

CODE OF PRACTICE



Alarm Monitoring Response

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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 response 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.

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SECTION 1: GENERAL

	Self Audit	Auditor	Comments
<p>1.0 This Code of Practice is issued in order to ensure that persons and organisations operating in the Alarm and Urgent 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 Alarm and Urgent Response 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 Alarm and Urgent Response Companies Contractors and Sub Contractors shall be licensed under the Private Investigators and Security Guards Act 1974, and are required to comply with this Code.</p>			

SECTION 2: DEFINITIONS

	Self Audit	Auditor	Comments
<p>2.1 Alarm and Urgent Response 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>2.1.1 Prevention or detection of unlawful or unauthorised entry on to premises or other places.</p>			

	Self Audit	Auditor	Comments
<p>2.1.2 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>2.1.3 Protection of individuals from bodily harm.</p>			
<p>2.1.4 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>2.1.5 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>2.2 Response Officer A person employed to carry out any of the functions detailed in Clause 2.1.1 to 2.1.6 inclusive but who is also required during his daily period of employment to incidents at more than one premise not being on the same complex or site, regardless of method of transport</p>			

SECTION 3: RECRUITING, VETTING AND APPOINTMENT OF SECURITY OFFICERS

	Self Audit	Auditor	Comments
<p>3.1 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 regular basis.</p>			
<p>3.2 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 people 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>3.3 Physical Fitness All applicants for the post of security 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>			

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<p>3.4 Driving Licences All response officers 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>3.5 Non-New Zealand Citizen Where a non-New Zealand citizen makes application for the position of response 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</p> <p>All applicants must demonstrate a competent level of both Spoken and written English.</p>			
<p>3.6 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>3.7 Personnel Files A personnel file shall be established and maintained for each response officer employed and is to contain all information relative to each officer’s employment.</p>			

	Self Audit	Auditor	Comments
<p>3.8 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>3.9 Certification of Responsible Employees under the Private Investigators and Security Guards Act 1974, and subsequent Amendments All response officers 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>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>			

SECTION 4: TRAINING

	Self Audit	Auditor	Comments
<p>4.1 Prior to commencement of any duties Response Officers 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 Investigators and Security Guards Act, 1974 Summary Offences Act Crimes Act Trespass Powers of Arrest and Responsibilities resulting there from Powers of Search Use of Force and Excess Force Theft Burglary and associated offences Criminal Damage (including Arson) Health and Safety in Employment Act</p> <p>4.1.2 Practical Arrest and Search</p> <p>4.1.3 Evidence: Keeping notebooks Report writing Giving evidence</p> <p>4.1.4 Co-operation with law enforcement agencies and emergency services.</p> <p>4.1.5 Response to alarm activations. 4.1.6 Patrol work and checking premises. 4.1.7 Use of radio communications equipment (where supplied for use).</p>			

	Self Audit	Auditor	Comments
<p>4.1.8 Fire prevention, fire detection and action to be taken on discovery of an outbreak of fire.</p> <p>Basic Operations of an Alarm System.</p>			
<p>4.1.9 Duties relative to the post to which the officer is assigned including “on-the-job” training by a supervisor or other experienced response officer.</p>			
<p>4.2 Continuation Training</p> <p>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 response officer.</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</p> <p>Records of training are to be maintained on company and Personnel files noting the subjects dealt with and the date of the training.</p> <p>The records shall be maintained during the period of the individual’s employment.</p>			

SECTION 5: COMPANY’S RESPONSIBILITIES

	Self Audit	Auditor	Comments
<p>5.1 Licence Any Alarm Response Company undertaking or holding out to carry on business within the meaning of the Private Investigators and Security Guards Act 1974, and subsequent amendments shall be the holder of a current Security Guard’s Licence under the Act.</p>			
<p>5.2 Public Liability All Alarm Response Companies shall maintain a Public Liability Insurance relevant to the risk exposure. The insurance cover must not be less than \$2,000,000.</p>			
<p>5.3 Communication All Alarm Response 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>			

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<p>5.4 Storage of Clients' Keys and Records</p> <p>5.4.1 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 premises to which the keys relate.</p>			
<p>5.4.2 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.</p> <p>All documents relating to the client that are no longer required shall be destroyed and disposed of in a secure and confidential manner by shredding, pulping, fluffing or burning.</p>			

SECTION 6: UNIFORMS AND VEHICLES

	Self Audit	Auditor	Comments
<p>6.1 Uniforms All response officers whilst engaged on Alarm Response 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 “Response Officer”. Notwithstanding, the company has the ability to vary this to meet the requirements of a client. 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 response officers in the course of their duties shall bear the name or easily identified symbol or mark of the Alarm Response 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 Alarm Response Company shall be visible at a distance of not less than 20 metres in normal daylight. 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>Notwithstanding, the company may, to meet the requirements of a client or operational needs, vary this requirement</p>			

	Self Audit	Auditor	Comments
<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>			
<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: _____