence, work visa etc.
- (c) The applicant's previous employment history and experience, including reason(s) for leaving previous employments.
- (d) The level of occupational fluency in respect of reading, writing and oral communication in the English language.
- (e) The applicant's experience, if any, in the fields of security guarding or door supervision, as applicable.

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

### **4.1.3 Character and Other References**

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

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

- (a) Information given on the telephone by a referee shall be noted at the time of making the telephone call and shall be signed and dated by the member of staff making the telephone call and retained on the individuals screening file (see Annex B, 2 for a suggested format).
- (b) A written request for written confirmation of the information given by telephone shall be forwarded to the referee within two working days of the telephone call being made (see Annex B, Form 3 for a suggested format).
- (c) The screening process shall not be regarded as complete until written evidence is obtained (this includes at least two attempts, in writing, required under **4.1.3.1** above).
- (d) The progress sheet shall be used to monitor and record the action taken (see Annex B, Form 4 for a suggested format).

**4.1.3.3** Only documents from third parties such as employers, colleges, Department of Social Protection, solicitors, accountants are acceptable for screening purposes.

*Note. For the purposes of this document CVs or other personal documents are not acceptable as evidence of screening.*

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

### **4.1.4 Evidence of Qualifications/Awards**

**4.1.4.1** Prior to commencement of employment the organisation shall ensure that the applicant has any qualifications or awards necessary for the duties to which the applicant will be employed. Where an applicant holds a PSA licence this shall stand as evidence of

the applicant having achieved the awards necessary for obtaining the licence.

#### **4.1.5 Work Permits, Authorisations and Permissions**

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

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

**4.1.5.3** The organisation shall ensure that the register at **4.1.5.2** is held on site at the address recorded on the Private Security Services Licence.

#### **4.1.6 Maintenance and Retention of Records**

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

**4.1.6.2** All records covered by **4.1.6.1** above shall be kept safe and secure against unauthorised access to, or alteration, disclosure or destruction of the data and against their accidental loss or destruction. Employers shall ensure that the records are retained in accordance with the recommendations of the Office of the Data Protection Commissioner.

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

#### **4.1.7 Screening and Acquired Companies**

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

## **4.2 Terms of Employment**

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

**4.2.2** In addition to any mandatory requirements, terms of employment shall include the following information:

- a) Job title.
- b) Effective start date.
- c) Probationary period.
- d) Pay and Allowances.
- e) Provisional period subject to screening.
- f) Hours of work, days of work, shift frequency and shift variables.
- g) Holiday entitlement.
- h) Sick pay (conditions of payment) and pension entitlement.
- i) Industrial injury procedure.
- j) Employer's registered address.
- k) Equipment to be supplied.
- l) Disciplinary and grievance procedures.
- m) Terms of notice and termination.
- n) Collective Agreements (copies available) covering the employment.
- o) Appeals procedure.
- p) The Organisation's Health and Safety Statement.
- q) The Organisation's Equality policy.
- r) Workplace Bullying/Harassment policy.
- s) E-mail, Telephone and Internet policy.

## **4.3 Code of Conduct**

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

- a) Complete the required tasks promptly and diligently, unless there is due and sufficient cause not to.
- b) Remain at their place of work unless permission to leave is given by an authorised officer of the security provider or there is sufficient cause.
- c) Ensure that all oral or written statements made by them, of whatever description, are true and accurate.
- d) Maintain carefully all documents and ensure that any alterations, disposal, or erasure of documents is carried out only with proper authorisation.
- e) Maintain confidentiality on any matter relating to the employer or his clients either past or present.
- f) Maintain a very high level of personal integrity, and be scrupulous in accounting for keys, money or property received in connection with the employer's business.
- g) Extend courtesy to persons encountered in the course of work, ensuring that any exercise of authority is only that required in connection with the employer's business.



- h) Ensure that any actions taken by them are such as not to bring discredit on the employer, the client or fellow employees.
- i) Wear the employer's uniform, and use his equipment and identification only with the employer's authority.
- j) Ensure that they are not under the influence of, or consume, alcohol or restricted drugs whilst at work.
- k) Immediately notify any conviction for a relevant criminal offence or motoring offence to the employer.
- l) Not allow unauthorised access to a clients premises.
- m) Ensure that they use employer's equipment or facilities and client's equipment or facilities only with authorisation.
- n) Continuously satisfy the requirements of PSA licensing.
- o) Wear a correct identity badge or licence card, as prescribed by the PSA, at all times whilst on duty.

