



DRAFT TANZANIA STANDARD

(Draft for comments only)

Code of practice for manned security services

Draft for Stakeholders' comments only

TANZANIA BUREAU OF STANDARDS

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Code of practice for manned security services

0 Foreword

The provision for manned security services is progressively becoming popular in many urban areas in Tanzania. There exist companies which provide contracted service for the guarding of premises and/or property. In order to give guidance in companies dealing in security services and to authorities responsible for the licensing of this service it has necessitated the formulation of this standard.

In the preparation of this Tanzania Standard assistance was derived from:

BS 7499: 1998, Code of practice for static guarding, mobile patrol and key holding services published by the British Standards Institution.

SAZS 535: 1998, Manned security services published by Standards Association of Zimbabwe.

Road traffic Act.

Fire arms Act

1 Scope

This Tanzania Standard covers the organization, staffing, operation and management of a company providing static and /or mobile manned guarding services on a contracted basis.

The standard does not apply to cash-in-transit or secure parcel services, private investigation or body guarding services nor to store detectives or door supervisors on licenced premises.

2 Definitions

For the purpose of this Tanzania Standard, the following definitions shall apply:

2.1 Ancillary staff

All staff such as secretaries, clerks receptionists, telephonists, cleaners, etc. who, although not directly employed in duties falling within the definition of relevant employment, have, or may have, access to information of a confidential nature.

2.2 Assignment instructions

Operational document detailing the specific duties to be performed under the contract.

2.3 Check call

Routine communication made to verify the location and status of a security guard on assignment.

2.4 Client

Individual or organization retaining a manned security service to carry out agreed services responsible for enumerating the company in accordance with an agreed contract.

2.5 Competent person

A person who has acquired, in the opinion of a reasonable employer in that industry, the knowledge and skills enabling that person to correctly perform a specified task and achieve consistent and accurate results through training, qualifications or experience, or a combination of these.

2.6 Controller

Person designated to manage the control room and to ensure the correct manning of an assignment.

2.7 Control room

Secure location from which the controller performs his duties.

2.8 Key – holding

Service whereby a manned security service holds keys to a client.

NOTE — This service may include dual key systems whereby one key is held by the client or his representative and another, different, key to the same premises or equipment is held by the manned security service, both being required to gain access to the premises to operate the equipment.

2.9 Licensing authority

The official appointed by the relevant minister in terms of the companies act.

2.10 Manned security service

Company providing contracted services for the guarding of premises and/or property.

2.11 Relevant employment

Employment which involves or may involve, the acquisition of, or access to, knowledge of a confidential nature, the improper use of which could involve the company, its clients, or any third party, in a security risk.

2.12 Screening period

The screening period shall be such a period covering employment up to 10 years prior to current application, or as may be practicable or as may seem reasonable to the employer.

2.13 Specification

Document detailing specific duties to be performed under the contract.

3 Company organization

3.1 The company shall be registered in terms of the Companies Act and licensed in terms of the Relevant Acts and shall comply with all statutory requirements of these Acts.

3.2 Structure and principals. The company shall possess a definitive management structure showing control and accountability at each level of operation,.
The company shall prepare annual accounts, certified by an accountant.

The company shall be able to present 2 year's audited trading accounts, except for a company starting in business.

Ownership of a company should be clearly established and individuals having a significant shareholding should be identified.

The names of the directors of the company should be established and curricula vitae (c.v), available for all Directors.

Any criminal conviction, discharged or undischarged bankruptcy of a principal or director of the company shall be disclosed to the Licensing Authority.

3.3 Finances. The company shall, to the satisfaction of the licensing authority, have sufficient working capital to meet requirements and the fixed capital of the company should be sufficient to meet anticipated current and planned needs, loans from directors and/or shareholders shall be loan capital, subordinated to all other creditors.

