NEW ZEALAND SECURITY
ASSOCIATION

Code of
Practice

Manpower Services

• Crowd control
• Site and event guards
• Patrol and Response
Services

INDEX

FOREWORD

This Code of Practice defines the policies and procedures to be followed by all members of the New Zealand Security Association Inc involved in the provision of Security Manpower Services

The objectives in preparing this document are to ensure that high professional standards are maintained, legal responsibilities are complied with and consequently that customers receive a quality service and the industry's image and reputation is maintained.

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

This document must be completed and sent to NZSA on application to undertake the NZSA Audit process as an Accredited member. Where possible, supporting evidence should be provided or made available for review.

Members who are audited and deemed to be in compliance with this Code of Practice will not be required to undertake a further audit for a period of 5 years, subject to the satisfactory completion and return of the ACCREDITED MEMBER ANNUAL DECLARATION.

SECTION 1
COMPANY INFORMATION

DESCRIPTION	EVIDENCE
1.1 Company Details	
1.1.1 Company Name	
1.1.2 Trading name(if applicable)	
1.1.3 Senior Manager Details: • **Name** • **Position** • **Phone** • **Email**	

SECTION 2
ROLES AND DUTIES

DESCRIPTION	EVIDENCE
2.1 Registration under the Private Security Personnel and Private Investigators Act 2010 (and Amendments and Replacements) Where there is a requirement to be licensed or hold a Certificate of Approval (COA) all Directors, Staff and/or Contractors are registered under the Private Security Personnel and Private Investigators Act 2010 and amendments. The Definitions in Annex A provide clarification of the licensing requirements for those staff employed as Property Guards and Crowd Controllers.	*NZSA to check PSPLA records* *Conduct checks to ensure that all staff covered by the Act hold a current registration or license.*
2.2 Contractors to the Member Company The primary contractor (the member) is responsible for ensuring that all contract staff employed under any contractual arrangement are licensed or hold Certificates of Approval as required under the Private Security Personnel and Private Investigators Act 2010 and amendments (Refer Annex A Definitions).	*NZSA to check PSPLA records* *List any contractors with details of licence/COA including categories and date of issue.*
2.3 Position Description All staff should have been provided with a Position Description including a broad outline of the Duties that they are required to provide.	*NZSA to view Position Descriptions for sample staff.*

2.4 Role Specific Duties
 	
 2.4.1 Event Management Duties (Crowd Control)
 Events are differentiated primarily by scale and the numbers of the general public that staff will interface with. Typical events requiring security include:
 - Sports events
 - VIP or Corporate Boxes
 - Fairs
 - Opening events or sales in retail stores
 - Product or venture launches
 - Ceremonies and concerts
     Example events manned by this Organisation include:
     1. *
     2. *
     3. *
	NZSA to :
	 • *Sight event instructions*
	 • *Where written instructions were not provided, verify verbal instructions to staff*
	 • *Check that staff manning event had completed a site safety and orientation briefing.*

DESCRIPTION	EVIDENCE
2.4.2 Hospitality Industry Duties (Crowd Control) These events are characterised by the presence of alcohol. Roles are primarily to control entry to the event, calm or remove unruly patrons, deny access to alcohol by any minors present, and meet the client requirement for a customer friendly profile. Typical duty locations range from hotels, bars, nightclubs, chartered clubs, RSA's, football club functions, social events such as 21s Birthday parties, balls, dinners and a wide range of industry promotion events. Alcohol may also be a factor in events that take place in public places. The conduct of the guard will be governed by (but not limited to) the Sale of Liquor Act, the requirements of the PSPPI Act 2010 (refer Annex B) relating to Crowd Controllers, and any other applicable legislation and or by-laws as well as standard conditions of entry. Examples of recent hospitality events manned by this Organisation are: 1. * 2. * **3. ***	*NZSA to:* • *Sight instructions produced* • *Check staff on roster received a site safety and orientation briefing* • *Check staff on roster were specifically instructed on the requirements to be met under current Liquor Licence legislation* • *Sight and customer or other reports and feedback on the organisation performance.*
2.4.3 Man a Standard Guard Post Standard duties for all security officers include the manning of a wide and diverse range of guard sites. These range from 24 x 7 sites to a short term shift at a client location for a specified period of hours. A guard post will typically require the security officer (s) to be in uniform, maintain some form of communications with his or her base or supervisor and to log all events. There are some sites where the duties include managing access to those authorised and others where the focus will be no unauthorised and others where the focus will be no unauthorised entry is permitted. Examples of sites manned by this Organisation are: 1.* 2 * 3 *	*NZSA to:* • *Physically visit at least two sites operated by the Organisation* • *Verify that there are SOP's available to staff on the site* • *Verify that the OSH programme is available for site staff* • *Verify that all staff members working on the site have completed a site orientation briefing and are aware of and understand the SOP's.*

