



# **MOBILE SECURITY PATROLS CODE OF PRACTICE**

*Draft for comment*

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## **1. INTRODUCTION**

### **1.1. Foreword**

This ASIAL Code of Practice on the broad operation and delivery of a security service by mobile security patrols is to be read in conjunction with;

- the jurisdictional Acts and Regulations covering Security Industry licensing and compliance requirements.
- Corporation legislation regarding business conduct, ethics and governance, and;
- Work Health and Safety (WHS) Acts and Regulations

It is a practical guide to assist members to meet their client responsibilities, provide a safe environment for the delivery of the service and importantly provide systems and communication pathways to verify the delivery of the contracted service.

This code will come into effect on [date to be confirmed].

### **1.2. What are Mobile Security Patrols?**

A mobile security patrol is a security service provided by security officers travelling to multiple sites physically distant from one another, within a defined period of time. A response to a security alarm, security incident, escorts, unlocking or locking of premises may form part of a security patrol function.

## **2. SCOPE & APPLICATION**

### **2.1. Scope**

This Code provides a standard for all ASIAL members involved in the mobile security patrol sector of the security industry.

### **2.2. Application**

ASIAL members must observe this code as a minimum standard when conducting mobile security patrol activities.

### **2.3. Sub-Contracting Mobile Security Patrols**

If a security organisation (security firm), subcontracts another business (including a related entity) to carry out mobile patrol security work, the operator must ensure that the subcontractor carries out the work in accordance with this code.

The security organisation and contractor should agree on the safe work procedures, including arrangements for managing health and safety incidents. The security organisation should monitor the contractors' activities regularly.

The subcontractor will be responsible to report, record and communicate proof of service to the security organisation. The security organisation will be responsible for proof of service reporting / communication to the client.

Security organisations providing security mobile patrols by subcontract, shall advise the client that the service is or may be provided by a subcontractor.

## 2.4. Normative References

Legislation and Standards covering the broader security industry including Mobile Security Patrol activities in Australia includes but not limited to;

### CTH

[Corporations Act 2001](#)  
[Work Health and Safety Act 2011](#) (also see VIC & WA similar legislation)  
[Work Health and Safety Regulations 2011](#)  
[Competition and Consumer Act 2010](#) (also see State mirroring legislation)  
[Fair Work Act 2009](#)  
[Privacy Act 1988](#)

### ACT

[Security Industry Act 2003](#)  
[Security Industry Regulation 2003](#)

### NSW

[Security Industry Act 1997](#)  
[Security Industry Regulation 2016](#)

### NT

[Private Security Act](#)  
[Private Security \(Security Firms\) Regulations](#)  
[Private Security \(Security Officers\) Regulations](#)

### QLD

[Security Providers Act 1993](#)  
[Security Providers Regulation 2008](#)  
[Security Providers \(Security Firm Code of Practice\) Regulation 2008](#)

### SA

[Security and Investigations Industry Act 1995](#)  
[Security and Investigations Industry Regulations 2011](#)

### TAS

[Security and Investigations Act 2002](#)  
[Security and Investigations Regulations 2005](#)

### VIC

[Private Security Act 2004](#)  
[Private Security Regulations 2005](#)

### WA

[Security and Related Activities \(Control\) Act 1996](#)  
[Security and Related Activities \(Control\) Regulations 1997](#)

### STANDARDS

[AS/NZS 4421:2011](#)- Guard and patrol security services  
[AS/NZS ISO 31000:2009](#) - Risk Management Set: Principles and Guidelines  
[AS/NZS 2201.1:2007](#) – Intruder alarm systems – Client's premises

## 2. DEFINITIONS

**alarm response** - a security patrol response to client premises to investigate why an alarm has activated. Response level will depend upon available access and client instructions. Client instructions may include an alarm panel check and/or re-set.

### **alarm response type**

- **external response** – property checked by security patrol officer from the fence or fence line of the property.
- **intermediate response** – property checked from inside the fence or fence line of the property. Includes an external check of buildings on site without entering any building as per client instructions
- **internal response** – security patrol officer in addition to an external and intermediate inspection required to physically enter the premises as per client instructions for an alarm response.

**assignment instructions** - operational document detailing the specific duties to be performed under the contract.

**client services specifications** - document setting out the proposed services to be supplied under contract.

**competent person** - a person, suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions, to enable the required task(s) to be carried out correctly. Where a competent person is not required to hold a security licence, the person should meet security licence probity requirements.

**customer / client** - individual or organisation retaining a mobile security service to carry out agreed services, responsible for remunerating the company in accordance with an agreed contract.