3.4 Insurance The company shall take out or maintain, such policies of insurance with a registered insurer as the Licensing Authority may require to be taken out or maintained to make good any loss resulting from the misconduct or negligence of such company or of any officer, partner or employee thereof.

The company shall also take out and maintain in respect of the vehicles which it uses for its business operations, policies of insurance which comply with the requirements of the Road Traffic Act, as amended.

3.5 Premises. The company shall have an administrative office where records, together with all professional and business documents, certificates, correspondence, files, etc. necessary to the proper conduct of business transactions, should be kept.

3.6 Sale of services. When making calls to potential clients in order to promote the sale of security services, callers shall identify themselves and their company, by tendering their identification card if calling personally, and shall make clear the purpose of the calls at the start of the conversation. They shall ask whether the timing of the call is convenient and the call shall not be made after normal business hours unless by invitation. Telephone callers shall not ask clients for details of their security arrangements and no caller shall play on a fear of intruders, or give misleading information. Questions from potential clients shall be answered honestly and fully.

3.7 Site recommendations. Unless declined by the client, prior to or at the commencement of the contract, a visits to the client's premises should be conducted, agreeing with the client the Assignment Instructions for Security Personnel and advising the client of any immediate security needs and weaknesses noted, together with written proposals for improvement.

3.8 Security survey. When the client seeks, or is offered a security survey, the company shall conduct a confidential examination of known and perceived risks in the security, safety and control of the client's personnel, visitors, vehicles, goods and valuables, upon the client's premises or in the course of such clients operations, making such recommendations for the security as are practicable and reasonable.

When the company offers security surveys to a client in addition to the supply of a manned security service, information should be available on those persons employed to dispense such advice, indicating clearly their relevant qualifications and experience.

NOTE — A security survey and advice are regarded as additional to the provision of security manpower, which may be purely to meet the requirements of the client

3.9 Contracts. Where a service is to be provided, a clear written contract between the company and its client shall be preferred by the company and signed by both parties. The contract should give the terms and conditions on which work is to be undertaken and should indicate the insured liabilities of the company.

The contract shall normally be agreed and exchanged prior to the commencement of work for a client, or, in cases of immediate urgency, as soon as practicable thereafter.

The company shall not enter into any commitment assuming the powers and authority of the Tanzania Police Force.

Records shall be maintained concerning contracts leading to the provision of services or equipment, with full details of the services or equipment, provided together with information related to any person employed on the contract.

The confidentiality of information received whilst tendering for or carrying out any contract to supply a service or equipment shall be ensured. This applies not only at the time but subsequently and agreements entered into later should not override this obligation.

3.10 Assignment instruction. In consultation with client, the company should formulate Assignment Instructions which will encompass full operational instructions for the effective security of the site, detailing emergency procedures, lines of communication and accountability. The Assignment Instructions should be agreed and endorsed by the client, who should also agree a date on which these instructions should be reviewed. Any alteration to the instructions resulting in changes of staff or operational requirements should be endorsed by the company and the client. The Assignment Instructions should be readily available to relevant personnel whilst on duty and one copy should be readily available in the company control room.

Security staff shall be familiar with these instructions

NOTE — In circumstances of immediate urgency, assignment instructions will be made as soon as practicable thereafter.

4 Staffing

4.1 Selection and vetting. The company shall vary out full pre-employment enquiries to ensure that only suitably qualified persons are recruited.

A personal interview should be conducted to assess the following:-

- a) physical ability;
- b) mental ability;
- c) language ability, in respect of reading, writing and verbal communication,
- d) personal documentation (academic certificates, birth certificate, national identity card, TIN number, driving license, passport, service records, etc).

All selected personnel involved in, or having access to details of security duties shall be vetted. Such vetting shall include the taking of fingerprints for:-

- a) ascertaining any criminal record which shall preclude employment in terms of legislation applicable to manned security services;
- b) checking upon any previous employment record with another manned security service.

Where deemed necessary, such vetting shall be extended to include former employers.

