

# SVENSK STANDARD

## SS 99100:2010

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### **Bevakningstjänster – Organisation, ledning och personal**

### **Security services – Operations, management and personnel**



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**SS 99100:2010 (E)****Introduction**

For security companies to gain and maintain the trust of society, citizens and customers it is important that the management of these organizations is carried out in accordance with rules accepted by all stakeholders.

Collective agreements for the security industry stem from of a long tradition of social dialogue between employer organizations and trade unions in Sweden. This standard is based on agreements that have facilitated the development of a high quality service. Good working conditions and a high level of health and safety for the employees in the security industry also results from the social dialogue/collective agreements.

The security industry in Sweden is subject to detailed regulation and control by regulatory authorities. This has, together with the commitment of employers and trade unions, created an independent profession with high status and a high level of trust in security officers/guards. It is equally important that organizations, equipment and personnel meet minimum requirements to guarantee the quality of services over time, with changing risk scenarios, as well as changing needs from customers, citizens and society as a whole.

One of the prerequisites for high quality services is a thorough education and vocational training of the service personnel. BYA (the Training and Working Environment Council of the Swedish Security Industry) jointly owned by the security industry and the security workers union have initiated this standard. BYA also educate and produce highly competent security personnel.

The aim of the standard is to guarantee good working methods, a high quality service, good working conditions for the employees in the security industry in Sweden. It is applicable on temporary assignments as well as on extended services.

This standard is a complement to the detailed legal framework and trade union agreements that the Swedish security industry follows. It may be used as a base for procurement of security services and will help keeping good practice on a high level.

The aim of the standard is to foster a continuing development of the quality of the security services and the promotion of good working conditions for personnel in the security industry. The standard will be regularly checked, and revised as necessary, in consultation with those stakeholders that have created it, i.e. the parties for the collective agreements.

## 1 Scope

This standard provides requirements on security companies, their personnel and health and safety at work.

It is intended to assist companies/customers when selecting the services of a security company. It sets requirements for the competence of the security company in order to guarantee confidence that the organization's needs and expectations for security services will be met.

The standard lists requirements on the management of security service organizations and on the specialist knowledge, training, practical experience of their personnel.

It is applicable on all types of security companies irrespective of size of organization, number of employees or customers and the type of assignments carried out.

The standard is based on current regulations and agreements between the parties in the security sector. It is in parts a summary of these regulations and agreements. For more complete information about the content in valid laws, regulations and agreements these should be consulted, see the Bibliography clause.

## 2 Normative references

This Swedish standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For undated references the latest edition of the publication referred to applies (including amendments).

SS 614314, *Identifieringskort – Certifierade identitetskort av typ ID-1 (Identification cards – Certified identity card type ID-1)*

SS 3492, *Säkerhetsskåp – Provning och utvärdering av inbrottsskydd (Secure cabinet – Testing and evaluation of burglary resistance)*

SS-EN 15602, *Security services – Terminology*

SS-EN ISO 9001, *Quality management systems – Requirements*

SS-ISO/IEC 27001, *Information technology – Security techniques – Information security management systems -- Requirements*

SIS-OHSAS 18001, *Occupational health and safety management systems – Specification*

SSF 136:4, *Larmcentraler (Central remote monitoring stations)*

NOTE: SSF publications can be accessed via <http://www.ssf.nu>

## 3 Terms and definitions

For the purposes of this standard, the following terms and those defined in SS-EN 15602 apply.

### 3.1

#### **security**

activity performed through supervision, surveillance or superintendence by personnel, with or without technical aids for the purpose of providing extra protection against damage caused by criminal attack, fire or the like

NOTE. Examples of protection objects are people, goods, objects, areas or activities.

### 3.2

#### **identifying mark**

mark indicating the security officer's/guard's function

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**3.3 manager**  
 person with special education who is responsible for that the performance of security services or education are conducted in a professional and judiciously way

**3.4 good practice**  
 by the security business established practice to by suitable methods carry out security tasks

**3.5 safety representative**  
 person nominated by the local workers union who is or use to be bound by collective agreements and whose task is to represent the employees in health and safety matters and to promote a good and safe working environment 3.1

## 4 Security services

### 4.1 General

All security services aims to prevent and protect against harm.