**escort services** - include a safety or security patrol escort for client staff too or from premises or to a location away from a client's premises. Escort services may include escorting staff undertaking banking services.

**key (s)** - instrument, equipment or data allowing authorised access to a customer's property.

**keyholding** - a service whereby a mobile security service holds keys (which may include electronic access, access control cards and the like) to a client's premises or equipment.

**let in – let out (LILO) – Open up / Lock up** - documentation confirming attendance or electronic registration confirming attendance at a client site. LILO may form part of the proof of service.

**mobile patrol** - security services provided by security officer(s) travelling to multiple sites physically distant from one another.

**mobile security officer** - an appropriately licensed person who performs duties on a mobile patrol.

**operations centre** - a communication centre where patrol operational procedures are monitored and/or managed and may fulfil the definition of a patrol depot.

**operator / controller** - person designated to monitor mobile patrols, operations and communications. Where an operator / controller is not required to hold a security licence, the person should meet security licence probity requirements.

**patrol depot** - an operational facility which is utilised for the start/finish of mobile patrols and the safe storage of vehicles, keys and equipment.

**Principal** - owner, partner, board director or other top executive in the private sector, or an executive officer in the public sector or a not-for-profit organisation.

**proof of service** - evidence that the mobile patrol services was provided to the client.

**secure facility** - a suitably constructed dedicated room or secure lockable cabinet for the holding of keys

**security organisation** - sole or main security provider of mobile patrol services to a particular customer. Jurisdictional variations may reference a security provider /organisation as a security firm, security business, security agent or master licensee. Whatever the descriptor, the security provider / organisation is required to hold appropriate jurisdictional business licence. Subcontractors would be required to hold the appropriate business/individual jurisdictional security licenses.

**static site** - fixed location or premises to which a security officer is assigned for a fixed length of time

**supplier** - individual or company (and the persons employed, including all levels of subcontractor, by that individual or company) that supplies the organisation with equipment, material and/or labour which is used in providing the service to the customer

**takeover** - transfer of contractual responsibilities from one organisation to another .

**welfare checks** - routine communications to verify the location and status of a security officer on an assignment.

**welfare support system**- a communications system or structured call system, which, if not operated within a determined period of time by the mobile patrol officer, indicates a possible problem with that patrol officer.

#### **4. PERFORMANCE CRITERIA**

Mobile patrol services shall be conducted in accordance with the contract or agreement made with the client. Such services may include:

- (a) the external, intermediate, and/or internal inspection of premises at random times for a determined number of calls over specified periods or inspection program; and
- (b) other requirements or special tasks such as alarm response, staff escort, open-up and lock-up, let-in and let-out, or top hatch automatic teller machine response/service.

Patrol calls made at premises shall be verified by a proof of service as identified within this Code.

*Note: Contracts for the provision of a mobile patrol service should include a clause drawing the attention of clients to the fact that the service may be shared. Accordingly, the service may be temporarily interrupted or delayed if an incident detains the patrol officer at one client's premises in the course of the round.*

#### **4.1. Accountability**

Organisations providing a mobile patrol security service have an obligation to be answerable for the delivery of the contracted service. Accountability includes achieving the objectives and results in performance of the service in a transparent, fair and accurate reporting of the delivered service.

Engaging in conduct that is misleading or deceptive, or is likely to mislead or deceive, is in contravention of section 18 of the Australian Consumer Law (ACL). Making a false or misleading representation is in contravention of section 29(10)(b) of the ACL.

Organisations shall establish a system that records and is capable of reporting the delivery of all mobile patrol services in a transparent, fair and accurate manner.

#### **4.2. Client Communication**

Organisations providing a mobile patrol services must establish a Customer Service Communication Charter (CSCC) for client communication relating to the delivered / contracted mobile patrol services.

The CSCC shall be a written policy that communicates the organisations commitment to client communication and shall include:

- mobile patrol services to be delivered
- how mobile patrol services will be delivered
- identification of internal and external stakeholders
- contract reporting requirements
- communication method
- communication frequency
- communication format
- details of tasks delivered, completed, or non-completed service delivery
- identification of services not delivered
- a process of rectification for the non-delivery of service.

### **5. EQUIPMENT**

It is a responsibility of all organisations to ensure appropriate, safe and serviceable equipment is provided to enable the security patrol to be professionally delivered.