DESCRIPTION	EVIDENCE
2.4.4 Patrol and Response Duties Standard duties for patrol officers include undertaking scheduled patrols of customer sites and the responding to unscheduled activations or incidents at customer sites. In most instances the patrol officer will be in a branded vehicle and uniform and will need to maintain some form of communications with his or her base (or communications centre) and to log all events. By responding to unscheduled activations and incidents, patrol officers will on occasion need to liase with and work with other agencies such as the Police and to communicate directly with the customer. Examples of Scheduled Patrol customer sites are: 1. * 2. * 3. * Examples of Unscheduled Patrol Response Customer sites are: 1. * 2. * 3. *	*NZSA TO:* *- Verify that there are Site instructions for each Scheduled Patrol and Unscheduled Response site* *- Verify that a Site Assessment has been conducted to ensure any hazards pertaining to Scheduled Patrol and Unscheduled Response sites have been identified* *- Verify that all patrol officers have been briefed on generic site hazards and risks.*
2.4.5 Other Duties There are a wide range of other guard duties completed by Manned Security staff. These include (but are not limited to): on site escorts, covert surveillance, securing crime scenes, seizing property under Liquidator or Receivers instructions and many others. Example contracts cited by Member Company are: 1. * 2. * 3. *	*NZSA TO:* *- Sight examples for up to three "Other Duties" contracts* *- Sight the instructions provided for up to three "Other Duties "contract events* *- Check the staff rostered for the last two vents received a verbal site orientation and safety briefing.*
2.5 Incident Reports Regardless of role, all manned security staff must be able to produce an Incident Report (IR) either manually or electronically. IR's must be legible and in a format that ensures all relevant information is captured. IR's should also include the time, date and the name of the Officer who has produced the IR.	*NZSA to sight not less than five examples of Incident Reports from different security officers and ensure that all relevant information is captured.*

SECTION 3
POLICY AND PROCEDURE

DESCRIPTION	EVIDENCE
3.1 Occupational Health and Safety The Member company must have an occupational health and safety policy suitable to the duties performed by their staff.	*NZSA TO* *Verify mandatory Health and Safety Capability Audit undertaken.*
3.2 Communications Security Officers are required to use a range of equipment for communication between security staff on the ground, with clients and with their operational base and/or supervisor. Staff should be provided with the most appropriate and robust equipment required to deliver stable and reliable communications. This is both for the safety of the staff member and to deliver high levels of service for the client. Communications equipment may include (but not limited to): • Radio • Land line telephone • Mobile or cellular phone • Text messaging • Satellite phone • GPS • Other	*NZSA TO:* *- Indicate the communication methods used by Member* *- Ensure equipment is appropriate, well maintained and "fit for purpose"*
3.3 Internal Communication All Member Companies shall establish and continually maintain a method of communication with a responsible senior officer of the company. For Security Guard and Patrol operations this must be over the entire 24 hours period of each day however for Crowd Control operations, this may apply for at least the duration of the event being covered. 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. The Member Company must also have documented procedures and escalation to be followed when welfare checks are not made or acknowledged by the operational assignment.	*NZSA TO:* *- Sight any evidence that allows verification of senior managers being available 24 x 7 per day (or for duration of event). This can include log records of calls, access card logs showing senior management response to a site, and sign in registers.* *- Sight evidence and records of welfare calls being made for all security officers operating on their own at all times of the day.* *- Sight procedures to be followed for missed/non responded welfare calls.*

3.4 Storage of Client's Keys and Access Cards Suitable and adequately secure arrangements shall be made by the Member Company for the storage and handling of keys and access control cards belonging to the clients' premises. Identification marks stamped on or attached to clients' keys and cards shall not provide identification of the premises to which the keys and cards relate. Processes for the handling and movement of keys and cards must include mechanisms to identify when they are uplifted and returned and by whom.	*NZSA TO:* *- Sight the processes for securing clients keys and access control cards in the office* *- Sight the processes for securing client keys and access control cards on site* *- Sight the processes for securing client keys and access control cards in vehicles* *- Sight the procedures for recording the uplift and return of client keys and access control cards (when and by whom)* *- Sight the procedure for returning keys to clients if their contract is cancelled*
3.5 Client Records Suitable and adequately secure arrangements shall be made by the Member Company for the storage of all records dealing with Security activities. Such records must be kept "for the period that the services are provided to the client", and for any statutory period so defined thereafter. 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, or burning in compliance with the NZSA Code of Practice for the Secure Destruction of Confidential Material.	*NZSA TO:* *- Sight the processes involved for securing clients records in the office* *- Sight the processes involved for securing clients records on site* *- When applicable, sight the processes for securing client records in vehicles* *- Sight the procedure for securely destroying or returning client records to the clients if their contract is cancelled.*