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

**4.3.3** Employers shall treat employees with courtesy and respect.

## **4.4 Identification**

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

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

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

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

## **4.5 Uniform**

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

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

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

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

**4.5.5** The cost of the uniform shall be borne by the organisation.

**4.5.6** Where an employee leaves an organisation and the uniform is not returned to the organisation, the cost of the uniform may be deducted from any payment due to the employee.

## **4.6 Threats and Violence**

**4.6.1** The organisation shall, as part of its risk assessment of the site, assess the risks for violence that security employees can reasonably be expected to be exposed to and shall outline and implement risk mitigating measures to eliminate or significantly diminish any identified risks (see clause **6.1**).

**4.6.2** Risk mitigating measures shall include special training and safety routines in place where the risk assessment has shown that there is a significant likelihood and severity of consequence of violence.

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

**4.6.4** In the case of identified risk of recurring violence, employees shall be given additional support by the employer. Work locations shall be chosen and equipped so that the risk of violence is minimized. It should be possible to call for assistance in case of violence or in a situation where the potential for violence is clear and imminent.

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

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

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

## **5. TRAINING**

### **5.1 Training Policy and Responsibility**

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

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

**5.1.3** Verified records of all training shall be held by the organisation.

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

### **5.2 Induction Training**

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

### **5.3 Site Related Training**

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

**5.3.2** Employees on site who are subject to immediate on-site training shall be supernumerary to that site and shall comply with any requirements for new entrants as prescribed by the PSA.

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

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

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

## **5.4 Basic Training**

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

- Guarding Services
- Door Security

## **5.5 Trainers and Training**

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

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

## **5.6 Specialist Training**

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

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

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

## **5.7 Refresher Training**

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

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

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

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

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

## **5.8 Supervisory and Management Training**

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

## **5.9 Training Records**

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

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

**5.9.3** An employee shall be provided with copies of his training records, on request.

**5.9.4** Verification of all training shall be available for inspection by authorised officials at the organisation's premises.

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

# **6. OPERATIONS**

## **6.1 Risk Assessments**

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

**6.1.2** The risk assessment shall be in accordance with the risk assessment guidelines contained in the addendum to this document.

## **6.2 Command and Control System**

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

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

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

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

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

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

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

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

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

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

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

**6.2.8** The secure housing of the list referred to in **6.2.7** above shall apply in respect of the command and control systems in the following manner:

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

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

In respect of a shared 3<sup>rd</sup> party command and control facility, no list shall be held or maintained outside of operational hours. In such facilities the list shall be removed to the administrative premises set out in **3.4.1** above outside of operational hours.

## **6.3 Operations Records**

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

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

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

**6.3.3** A record of all reported incidents shall be kept at the command and control system and maintained for a minimum of three years.

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

**6.3.5** There shall be in place an organisation escalation policy for client liaison.

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

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

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

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

## **6.4 Assignment Instructions**

**6.4.1** In consultation with the client, the organisation shall formulate assignment instructions which will encompass full operational



instructions for the effective security of the site, detailing emergency procedures, lines of communication and accountability.

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

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

**6.4.4** Assignment instructions shall include:

- a) The procedure for contacting the organisation command and control system.
- b) The number of personnel involved in the assignment and their responsibilities.

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

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

## **6.5 Security of Information and Access Media**

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

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

**6.5.3** It shall be a condition of any contract that requires the organisation to hold keys that such keys shall only be surrendered to an authorised representative of the client upon receipt of a written request to do so.

## **6.6 Vehicles and Drivers**

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

**6.6.2** Vehicles shall carry a two-way communication capability, a dry powder fire extinguisher and a first aid kit.

**6.6.3** Employers shall ensure that driving licences of staff involved in driving operational vehicles are valid for the duration of each such employee's period of employment. Copies of all driving licences shall be held on the employee's file.

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

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

## **6.7 General**

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

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

## **7. COMPLIANCE WITH PSA LICENSING**

### **7.1 Compliance With Standards**

**7.1.1** Organisations shall maintain compliance with this standard during the term of the licence. Failure to maintain compliance may result in the PSA taking action against the licensee up to and including the revocation of the licence.

