

Contact Name:
Company Name:
Contact Phone Number:
Address:
Date sent to company:

CODE OF PRACTICE



Patrol and Response Services

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FOREWORD

This Code of Practice defines that policies and procedures to be followed by members of the New Zealand Security Association involved in the provision of Patrol Services.

The objective in preparing this document is to ensure that high professional standards are maintained, legal responsibilities complied with and, consequently, enhancement of the industry's image and reputation.

The requirements of this Code are mandatory and compliance is a condition of membership of the New Zealand Security Association.

NEW ZEALAND SECURITY ASSOCIATION (INC.)

Ground Floor, 7 Anzac Street,
Takapuna, Auckland
New Zealand

PO Box 33 936, Takapuna, Auckland
Telephone (09) 486 0441, Fax (09) 486 0442

Email: info@security.org.nz

Website: www.security.org.nz

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SECTION 1: GENERAL

	Evidence
Company Details	
Name	
Trading name(s)	
Locations – list all locations you operate from within New Zealand	
Company Registration details (date and registration number) Auditor to sight Company Registration Certificate	
Directors (list) Auditor to check against Companies Office records	
Staff Numbers	

<p>Total:</p> <p>Numbers required to hold CoAs:</p>	
<p>Registration under the Private Security Personnel and Private Investigators Act 2010 (& Amdts and Replacements)</p> <p>All Directors, Staff and/or Contractors where there is a requirement to be licensed or hold a Certificate of Approval (COA) are registered under the Private Security Personnel and Private Investigators Act 2010 and amendments.</p> <p>Auditor is to:</p> <ul style="list-style-type: none"> • Sight SG Licence issued by the Registrar • Check the COA for a range of not less than five staff. • Check at least three rosters for duty to ensure all staff working are licensed correctly. 	
<p>Contractors to the Member Company</p> <p>The primary contractor (the member) is responsible to ensure that all contract staff employed under any contractual arrangement are licensed or hold a Certificate of Approval as required under the Private Security Personnel and Private Investigators Act 2010 and amendments.</p> <p>All contractors are to be required to show evidence to their principal that they have sufficient processes in place to ensure this requirement is always met.</p> <p>Auditor is to:</p> <ul style="list-style-type: none"> • Sight a declaration or a copy of the SG Licence issued by the Registrar to the Contractor • Check the member’s staff for a current COA - not less than 10% of member’s staff. • Check at least three rosters for duty to ensure all staff working are licensed correctly. • Check members’ written evidence that all contracted staff hold a current SG licence and COA as required under the Private Security Personnel and Private Investigators Act 2010 and amendments 	

Customer Service Levels

This Code of Practice is issued in order to ensure that persons and organisations operating in the Patrol & Response field of the security industry provide a standard of service and quality of employee that meets the standard as defined in this Code of Practice as being the minimum level. Sufficient latitude is built into the Code to enable Security Companies to exercise initiative and individual expertise in the provision of service to a higher degree than that laid down in the Code.

Auditor is to:

- **Cite any examples of letters from clients praising individual staff or the company for provision of excellent standards of customer service.**
- **Look for examples of training, posters, briefing notes, bonuses or recognition for staff to deliver excellent customer service**

Public Liability Insurance

Public liability insurance cover required of all NZSA members shall have due regard to the nature of the risk and the relevant standard but shall not be less than \$1,000,000.

The Auditor is to:

- **Sight a placement slip, insurers policy document or invoice from an insurer showing the Public Liability cover is in place and current.**

SECTION 1: GENERAL

	Evidence
<p>1.0 This Code of Practice is issued in order to ensure that persons and organisations operating in the Patrol field of the security industry provide a standard of service and quality of employee that meets the standard as defined in this Code of Practice as being the minimum level. Sufficient latitude is built into the Code to enable Patrol Companies to exercise initiative and individual expertise in the provision of service to a higher degree than that laid down in the Code.</p>	
<p>1.1 Contractors/Sub Contractors to Patrol Companies Contractors and Sub Contractors shall be licensed under the Private Security Personnel and Private Investigators Act 2010 (& Amendments & replacements), and are required to comply with this Code.</p>	

**SECTION 2: RECRUITING, VETTING AND APPOINTMENT
OF PATROL OFFICERS AND RESPONSE AGENTS**

	Evidence
<p>2.1 Creditworthiness A creditworthiness check is to be made. A copy of the result of each creditworthiness check is to be placed on the personnel file of the officer. After the initial check it is recommended that creditworthiness checks be conducted on a regular basis.</p>	
<p>2.2 References and Previous Employment Checks In every case applicants for employment will be required to complete an application form on which they will declare details of their previous employment or other activities during the preceding 20 years, or back to school leaving.</p> <p>Character references are to be called for from not less than three persons nominated by the potential employee and from not less than three immediately previous employers provided that such a person has had three or more employers during the 10 years preceding the application for employment.</p>	
<p>2.3 Physical Fitness All applicants for the post of patrol officer are to make a written declaration as to their general health and physical fitness.</p> <p>If considered necessary, the applicant may be required to provide a certificate issued by a qualified medical practitioner as to the applicant’s capability to undertake the duties of a security officer.</p>	