The company shall employ only person who have met the vetting criteria. Where employment is on an occasional or part-time basis pre-employment checks should be thorough, comprehensive and of no lesser standard than the procedures adopted in respect of full-time employees.

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

Persons employed for security duties should not normally be less than 18, or more than 65 years of age. Persons beyond 55 years of age, in active patrol duty, should be required to undergo an annual assessment to confirm their fitness for the duties to which they may be assigned.

4.2 Terms of employment. All employees shall receive a clear, concise and unambiguous contract of employment giving conditions of service which should include the following information in accordance with the labour law:-

- a) job title,
- b) effective starting date,
- c) probationary period,
- d) pay and allowances,
- e) hours and days of work,
- f) holiday entitlement and eligibility,
- g) sick pay (conditions of payment) and pension entitlement,
- h) industrial injury procedures,
- i) disciplinary and appeals procedures,
- j) terms of notice/termination.

Employees shall be required to maintain proper standards of appearance and deportment whilst at work.

Employees shall be instructed that committing, or condoning, any one of the acts specified in the relevant Acts, as amended from time to time shall be regarded as a breach of their terms and conditions of employment.

Employees shall sign for all equipment issued and give an undertaking to return this on termination of employment.

4.3 Identification. All employees shall be issued with, and instructed to carry at all times whilst on duty, an identity card confirming their position with the company.

The company should ensure the periodic renewal of identity cards for each employee. Each identity card should include the following information:-

- a) company name, address and telephone number (s), and
- b) employee's name, photograph, and employee number.

There should be formal arrangements for the withdrawal of the identification card from an employee when leaving the company's employment.

4.4 Equipment

4.4.1 Uniform

Unless otherwise requested by the client, any uniform provided to an employee shall display insignia identifying the company providing the service and the wearer as a company employee, it shall be readily distinguishable from that of members of the civil emergency services or uniformed forces of the Government of Tanzania and shall be registered in terms of the armorial bearing names and uniform and badges Act.

NOTE — The insignia shall be clearly visible when the uniform is worn in normal working environments.

The company should provide for periodic renewal of uniforms.

4.4.2 Vehicles and drivers

All vehicles, excluding management driven vehicles, involved in operations (other than those on covert operations) shall clearly display the company name, badge or logo.

Vehicles and other equipment should be suitable for the use intended.

Four wheeled vehicles should carry a two – way communication capability. Vehicles should be inspected at least once a month and speedo meter readings recorded.

They should be regularly serviced, in accordance with the manufacturer's instructions, and any damage to a vehicle should be repaired as soon as possible.

Drivers should keep their vehicles clean, tidy and roadworthy in terms of the Road Traffic Act.

Drivers should be clean, tidy and properly dressed in the company uniform whilst on duty.

The company should ensure the competence of drivers to handle all relevant company vehicles and a copy of all drivers driving licences should be kept on file; the actual licence should be inspected, annually. Drivers should complete a history form, to be maintained by the company, with all accidents and convictions recorded on it.

4.4.3 Equipment

Equipment used in connection with an undertaking or supplied to a client should conform to recognized standards, be in working order and be regularly maintained.

4.5 Training

4.5.1 General

The company should have a clearly defined training policy, authorized at board level, covering the items identified in 4.5.2 to 4.5.9.

4.5.2 Induction training

Induction training shall be provided for all employee engaged in security duties, whether full or part-time (seasonal and casual categories included) and should be given prior to them carrying out their first operational duties.

Such training shall be carried out by suitably qualified or experienced staff in a an environment conducive to effective learning and shall be of not less than 70 hours or 10 working days' duration covering relevant aspects of the following basic subjects:-

- a) general duties;
- b) assignment instructions;
- c) reporting and record keeping;
- d) patrolling;
- e) fire safety;
- f) civil and criminal law;

- g) major incidents;
- h) relevant electronic devices;
- i) communication skills;
- j) legal powers and
- k) health and safety.