#### **5.1. Vehicles**

A security patrol vehicle must meet legislative requirements for the operation of a registered roadworthy vehicle. As a minimum a security patrol vehicle must have:

- The patrol vehicle must have signs identifying the vehicle as a vehicle associated with a security service. The word 'security' is the minimum signage required and must be displayed on both sides of the vehicle: or
- The vehicle be appropriately signed with security company logo/identification.
- Vehicle signage must meet jurisdictional legislative requirements for security vehicle signage where required.
- All security patrol vehicles must have a GPS location tracking device.
- Vehicles must have a central locking system to secure the vehicle.
- Vehicles must have a secure key storage compartment. Keys carried in a portable box, bag or other system must be capable of being secured in a lockable compartment or by a lockable strapping system.
- Vehicle equipped with portable and/or mounted spotlight.

## **5.2. Personal Equipment**

Both employer and the individual have a responsibility to ensure safety is a priority in the workplace. In support of and considering the duties of a mobile patrol officer, appropriate personal protective equipment (PPE) should be provided. A variety of contracted duties, site requirements, client variations and geographical locations, will impact on the type of PPE to be provided. As a minimum the following personal equipment shall be provided:

- Mobile communication device (radio and/or mobile phone)
- Mobile duress device (may be included in a smart phone or as a separate device)
- Hand held torch
- Fluorescent safety vest

## **5.3. Uniforms**

The identification of a mobile patrol officer when attending a client's premises either undertaking a contracted patrol service or in response to an alarm or incident, is considered an important safety requirement. Mobile patrol officers shall wear a uniform with the following minimum requirements:

- Required to comply with jurisdictional requirements for identification.
- The outward worn uniform item such as a shirt, jumper and/or jacket, shall have the word 'security' suitably displayed; or
- Security company logo / identification to be suitably displayed on the uniform item such as a shirt, jumper and/or jacket.  
Note: it is recognised that it is not always possible for the uniform of the contracted security provider to be worn when sub-contracted services are provided, however in all circumstances the mobile patrol officer shall wear a uniform items identifying them as security.
- Suitable and safe footwear for the duties to be performed.
- If not wearing company identified uniform, patrol officer must know what security provider they are representing when attending client premises.

## **5.5. Key Management**

Security mobile patrols have a responsibility to hold client keys for access to premises for intermediate or internal patrols or a key holding service for a response to a client's premises from an alarm activation or incident.

Keys held on behalf of a client are to be held in a safe and secure manner. Organisations shall have a key management policy to include as a minimum the following:

- Keys from or returned to a client are to be recorded and receipted in a key register.
- Keys held at a Patrol Depot, Operations Centre or other facility when not in the possession of a patrol officer, are to be stored in a secure facility or a secure lockable cabinet.
- Keys when held in a vehicle, when not under the direct control of a patrol officer are to be stored in a locked key box secured in the vehicle or a lockable strapping system.
- Key audits shall be conducted semi-annual or such shorter time if required by client contractual agreement.



## **5.6. Proof of Service**

Credibility of the delivery of a mobile patrol service to a client premises is a professional responsibility. Organisations must have a communication policy / strategy, providing a process for clients to receive proof of service as and when required.

All mobile security patrol services require 'proof of service'. There must be digital proof of service for all attendance at a client site by mobile patrol services.

Digital proof of attendance may include;

- GPS locator record – including smart device records (mobile phones - portable computer tablets)
- Geo-tagging - including smart device record (mobile phones - portable computer tablets)
- On-site digital recording devices (site electronic buttons, access control and/or alarm deactivation or activation)
- Communicated digital record of site attendance to a monitoring centre

A Guard Tour Management System (GTMS) may be used if the system meets proof of service requirements.

Digital proof of attendance is in addition to any client requirement or process for onsite manual logbook attendance entries.

Records confirming proof of service must be retained in compliance of jurisdictional legislation or where no time period is provided by legislation, retained for 3 years.

## **6. TRAINING & RECRUITMENT**

### **6.1. Recruitment**

Security organisations shall develop and implement a mobile patrol policy and procedures commensurate with the organisations operation for a practicable and effective workforce recruitment system.

The policy and procedures applicable to workforce recruitment requirements shall include an appropriate system for screening/vetting for potential mobile patrol officers. As a minimum the policy should include:

- Identification
- Full Licensing
- Probity
- Right to work
- Reference checking
- Work endorsements
- On-boarding
- Working with children clearance where required (Schools, Child Protection, Nursing Homes and Children's Health Services). Preference for security licensing to be acceptable.

### **6.2. Training**

Mobile patrol officers are required to maintain a security licence and associated training relevant to the jurisdiction in which they work.

Officers should be inducted into the role of a patrol officer including industry requirements relating to performance, safety, service delivery, credibility, accountability, record keeping and specifics of client premises and site safety requirements. This should be undertaken during the on-boarding process.