**7.1.2** Organisations shall be subject to an audit by an approved certification body 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.

**7.1.3** Organisations shall give their permission to the approved certification body to provide the PSA with information in accordance with provisions **7.1.4** and **7.1.5**

**7.1.4** Where an organisation fails to undertake or complete an audit the certification body shall notify the PSA of the failure and the reason for same.

**7.1.5** Where an organisation is found to be noncompliant with a standard the certification body shall notify the PSA of the reason for the non compliance and any resulting action taken by or against the organisation.

### **7.2 PSA Licensing Requirements**

**7.2.1** 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.

**7.2.2** During the term of the licence organisations shall comply with all relevant legislation and specifically the following:

- a) The Private Security Services Acts and Regulations.
- b) Organisation of Working Time Acts.
- c) Taxation and Social Welfare Acts.
- d) Payment of Wages Acts.
- e) Immigration Acts.

**7.2.3** 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. In

- the case of a partnership, change in partners.
- c) Change of ownership of the company. In the case of a body corporate this includes a change in any shareholding above 5%.
  - d) Change of address from which the security service is being provided.
  - e) Change of registered address if this is different from address at d) above.
  - f) Change in the legal status of the licence holder.
  - g) 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 company director. In the case of a partnership this includes any conviction against a partner.

# PART 2 - PROVISIONS FOR SECURITY GUARDING SERVICES

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

## 8. DEFINITIONS

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

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

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

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

**8.5 Mobile Patrol.** Facility for the carrying out of security inspections at agreed or random intervals on a premises by a security officer who is supplied with an equipped vehicle as per 6.6 to travel to each site.

**8.6 Security Guard.** A person who guards property for the purposes of preventing loss, damage or waste by crime, fire carelessness or flood;

## 9. ORGANISATION

### 9.1 Compliance with Legislation

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

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

## **10. STAFFING**

### **10.1 Terms of Employment**

**10.1.1** Terms of employment shall include the following information:

- (a) Pay and allowances including compliance with collective agreements covering the employment (copies of collective agreements shall be made available to employees).

## **11. OPERATIONS**

### **11.1 Command and Control System**

**11.1.1** Facilities shall be in place to provide for the following:

- (a) The provision, or procurement, of assistance or advice for guarding, door security, event, mobile patrol and mobile supervisory staff in routine and emergency situations.
- (b) The recording of all appropriate routine and emergency matters to enable management to deal quickly and efficiently with the company's contractual responsibilities.
- (c) Defining and implementing the effective monitoring of guards, patrolmen and mobile supervisory staff by strict observance of properly documented established routine telephone, radio or other communications procedures.
- (d) The keeping and recording of the movement of clients' keys in connection to a key-holding service or a mobile patrol service.
- (e) Organisation information supplied to clients will clearly indicate whether the command and control system is a,
  - (i) Dedicated fixed location, or
  - (ii) Contracted facility, or
  - (iii) Shared 3<sup>rd</sup> party facility.

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

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

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

## **11.2 Operations Records**

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

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

## **11.3 Assignment Instructions**

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

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

## **11.4 Security of Information and Access Media**

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

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

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

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

# PART 3 - PROVISIONS FOR DOOR SUPERVISION SERVICES

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

## 12. DEFINITIONS

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

**12.2 Door Security Personnel (DSP).** A person who performs any of the following functions at, or in the vicinity of a licensed premises:

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

**12.3 Licensed Premises.** Means,

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

## 13. ORGANISATION

### 13.1 Insurance

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

- Deliberate act



## **13.2 Information to be given to Client**

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

- (i) the name of the organisation, the address(es) of the organisation as well as the phone numbers of its administrative offices.
- (ii) method(s) of communication between each of the door supervisors during hours on duty.
- (iii) the type and extent of relevant insurance cover.