3.6 Uniforms	*NZSA TO:*
	- Sight the uniforms used by the Company to ensure the above criteria are met
In almost all instances, security officers involved in crowd control, guard and patrol duties will be required to wear a readily identifiable uniform bearing insignia that will readily identify the officer with his or her employer and indicating that he or she is a "Security Officer". Notwithstanding, the Member company has the ability to vary this uniform standard to meet the requirements of a specific client, site or time of duty.	*- Sight instructions or procedures for disposal of old uniforms*
	- Sight procedures for verifying return of equipment on termination of employment.
The uniform should present the Member company as being professional and when such a uniform is unfit for further wear, all badges and insignia shall be removed before disposal.	
All Member companies shall have procedures to ensure that all uniform issues are recovered from Security Officers on completion of employment.	
3.7 Vehicles	*NZSA TO:*
	- Sight vehicles on site and ensure they comply with all requirements
All vehicles used by security officers in the course of their duties shall bear the name or easily identified symbol or mark of the Security 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. The name or easily identified symbol or mark of the Security Company shall be visible at a distance of not less than 20 metres in normal daylight.	
Notwithstanding, the Member company may vary this requirement to meet operational needs.	
All vehicles that have contents of value, or asset or plant that needs to be protected, must be fitted with a vehicle alarm system including automatic engine immobilisation and siren to give bonnet, boot and door protection.	
All vehicles must be warranted and registered and fit for purpose.	
3.8 Other Vehicle Equipment	*NZSA TO:*
	- Sight at least two patrol vehicles and ensure they comply with all requirements.
All patrol and response vehicles should be equipped with the following: - First Aid Kit - Fire Extinguisher - Forensic Kit (tape and signage) - Personal Protective Equipment (wet weather gear, Hi-Vis vest, cold weather jacket, cap/hat/beanie, torch) - Communication devices (2 distinct systems) - Map book and/or GPS tracking and guidance system - Spare tyre and jack	

SECTION 4
TRAINING

DESCRIPTION	EVIDENCE
4.1 Induction Training Prior to commencement of any duties, Manned Services Security Officers must receive induction training and demonstrate competence in the following areas:	*NZSA TO:* *- Sight standard induction training programme and staff records*
4.1.1 Occupational Health and Safety Prior to commencement of duties all employees must undergo a Occupational Health and Safety Induction outlining the Members Health and Safety Policy.	*NZSA TO:* *- Sight no less than three examples of Health and Safety training records for members staff* *- Sight records of Health and Safety Induction programmes completed for members staff.*
4.1.2 Legal Rights, Powers and Obligations The Law relating to: - The Private Security Personnel and Private Investigators Act 2010 - Sale of Liquor Act (Crowd Controllers) - Summary Offence Act and Crimes Act specifically relating to Theft, Burglary, Criminal Damage (including Arson) and associated offences - Trespass - Health and Safety Workplace Act (HSWA) 2015 - Powers of Arrest and responsibilities resulting there from - Powers to search - Use of force and Excess force	*NZSA TO:* *- Sight standard induction training programme and staff records and verbally check knowledge with individual staff*
4.1.3 Co-operation with law enforcement agencies and emergency services Understand and be competent in: - Evidence: Keeping notebooks, report writing and giving evidence - Protection of Evidence and Crime Scenes - Reporting suspicious behaviour - Fire prevention, fire detection and action to be taken on discovery of an outbreak of fire - Responses to other emergencies (such as earthquake, flood, terrorist incident)	*NZSA TO:* *- Sight standard induction training programme and staff records and verbally check knowledge with individual staff*