### 6.3. Additional Endorsements

Mobile patrol officers are required to hold appropriate endorsements to be legislatively compliant. Endorsements could include;

- Firearms licence
- Current First Aid certificate
- Construction Industry White Card
- Australian Drivers Licence
- Specific industry safety card, depending on client site & requirements.

## 7. WORK HEALTH & SAFETY

**A person conducting a business or undertaking must ensure**, so far as is reasonably practicable, the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking and provide safe systems of work.

This duty requires the person to manage risks by eliminating health and safety risks so far as is reasonably practicable, and if it is not reasonably practicable to eliminate the risks, by minimising those risks so far as is reasonably practicable. It also includes providing and maintaining a work environment that is without risks to health and safety.

These duties are owed by:

- a) businesses or undertakings that carry out mobile patrol security activities e.g. security providers.
- b) businesses or undertakings using mobile security patrols
- c) businesses or undertakings with management or control of a workplace e.g. client/site managers, and
- d) businesses or undertakings that design structures e.g. architects, designers and local councils approving the design.

**Clients** have a duty to manage the risk of incidents occurring when deciding on the movement of mobile security patrols whilst undertaking security inspections of their premises.

**Workers** have a duty to take reasonable care for their own health and safety and that they do not adversely affect the health and safety of other persons. Workers must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace. If personal protective equipment (PPE) is provided by the business or undertaking, the worker must use it in accordance with the information, instruction and training provided.

### 7.1. Risk Management

Providing mobile security patrols presents specific workplace risk challenges.

#### 7.1.1 Identifying the hazards

Identifying hazards in the workplace involves recognising risks and situations that could potentially cause harm to people.

Hazards associated with security patrol activities can include:

- Robberies and armed hold-ups
- Worker fatigue and stress
- Manual tasks
- Exposure to temperature variations
- Traffic hazards
- Slips, trips and falls
- Use of firearms

Potential hazards may be identified by:

- Inspecting the client work sites
- Inspecting vehicles and equipment
- Observing the systems of work and work practices
- Assessing the patrol routes taken to improve safety
- Talking to workers about any problems they have noticed
- Reviewing incident, injury and dangerous occurrence reports
- Determining the levels of training, experience and competence for the tasks.

#### **7.1.2. Assessing the risks**

A risk review must be carried out for all sites prior to the provision of patrol services commencing. In the case of an urgent or one-off job, a risk review must be conducted prior to accepting or undertaking the job. This must determine the level of risk posed and appropriate methods of elimination and/or control of risks. Depending on the circumstances this may not require a site visit.

A patrol officer may undertake an initial site inspection by completing a pro-forma site assessment template to identify response and risk considerations. Where the inspection identifies unacceptable risks, a site risk inspection should be undertaken by an approved person.

Risk Assessments must be:

- Conducted by persons trained to provide and complete security risk assessments relevant to security patrol services.
- Conducted by a person experienced in the provision of security patrol services and appropriately licenced in the state or territory to provide security patrol services.
- Subject to re assessment in a changing threat environment and review of the effectiveness of risk controls applied.
- Assessment should be completed using, Risk Management – Principles and Guidelines.

## **8. RECORD KEEPING / MANAGEMENT**

Organisations must maintain records in compliance with security licensing and legislative requirements. Details of all security patrol attendance, and response to client premises including the identification of the responding security officer, must be maintained.

Privacy of data is a high consideration and security organisations are required to manage data and critical client information in accordance with legislative requirements. Organisations may be required to comply with the Australian Privacy Principles.

## **9. SUBCONTRACTOR DUE DILIGENCE**

Due to security organisation structure, operational or geographical requirements, security patrols may be provided by subcontractor arrangements.

The due diligence should include:

- Contractors legal structure and financial health
- Contractor management structure showing control and accountability at each level of operation
- Evidence of Business licences
- Evidence of individual security licenses
- Evidence of service level agreement
- Evidence of insurance and certificates of currency
- Compliance with policies, laws and regulations including health and safety
- Document exchange and review
- Evidence of incident handling procedures
- Right to audit
- Evidence of membership of a recognised security industry association

## **10. MANAGING FITNESS FOR WORK**

Fitness for work includes fatigue and the effects of alcohol and other drugs on workers. The effects can be identified as a state of impairment resulting from mental or physical exertion and is associated with reduced performance, impaired decision making, lack of motivation, tiredness and poor concentration. These effects are often exacerbated by work practices e.g. long hours etc. and the use of alcohol and other drugs by workers.

Organisations should have in place policies and procedures for avoiding, identifying and dealing with the “fitness for work” of security mobile patrol workers, such as training in fatigue management and random and incident based alcohol and drug testing in the workplace.