## **13.3 Risk Assessments**

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

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

# **14. OPERATIONS**

## **14.1 Operations Records**

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

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

# ANNEX A

Cash Flow Statement For The Period												
	To											
Cash In	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Sales												
Own Funds												
Loans												
Overdraft												
Other Cash Incomings												
<b>Total Cash In</b>												
Cash Out	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Sales Costs												
Rent												
Wages												
Overheads												
Loan Repayments												
Taxes												
Other Cash Outgoings												
<b>Total Cash Out</b>												
<b>Cash Flow: Surplus/(Deficit)</b>												
<b>Opening Cash Balance</b>												
<b>Closing Cash Balance</b>												

# ANNEX B

*Form 1*

## FORM OF AUTHORITY

I, \_\_\_\_\_, (BLOCK CAPITALS)

hereby authorise \_\_\_\_\_

\_\_\_\_\_

to supply full details of my employment record with the company or business in furtherance of my current application for employment in door supervision/security guarding.

1. Address at time of employment with the company \_\_\_\_\_

\_\_\_\_\_

2. PPS No. \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Form 2

**RECORD OF ORAL ENQUIRY**

Name of Applicant: \_\_\_\_\_

PPS No: \_\_\_\_\_

Name of Previous Employer: \_\_\_\_\_

Telephone No: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Dates Employed: - As stated by employee: From \_\_\_\_\_ To \_\_\_\_\_

- Confirmed by employer: From \_\_\_\_\_ To \_\_\_\_\_

- Would re-employ? \_\_\_\_\_

- Reasons for not re-employing\*: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Reasons why applicant would not be suitable to work in door supervision/security guarding.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_  
(Person making enquiry)

Signed: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_  
(Manager)

\* Where response indicates that applicant is not suitable for proposed employment bring to immediate attention of Manager responsible for screening/recruitment.

*Form 3*

**REQUEST FOR WRITTEN CONFIRMATION OF INFORMATION  
PROVIDED ORALLY**

RE. Name of Applicant: \_\_\_\_\_

PPS No: \_\_\_\_\_

We refer to our conversation with you on the \_\_\_\_\_ regarding an application for employment in the door supervision/security guarding industry made by the above named applicant.

Details of the information which you provided to us orally are enclosed and we would be obliged if you would kindly confirm that these details fairly reflect the information supplied.

Our business is licensed by the Private Security Authority and is obliged by the Authority's regulations to obtain written confirmation of all references we receive in connection with applications for employment.

A copy of a Form of Authority signed by the applicant is enclosed and also a stamped addressed envelope for favour of your reply.

Yours faithfully

\_\_\_\_\_  
Human Resources Manager

**SCREENING PROGRESS REPORT\***

Name of Applicant: \_\_\_\_\_

PPS No: \_\_\_\_\_

1. Employments contacted

	<b>Date</b>	<b>Employers Name</b>	<b>Date Letter Sent</b>	<b>Initials</b>	<b>Date of Reply</b>	<b>Initials</b>
1						
2						
3						
4						
5						

2. Screening reviewed

Date of review: \_\_/\_\_/\_\_ Person Reviewing: \_\_\_\_\_

Action: \_\_\_\_\_ Initials: \_\_\_\_\_

3. Offer of Employment

Signed: \_\_\_\_\_ Date: \_\_/\_\_/\_\_  
(HR Manager or Principal of the company)

4. Employment refused

Signed: \_\_\_\_\_ Date: \_\_/\_\_/\_\_  
(HR Manager or Principal of the company)

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

# ANNEX C

## RISK ASSESSMENT GUIDELINES

### 1. Scope

The purpose of these guidelines is to outline the process to be applied by Private Security Authority Licensed Contractors when undertaking a Risk Assessment as required by Section 6.1 of Part 1 of the PSA Requirements Document “*PSA Licensing Requirements – Door Supervision and Security Guarding*” and applies to the following licensed services:

Security Guard (Static)  
Door Supervision (Licensed Premises)

## 2. Introduction

Risk assessment and management underlies the duties of PSA Licensed Contractors under the provisions of the PSA Requirements Document "*PSA Licensing Requirements – Door Supervision and Security Guarding*". Under this document a contractor must identify and assess the risks and select the appropriate control measures to eliminate or reduce those risks so far as is reasonably practicable pertaining to the provision of the security service. A contractor should consider the likelihood, consequences and ways of eliminating or reducing hazards or risks in determining what is reasonably practicable.

This document outlines the process which should be undertaken along with some of the factors that should be considered by contractors when identifying hazards, assessing risks and eliminating or controlling those risks. All elements of the process undertaken in accordance with these guidelines must be documented and available for inspection by the PSA and PSA approved Certification Bodies.