DESCRIPTION	EVIDENCE
4.1.4 Communications Equipment Staff are required to be trained in the use of communications equipment and the appropriate protocols to be followed when using equipment to communicate with other parties. Communications equipment includes the following where applicable: - Radios (RT's) - Land line - Mobile telephone (calls) - Mobile telephone (text) - Computers - Any other communication methods	*NZSA TO:* *- Sight/observe/listen to not less than three staff using each form of communication equipment as applicable to the members operations*
4.1.5 Reporting Staff are required to be trained in the use of notebooks and when appropriate, site logs, for the recording of information. Incident reports (IR's) should be clear and concise and can be produced in electronic or paper based formats. All reports must include dates, times and details on who has prepared the report.	*NZSA TO:* *- Confirm training and view examples of notebooks, log books and incident reports.*
4.1.6 Administration Staff must have a clear understanding of the chain of control operated by the Member and in particular, who they report to. Staff should be trained in understanding the differences and relationship between: - Standard Operating Procedures (SOP's) - Company Procedures - Site Procedures and/or Event Procedures - Assignment instructions	*NZSA TO:* *- Confirm training, view examples and verbally check knowledge with individual staff.*
4.1.7 Client, Customer and Public Relations Staff should be trained in the importance of building and maintaining relationships with the client and their customers. All uniformed staff represent their Member in the eyes of the public and need to understand the impact their individual actions can have for the reputation of the Member company and of the security industry in general.	*NZSA TO:* *- Confirm training and view examples.*

DESCRIPTION	EVIDENCE
4.1.8 Company Policy and Procedure for Operational Roles Member companies will have policies and procedures covering how operational roles are to be performed and some policies and procedures may have variations for specific customers, sites or tasks. The Policies and Procedures are critical for maintaining safety and security of the security officer, the Member company, the customer and the public. All staff should be aware of Company Policy and Procedure, how to access the information and the implications of not following Company Policy and Procedure.	*NZSA TO:* *- Confirm training and verbally check knowledge with individual staff.*
4.2 Role Specific Training **4.2.1 Specific Assignment/Site/Event Duties** There is a general requirement for Security Officers providing Crowd Control, Guard and Patrol services to be trained for any new duties or site to which they are rostered, including "on-the-job" training by a supervisor or other experienced and trained security officer.	*NZSA TO:* *- Sight any evidence that this is done* *- Sight any policy and procedures supporting this* *- Sight any form of "Site/Event Qualification" procedures* *- Check relevant rosters to ensure that all staff rostered for the current week are trained for the specific event/site/patrol run.*
4.2.2 Fire Prevention Fire prevention measures, fire detection and action to be taken on discovery of an outbreak of fire. Crowd Controllers and Site Guards should be competent in the duties of a fire warden and the procedures for managing the safe evacuation of an event or specific site.	*NZSA TO:* *- Sight not less than two example instructions or Incident Reports demonstrating the awareness and competency of the security officers to follow relevant Fire and Emergency Instructions.*

DESCRIPTION	EVIDENCE
4.3 Continuation Training **4.3.1 Training towards National Qualifications** It is expected that all member companies will train their staff beyond the mandatory requirements of the **Private Security Personnel and Private Investigators Act 2010.** Training is to be undertaken by all staff in the prescribed subjects as well as any others deemed necessary to meet a client requirement or to meet self imposed Member Company standards. The Member Company is to have qualified Workplace Assessors on staff or available on a contract arrangement to complete assessment of any training completed. Ideally there will be an individual training plan for each staff member to deliver a pathway for improvement of training knowledge as he or she gains in experience. Files are to be maintained of training completed with the records clearly showing who has met the standards required. Best practice is also to maintain individual staff member training files. This may not always be practical or possible given the resources available. As a minimum, major oases in training should be recorded in the staff member's personal file.	*NZSA TO:* *- Sight records of current, continuation and completed training* *- Sight examples (where applicable) of credit registration for NZQA approved training* *- Sight at least three examples of workplace assessment by a trainer for current staff.*
4.3.2 Maintaining Currency Security is constantly evolving through changes in approach, methods, technology, law and the nature of threats. Member Companies must monitor these changes and incorporate them into their staff training as required.	*NZQA TO:* *- Sight any evidence of relevant changes to training to reflect industry developments* *- Sight any evidence of refresher training and highlighting industry developments.*

SECTION 5
OPERATIONAL PERFORMANCE

DESCRIPTION	EVIDENCE
5.1 Planning	
5.1.1 Crowd Control – Security Management Plan Prior to any event being managed by the Member there shall be an event specific security management plan based on a risk assessment and covering as a minimum: - Staffing requirements (including briefings, training, deployments, teams, shifts, positions and duties) - Emergency responses - Incident management - Reporting - Logistics (including equipment and uniforms) - Health and Safety (hazards and compliance) - Sale of Liquor specific requirements - Command and control (structure, relationship with clients and other organisations, emergency plans and contact requirements)	*NZSA TO:* *- Sight relevant examples*
5.1.2 Security Guard – Site Operating Procedures For each site being managed by the Member there shall be site operating procedures (SOP's) prepared in conjunction with the client and based on a risk assessment and covering as a minimum: Details of the site - Hours and days of coverage - Staffing requirements (including training, skills, positions and duties) - Emergency responses - Incident management - Reporting - Logistics (including equipment, uniforms, PPE) - Health and Safety (hazards and compliance) - Command and control (structure, relationship with clients and other organisations, emergency plans and contact requirements)	*NZSA TO:* *- Sight relevant examples*