The employee shall sit a written assessment at the end of the training and the employer shall take the results of this assessment into consideration when considering the suitability of the candidate for work.

4.5.3 Assignment training

For a new employee going to a first assignment, or existing employees transferring between assignments, training shall be given by suitably qualified or experienced staff so that the duties required can be carried out without close supervision. Trainees should always be supernumerary to the site or patrol establishment.

4.5.4 Specialist training

Facilities shall exist to ensure that employees required to carry out duties of a specialist nature are trained to a proficient standard suitably qualified or experienced staff. For example, an employee should be trained to Red Cross requirements if expected to carry out first aid duties, and should be appropriately trained for the use of any specialized equipment.

4.5.5 Refresher training

There shall be a system by which the effectiveness of all existing staff can be monitored, their performance assessed and, where necessary, refresher or remedial training carried out by suitably qualified or experienced staff as soon as practicable. The refresher training shall be conducted at least once a year.

4.5.6 Contingency training

When there is a change in methods, procedures, legislation, etc. the staff concerned should be retrained to a proficient level by suitably qualified or experienced personnel. If practicable, this training should take place before the change is implemented.

4.5.7 Vocational training

To enhance the personal effectiveness of employees and the effectiveness of the company, staff should be encouraged to achieve recognized formal qualifications in security disciplines. The company should also encourage staff to gain corporate membership of a relevant professional association.

4.5.8 Training records

All staff with responsibilities for training should ensure that when carried out it is properly recorded on a specific company form and that an accurate record of all training is kept. There shall be a system of annual internal inspection of training records by senior management.

Training records should include the date and training location and should be retained as part of the employee's personal record.

4.5.9 Trainers

All employees who supervise staff should be given responsibility for the training and development of each of their subordinates.

Where a training manager position is established, it should be a primary responsibility to ensure the understanding and application of the company training policy.

Where no training manager is appointed, the responsibility for this should be given to an appropriate personnel manager or a designated senior member of staff.

5 Operations

5.1 General

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

Comprehensive control room instructions outlining action to be taken on receipt of verbal incident reports should be provided. Where an incident is reported it should be recorded in accordance with control room procedures. The record should include the following:-

- 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) action to be taken;
- f) names and addresses of all relevant persons present.

There should be clearly defined procedures for management follow-up to incidents, response and support to staff in the event of an incident and a company policy for client liaison visits.

Security patrols and static assignments should be monitored, by supervisory visits to each assignment, with a record of the results of such monitoring available for inspection by the client.

5.2 Control room

A control room shall be operated and organized to provide the following:

- a) the provision or procurement of assistance or advice for guarding, mobile patrol and mobile supervisory staff in routine and emergency situations;
- b) the effective monitoring of guards and mobile supervisory staff by strict observance of properly documented and established procedures, and
- c) the recording, in accordance with 5.5 of all appropriate routine and emergency matters to enable management to deal quickly and efficiently with the company's contractual responsibilities.

Management shall review and update control room records and methods at regular intervals, and in any case, at least annually.

Management shall produce a control room manual covering all foreseeable contingencies for the guidance of controllers. The manual shall contain instructions for controllers to enable them to deal effectively with emergencies. It shall clearly indicate the stage at which any incident requires the

controller to pass on information to a more senior person. A copy of the manual shall be readily available within the control room at all times.

Control rooms shall be restricted areas open only to those properly authorized to enter.

5.3 Control room construction and facilities

5.3.1 Location

The control room shall be situated within premises owned or leased by the company or by an associate company, and shall comply with all such building, fire safety and health regulations as may lawfully apply.

NOTE — Every company must maintain at least one control room in their major centre of operations and where practicable every major town or city in which they operate.

5.3.2 Construction

For more general services, all parts of the shell of a control room, other than permitted openings, should be soundly constructed to ensure a reasonable degree of physical security, safety and integrity, for the protection of employees and for the safeguarding of records and property.