The Requirements Document specifies that a risk assessment shall be undertaken for each site. The extent and level of documentation of hazard identification, risk assessment and risk control measures will depend on the circumstances at the time and the likely level of exposure to any risk.

The risk assessment shall be undertaken by a person with competence in health and safety and in risk assessment and who has the ability to assess all potential hazards on a site.

Nothing in these guidelines shall be construed as negating a contractors **statutory obligations** or requirements under any other enactments or regulations.



### 3. Security Risk Management (SRM)

The implementation of a Security Risk Management Process (SRMP) will provide a mechanism which ensures that hazards and associated security risks are managed on a systematic basis. This is achieved through the development of a documented and cohesive plan.

The SRMP shall include steps for:

1. the development of a SRM policy which identifies and documents responsibilities and commits to attaining;
  - (a) the security of people and property as required by the client,
  - (b) a safe and secure working environment.
2. the development of effective security and personnel procedures.
3. employee training and briefing.
4. procedures and controls to be monitored and reviewed.

Within this process contractors shall:

1. identify hazards;
2. assess the security risk arising from the hazard identified;
3. prioritise the risks;
4. eliminate or control those risks; and
5. review risk assessments and control measures on a regular basis and immediately after an incident. This also applies to incidents that expose a person in the immediate vicinity to an immediate health or safety risk.

### **3.1 Identifying Hazards**

Hazard identification relevant to a particular aspect of a contractor's operation (e.g. clients requirements, service provision, site, public interface, recorded incidents, mobile patrols, command and control systems, etc) should be considered in the context of service provision as a whole.

Particular consideration shall be given to the location where the service is to be provided (e.g. hospital accident & emergency areas, night clubs, retail units, etc) and the risk associated with such locations.

Attention should also be given to potential hazards which could arise as a result of abnormal or emerging situations (e.g. electrical/technical failures, chemical spills, weather alerts, etc).

#### **3.1.1 Hazard Identification Process**

The activities used to identify hazards should include but are not limited to the following:

- consulting all relevant historical records relating to incidents;
- consulting client for whom service is being provided;
- consulting employees and/or others who provide the service;
- conducting assessments of clients site;
- conducting assessments of public interface;
- monitoring adherence to work procedures;
- determining training and skill levels, appropriate to the effective performance of duties;
- assessing the protection of people and property;
- assessing command and control systems;
- assessing vehicles and equipment and
- consulting with customers, representative trade associations, government bodies and risk assessment consultants on likely security hazards.

In the case of Door Supervision the following shall also be included:

- conducting assessments of crowd dynamics;
- conducting assessment of cultural behaviour;
- conducting assessment of access/egress points;
- assessing temporary structures and movable items.

Potential security hazards shall be identified in respect of all aspects of a contractor's security operations and in the context of the security service provided. These aspects of operations shall include but are not limited to the following:

- the tasks performed;
- the locations involved;
- members of the public present;
- the different roles of the contractor's staff;
- the communication methods used;
- the time of day that the work is to be performed;
- use of Personal Protective Equipment (PPE) and any other equipment or technologies required;
- work practices and procedures, shift working arrangements and other fatigue and stress related hazards;
- manual handling tasks;
- environmental factors (e.g. outdoor, terrain, weather, lighting, traffic and pedestrian flow, intoxication, exposure to blood and other bodily fluids, etc).

### **3.2 Assessing the Security Risk**

After the identification of a hazard, the contractor shall assess the risk posed by the hazard. This informs the likelihood of an identified hazard leading to an incident and the severity of consequence should an incident occur.

#### **3.2.1 Security Risk Assessment**

All security risk assessments shall be conducted by a person with appropriate skills and experience in health and safety and in risk assessment. The assessment shall be conducted in consultation with clients or their nominated representative, employees or other persons involved in the provision of security services.

The risk assessor shall ascertain and take into account (at a minimum) the following factors :

- known risks;
- adequacy of communication systems;
- compliance with regulatory requirements;
- efficacy of PPE for the tasks;
- environmental conditions;
- previous incidents which have occurred;

- site location and layout;
- staffing levels required to safely perform the work;
- type of service required (taking account of public interface and crowd numbers, if applicable).