	Evidence
<p>2.4 Driving Licences All patrol officers or response agents, required to drive a motor vehicle during the course of their duties, shall be the holders of an appropriate and current New Zealand driving licence. Such a licence must be a full and unrestricted New Zealand Driving licence.</p>	
<p>2.5 Non-New Zealand Citizen Where a non-New Zealand citizen makes application for the position of security officer the employer shall ensure by reference to the individual's passport and/or Labour Department that such applicant may legally be employed in New Zealand.</p> <p>Knowledge of English All applicants must demonstrate an acceptable level of both Spoken and written English.</p>	
<p>2.6 Pre-Employment Statement The applicant should also sign a pre-employment statement:</p> <ul style="list-style-type: none"> (a) authorising the employer to approach government agencies, former employers, excepting the current employer, and personal referees for verification of his employment record, character, fitness for the position or any other matter relevant to the application. (b) acknowledging that misrepresentation of facts are grounds for immediate dismissal. 	
<p>2.7 Personnel Files A personnel file shall be established and maintained for each patrol officer or response agent employed and is to contain all information relative to each officer's employment.</p>	

	Evidence
<p>2.8 Employment Agreements A written employment agreement between the Member and the applicant employee must be entered into prior to commencement of employment. At all times the member must ensure compliance with the relevant statutory requirements in relation to employment legislation.</p>	
<p>2.9 Certification of Responsible Employees under the Private Security Personnel and Private Investigators Act 2010 (& Amendments & replacements) and subsequent Amendments All patrol officers and response agents, employed by a Patrol or Guard Company, who are assigned to duties which encompass fields that are specified by the above Act of Parliament and subsequent amendments, shall be the holders of a Certificate of Approval or a temporary permit issued under the Act.</p>	
<p>2.10 Health and Safety Prior to commencement of duties all new employees must undergo a comprehensive Health and Safety induction outlining the Members Health and Safety Policy.</p>	
<p>2.11 Non-disclosure agreement Prior to employment all applicants to sign a non-disclosure agreement, maintaining confidentiality of clients and company's information. Check this is done.</p>	

SECTION 3: DEFINITIONS

	Evidence
<p>3.1 Patrol Company Means any person who carries on business either by themselves or in partnership with any other person and includes a limited liability company and who contracts to supply personnel for any or all of the purposes set out below:</p>	
<p>3.2 Prevention or detection of unlawful or unauthorised entry on to premises or other places.</p>	
<p>3.3 Prevention or detection of any offence against the law of New Zealand and the subsequent observation of the person offending, and reporting to the appropriate agencies or authorities.</p>	
<p>3.4 Control, regulation and direction of movement of pedestrians and/or vehicular traffic on private premises.</p>	
<p>3.5 Protection of individuals from bodily harm.</p>	
<p>3.6 Prevention or minimisation of loss by fire or any other means including neglect, misuse and waste, whether intentionally or unintentionally caused, and the events of nature.</p>	
<p>3.7 Enforcement of rules, regulations and policies laid down by a client for any lawful purpose designed to ensure the well-being of the client’s organisation business or private interests.</p>	
<p>3.8 Patrol Officer and Response Agents A person employed to carry out any of the functions detailed in Clause 2.1.1 to 2.1.6 inclusive, who are also required during his daily period of employment to patrol more than one premise not being on the same complex or site, regardless of method of transport. A patrol officer or response agent must maintain an incident report either manually or electronically.</p>	

SECTION 4: TRAINING

	Evidence
<p>4.0 All Patrol Officers and response agents employed by a Patrol Company shall receive adequate and regular training in the principles and practices of security duties appropriate to the duties to which they are assigned.</p> <p>In particular, Patrol Companies must consider the following subjects and ensure that security officers' duties are evaluated in order that instruction is given in the relevant subjects.</p>	
<p>4.1 Prior to commencement of any duties Patrol Officers and Response Agents must be trained on, and demonstrate unrestricted understanding in the following:</p> <p>4.1.1 The law relating to: Security Guards covered by the Private Security Personnel and Private Investigators Act 2010 (& Amendments & replacements). Summary Offences Act Crimes Act Trespass Powers of Arrest and Responsibilities resulting there from Powers to search Use of Force and Excess Force Theft Burglary and associated offences Criminal Damage (including Arson) Health and Safety in Employment Act</p>	

	Evidence
4.1.2 Practical Arrest and Search	
4.1.3 Evidence: Keeping notebooks Report writing Giving evidence	
4.1.3 Co-operation with law enforcement agencies and emergency services.	
4.1.4 Response to alarm activations.	
4.1.5 Patrol work and checking premises.	
4.1.6 Use of radio communications equipment (where supplied for use).	
4.1.7 Fire prevention, fire detection and action to be taken on discovery of an outbreak of fire.	
4.1.8 Duties relative to the post to which the officer is assigned including “on-the-job” training by a supervisor or other experienced patrol officer.	