The control room shall contain, in operating condition, telephone and radio communications equipment consistent with the level of operations in hand, on full 24 – hour coverage.

5.3.3 Emergency facilities

The control room should be equipped with a deliberately operated alarm system to allow the controller to give warning of any attack on the control room.

Emergency lighting and radio communication should be provided, capable of being brought into use without undue delay in the case of failure of mains powered illumination, the emergency lighting should be capable of illuminating the control room to a level allowing its continued use and should provide at least 4 hours of continuous operation.

NOTE — Toilet and washing facilities should be provided within close proximity to the control room.

5.4 Control room operations

Access to the control room should be restricted to authorized company employees.

In order for the control room to function effectively, staff should have access to the following information and aids.

- a) a list of all guarding assignments, giving details of hours of cover, number of guards, number of contracted visits and telephone numbers;
- b) a means for displaying the names of guards working at each assignment during the current shifts either by means of wall boards, record sheets, monitor or computer terminal;
- c) a nominal roll of all operational staff, including supervisors and management;
- d) a record of the home addresses and telephone numbers of all operational staff;
- e) copies of all assignment instructions;
- f) the emergency contract records for all client companies;
- g) a list of telephone numbers of all police stations within the control room's operational area;

- h) a list of useful telephone numbers, for emergency services;
- i) the company rules for controllers, guards and supervisors; and
- j) emergency procedures and contingency plans for use in such events as fire, flood and bomb threat (business continuity plan).

In order to utilize this information effectively, control room staff should possess a sound knowledge of the relevant operations+ and have clear understanding of the priorities for all routine and emergency matters both in general and in regard to specific instructions for clients.

5.5 Records

A record of all reported incidents should be maintained for a minimum of 24 months. Entries should be numbered sequentially and should include time, date and the name of the controller completing the record.

NOTE — The minimum periods quoted for retention of records should be reviewed in the light of particular requirements, especially with regard to potential liabilities for civil action.

6 Documentation

6.1 Company information

Before offering to provide a manned security service, the company should have available, on request, the following information for potential clients:-

- a) name of the company and the address(es) and telephone number(s) of its office(s);
- b) names(s) of the principals of the company and of the persons to contract for further information;
- c) membership of the security trade association(s) and claims of compliance with this standard code of practice;
- d) date of establishment of the company and of previous and/or subsidiary companies, with their registered names;
- e) Uniform and equipment supplied to guards;
- f) Means of communication between personnel whilst they are on duty;
- g) A declaration that the terms and conditions of employment of staff are in accordance with the current legislation pertaining thereto and
- h) Type and extent of relevant insurance cover.

6.2 Contract

Following acceptance of the offer to provide a manned security service, a contract shall be prepared based upon the agreements resulting from the site recommendation (see 3.6) or upon the client's instructions, as appropriate. The contract should include the following minimum provisions:-

- a) total costing for the services to be provided and the arrangements for payment;
- b) company obligations to the client, contracted duties and compliance with industry and /or this standard;

- c) specific insurance coverage related to the contracted duties and
- d) period of the contract and requirement for its termination with specific reference to any exclusions, penalty clauses or other restrictions.

The agreed contract should be signed by a principal of the company and of the client and a copy retained by each.

6.3 Assignment instructions

As part of the contract documents, assignment instructions for all relevant duties associated with the guarding operation(s) should be drawn up for agreement with the client. The following details should be included in the assignment instructions:

- a) the location and details of the site(s) or valuables to be protected, with name (s) of relevant contracts provided by the client and the agreed means of access and
- b) the number of personnel involved in the assignment and their responsibilities with particular respect to the following where applicable.
 - i) patrol routes and routine reporting points and times;
 - ii) working hours and handover requirements;
 - iii) emergency procedures;
 - iv) communication procedures;
 - v) specifically requested services;
 - vi) access control and searching procedures and
 - vii) client's facilities, vehicles or equipment.