Factors that shall be taken into consideration when developing systems for the management of risks include but are not limited to:

- the outcome of the security risk assessment;
- information provided by clients and other third parties which may be relevant;
- command and control systems;
- availability of external resources (Gardaí, Fire, Ambulance, Local Authority);
- factors contributing to fatigue and stress (e.g. hours of work, time of day, shift length, number of rest breaks, amount of time between breaks, potential or actual exposure to workplace violence).
- the level of skill and experience of the staff carrying out the work;
- backup services including availability of additional staff and resources.

### **3.2.2 Establishing the Priority of Risks**

Once the risks have been assessed the next step is to prioritise them for remedial action. All risks shall be dealt with in an appropriate manner and as soon as possible. While a high level of risk is the priority for corrective action, any medium or low level risk should not be ignored.

Contractors will be required to follow a four stage approach in prioritising risks:

**Stage 1.** Determine the likelihood of a risk related incident occurring.

**Stage 2.** Should an incident occur, determine its consequences and severity.

**Stage 3.** Combine the results of stages 1 and 2, to rate the level of the risk. The Risk Assessment Matrix set out at page 9 provides a template of how this should be recorded.

**Stage 4.** Prioritise the risks according to the outcomes of stage 3. This

priority will be used in compiling and implementing a risk control plan.

### **3.3 Eliminating, Diminishing and Managing Risk**

The hazards identified and the assessment of the level of risk will determine the steps taken to manage those risks. The goal of the steps taken should be to eliminate or sufficiently manage the risk. These steps should not result in the creation of additional hazards.

Notwithstanding the obligation of contractors to comply with the PSA Requirements Document, consideration should be given to the following when setting risk mitigating and control measures in a risk control plan.

#### **3.3.1 Elimination of Risk**

The primary measure which should always be considered is the elimination of the risk. Notwithstanding the desirability of introducing a measure which completely eliminates the risk, one of the following risk management or control processes shall be undertaken where elimination of the hazard is not possible.

#### **3.3.2 Substitution of Risk**

Replace the hazard with one which carries a lower level of risk.

#### **3.3.3 Hazard Isolation**

Isolate the hazard, and in so doing prevent exposure to the risk.

#### **3.3.4 Minimizing Exposure to Hazard**

The exposure to the hazard may be reduced through:

- Engineering means or
- Administrative means or
- The appropriate use of PPE.

Examples of measures which may be used to manage risk include but are not limited to:

- Staffing levels;
- Equipment or technologies used for the protection of personnel and valuables;
- Implementation, development and adherence to secure work practices;

- Communication methods;
- Supervision;
- Training; and
- Command and Control systems.

### **3.4 Monitoring and Reviewing the Plan**

Management of risks is an ongoing, evolving process. It is a cornerstone of business management and as such should be checked and reviewed periodically and as circumstances dictate. The process of identification, assessment and determination of control measures should be repeated when risk assessments and risk management measures are being reviewed. All those who are potentially affected by the change shall be consulted during the risk management process and informed of new requirements at completion.

## **4. Risk Assessment Template**

The template on page 9 provides a basic format for all risk assessments referred to and required within the Requirements Document. A contractor may substitute another format for the risk assessment provided it has, as a minimum, the headings provided in the template. The template will assist contractors to:

- identify the hazards,
- assess the level of risks,
- prioritise the risks and
- control and manage the risks.

A table shall be completed for each task and element of the security service being provided and should contain a comprehensive list of all identified hazards and consequent assessed risks associated with each of those tasks and elements within the service provision. Please note that the five rows shown here are for illustrative purposes only and more may be added as appropriate.

**Risk Assessment Template**

<b>Company Name:</b>				<b>Project:</b>			
<b>Location to be assessed:</b>		<b>Ref:</b>		<b>Date:</b>			<b>Page</b>
Ref	Activity/Element	Actual/Potential Hazards	Risk Rating			Existing Controls	Further Controls/Actions Required
			L	S	R		
1							
2							
3							
4							
5							

**KEY to TEMPLATE:**

L= Likelihood of risk occurring (rating is within the range of 1 to 5 with 1 being the least likely to occur and 5 being the most likely to occur)

S = Potential Severity (rating is within the range of 1 to 5 with 1 being the least severe consequences and 5 being the most severe consequences)

R= Risk (this is arrived at by multiplying the numerical values assigned to the likelihood and potential severity respectively as above),

i.e.  $L \times S = R$  on a scale of 1 to 25 with 25 being highest risk