	Evidence
<p>4.2 Continuation Training 4.2.1 Duties relative to any post to which the office is reassigned at any subsequent time including “on-the-job” training by a supervisor or other experienced patrol officer or response agent.</p>	
<p>4.2.2 Relevant changes in the law as soon as the change has been affected.</p>	
<p>4.2.3 Changes in methods of fire prevention, detection or action on discovery of fire as soon as practicable after such change of method becomes known.</p>	
<p>4.2.4 Refresher courses on the subjects previously instructed in.</p>	
<p>4.3 Records of Training Records of training are to be maintained on company and Personnel files noting the subjects dealt with and the date of the training. The records shall be maintained during the period of the individual's employment.</p>	

SECTION 5: COMPANY’S RESPONSIBILITIES

	Evidence
<p>5.1 Licence Any Patrol Company undertaking or holding out to carry on business within the meaning of the Private Security Personnel and Private Investigators Act 2010 (& Amendments & replacements), and subsequent amendments shall be the holder of a current Security Guard’s Licence under the Act.</p>	
<p>5.2 Communication All Patrol Companies shall establish and continually maintain a method of communication with a responsible senior officer of the company over the entire 24 hours period of each day.</p> <p>All, operational assignments must have an adequate method of communicating; whether visual, verbal or by electronic means, for the purpose of obtaining a welfare check of each employee on duty at intervals of not greater than 60 minutes.</p>	
<p>5.3 Storage of Clients’ Keys and Records</p>	
<p>5.4 Clients’ Keys Suitable and adequately secure arrangements shall be made by the Company for the storage and handling of keys belonging to the clients’ premises .</p> <p>Identification marks stamped on or attached to clients’ keys shall not provide ready identification of the premise to which the keys relate.</p>	
<p>5.5 Clients’ Records Suitable and adequately secure arrangements shall be made by the Company for the storage of all records dealing with Security activities. Such records must be kept in an environment that is secure from both unauthorised access and loss through Fire or Theft. If these records are stored in a vehicle such records, at no stage, should be visible or readable from outside the vehicle. Such records must be kept for the period that services are provided to that client.</p> <p>All documents relating to the client that are no longer required shall be destroyed and disposed of a secure and confidential manner by shredding, pulping, fluffing or burning.</p>	

SECTION 6: UNIFORMS AND VEHICLES

	Evidence
<p>6.1 Uniforms All patrol officers and response agents, whilst engaged on patrol duties, shall wear a readily identifiable uniform bearing insignia which will readily identify the officer with his employer and indicating that he or she is a "Security Patrol Officer". Notwithstanding, the company has the ability to vary this to meet the requirements of a client.</p> <p>When such a uniform is unfit for further wear, all badges and insignia shall be removed before disposal.</p>	
<p>6.2 Vehicles All vehicles used by patrol officers or response agents, in the course of their duties, shall bear the name or easily identified symbol or mark of the Guard Company visible from both sides of the vehicle in such a manner that it cannot be removed without the use of a solvent, stripping agent, sanding equipment or hand tools.</p> <p>The name or easily identified symbol or mark of the Patrol or Guard Company shall be visible at a distance of not less than 20 metres in normal daylight.</p> <p>Notwithstanding, the company may, to meet the requirements of a client or operational needs, vary this requirement</p> <p>All vehicles used in the course of duties must be fitted with a vehicle alarm that complies with a 4 Star rating as published by the NZSA.</p>	
<p>6.3 Clients Contracts/Agreements</p> <p>Prior to commencement of duties member companies must ensure that written agreements are entered into with the client. Such agreements should include, actual services to be performed and the cost of such services.</p> <p><u>Under no circumstances should member companies enter into service undertakings that are not able to be achieved utilising Best Practices guidelines.</u></p>	

SECTION 7: OPERATIONAL STATISTICS

	Evidence
<p>7. Operational Statistics:</p> <p>Companies undertaking Alarm Response Services must maintain up to date performance statistics listing out the following performance records:</p> <ul style="list-style-type: none"> • Number of alarms attended. <p>Average attendance times for the following types of alarms:</p> <ul style="list-style-type: none"> • Raid Alarms. • Intrusion Alarms • Environmental Alarms. • Fail to Set Alarms • Unauthorised Unset Alarms • Early Open Alarms. • System Alarms <p>Such records should be available for auditing within 1 month of the provision of such services being performed.</p>	

Auditor Signature: _____

Date: _____

For the Company:

Name: _____

Signature: _____

Date: _____