5.1.3 Patrol and Response Patrol and Response runs (routes) should be structured so as to optimise operational efficiency by recognising factors including: - Client locations - Client specific timings - Risk assessments - Experience and skills required - Availability of support resources Notwithstanding that the member Company may implement patrol routes to meet it's own specific requirements. For all patrol and response clients, a Health and Safety assessment should be conducted to identify any hazards or site specific requirements.	*NZSA TO:* *- Verify compliance*
5.2 Measurement and Reporting	
5.2.1 Crowd Control For each event managed by the Member there should be means that allow the Member to measure performance against the Security Management Plan and to produce meaningful reports or indicators that support the operations and enable the Member to place additional focus on any areas that have not met required standards. Such measures and reports may include: - Hours planned versus actual hours - Client feedback - Investigation of Incident Reports or Emergency Incidents - Member or client audits - Reports, graphs, charts - KPI's (Key Performance Indicators)	*NZSA TO:* *- Sight relevant examples of measures and reports*

5.2.2 Security Guard For each site managed by the Member there should be means that allow the member to measure performance against the Site Operating Procedures and to produce meaningful reports or indicators that support the operations and enable the Member to place additional focus on any areas that have not met the required standards. Such measures and reports may include: - Hours planned versus actual hours - Client feedback - Investigation of Incident Reports or Emergency Incidents - Member or client audits - Reports, graphs, charts KPI's (Key Performance Indicators)	*NZSA TO:* *- Sight relevant examples of measures and reports*
5.2.3 Patrol and Response For patrols and responses performed by the Member Company there should be means that allow the Member to record statistics applicable to the services performed, measure performance and to produce meaningful reports that support the operations and enable the Member to place additional focus on any areas that have not met the required standards. Ideally the statistics, performance measures and reports should be available by patrol run (route) as well as collectively. Examples of statistics, measures and reports may include: - Number of alarms attended (and by alarm type) - Attendance times (including average attendance times) - Total on site time for scheduled patrol runs versus total available time - Distances travelled - Client feedback - Investigation of Incident Reports or Emergency Incidents - Reports, graphs, charts - KPI's (Key Performance Indicators) - Benchmarking	*NZSA To:* *- Sight relevant examples of statistics, measures and reports.*

ANNEX A
DEFINITIONS

DESCRIPTION

Private Security Personnel and Private Investigators Act 2010
Section 17
Meaning of property guard employee
In the Act, *property guard employee* means an individual who in the course of his or her employment or engagement as a contractor, by a property guard:

- (a) guards, elsewhere than on premises owned or occupied by the property guard, the property guard's firm, or any of the property guard's partners, any real or personal property belonging to another person; or
- (b) monitors in real time, elsewhere than on premises owned or occupied by the property guard, the property guard's firm, or any of the property guard's partners, any of the following:
    - (i) a burglar alarm or similar warning device intended to immediately alert a person or persons to the presence of a person or persons in a particular place:
    - (ii) a camera or similar device; or
- (c) responds to any device in paragraph (b)(i) or (ii) that has been activated and that is on any part of any premises that are not owned or occupied by the property guard, the property guard's firm, or any of the property guard's partners.

Private Security Personnel and Private Investigators Act 2010
Section 18
Meaning of personal guard employee
In the Act, *personal guard employee* means an individual who in the course of his or her employment, or engagement as a contractor, by a personal guard:

- (a) guards a specific person or persons; or
- (b) guards a specific person or persons and keeps order at any place (not being premises or a conveyance licensed under the Sale and Supply of Alcohol Act 2012) where the person or persons being guarded may be.

Private Security Personnel and Private Investigators Act 2010
Section 19
Meaning of crowd controller employee

- (1) In the Act, *crowd controller employee* means an individual who in the course of his or her employment, or engagement as a contractor, by a crowd controller or other person:
    - (a) screens entry to a place (other than simply ensuring that admission has been paid or that those entering have appropriate invitations or passes)
    - (b) keeps order in a place (more than merely being expected to draw the attention of others to behaviour that is inappropriate):
    - (c) removes any person from a place
- (2) A person is not a crowd controller if:
    - (a) he or she is not employed or engaged primarily to do work of a kind specified in subsection 1 (a), (b), or (c), but performs that work incidentally to the principal work he or she performs; or
    - (b) he or she does the work specified in section 18 (b) and no other work of a kind specified in subsection (1) (a), (b), or (c).