Security services shall be carried out in a proficient and legal manner. The services shall have a fixed duration and scope and be performed on account of others. Only suitable and approved methods shall be used. Security companies should have a suitable organization and planning of its activities and shall be organized in a way that facilitates good security services and training.

The security company shall have a specially appointed and approved manager that have undergone the required training for managers and shall have experience from and knowledge of the security industry, especially from the type of surveillance that the security company offers.

Security company managers, of a security company, shall

- either be full-time employed by the company
- fully or in part be the owner of the company.

The security company shall facilitate the supervision carried out by the supervisory authority so it can be done in an appropriate and effective way.

Security companies shall have documented procedures for activities related to the services offered.

Contracts and agreements between customer and security companies shall be unambiguously specified and documented.

### 4.2 Execution of services

#### 4.2.1 Instructions to security officers/guards

Security officers/guards shall work in accordance with documented instructions that are approved by the customer. There shall be procedures for updating and amending these instructions. Instructions and agreements shall be recorded and kept by the security company.

Security officers/guards shall report according to written instructions, about observations made and actions done. Reports shall be submitted to the customer as agreed in the security contract or according to security instructions.



#### 4.2.2 Id card

All personnel employed by a security company shall carry an identification from that company.

Security officers/guards employed by a security company shall carry a valid identification card according to SS 61 43 14 when performing security services.

The identification card shall have the full name and signature of the security officer/guard and shall have a photograph that is a good likeness of the person. The identification card shall contain the name and telephone number of the security company employing the security officer/guard and how the identification document can properly be checked. In addition, the identification card shall have a unique id number and shall have its expiry date printed on the card. The card shall contain the word "VÄKTARE" [*SECURITY OFFICER*] in red capital letters.

Security officers/guards shall show their identification card upon request. The identification card need however not to be shown if the request to see it is made with the intent of harassment or if the request is not made as a result of the security officer's/guard's work.

If a security officer/guard leaves the employment of a security company or if he or she is no longer to perform security services as a result of changed working duties, or if the card has passed its expiry date, the identification card shall be returned to the security company. It is the responsibility of the security company to make sure that the identification card is returned.

#### 4.2.3 Uniform

Security officers/guards performing security services shall wear uniforms approved by authorization authority. The uniform shall have the identification mark "VÄKTARE" placed at chest level on the left side of the uniform. The uniform shall also carry the name or logo of the company.

When performing their services store detectives, close protection security officers/guards and personnel at alarm centres may however wear civilian clothes.

If a security officer/guard leaves the employment of a security company or if he or she no longer needs their uniform as a result of changed working duties or for other reasons, the uniform shall be returned to the security company as soon as possible. It is the responsibility of the security company to make sure that the uniform is returned.

#### 4.2.4 Communication equipment

Security officers/guards shall be provided with technical communication equipment that makes it possible to communicate internally or externally with alarm- surveillance or communication centres that are staffed during the period when the assignment is carried out.

All officers/guards shall have the possibility to make an alarm call in an emergency situation by access to equipment that is easy to handle and with possibilities to communicate the geographic position, e.g. an emergency alarm with single button push. The communication central shall be prepared to quickly send support to the location.

For security officers/guards working alone there shall also be separate procedures in place for the guard to call in or be called for checks.

#### 4.2.5 Protection equipment

Protection equipment such as dogs, batons/truncheons handcuffs or firearms for personal protection may only be used by those who are properly trained and authorized. It is responsible of the security company to provide officers/guards with appropriate protection equipment and training.

**SS 99100:2010 (E)****4.2.6 Motor vehicles**

Motor vehicles used by the security company for security services shall be approved by the regulatory authority in terms of their colours, markings and external equipment. The marking of the motor vehicle shall be unambiguously different from police-marked vehicles used by the police.

When acquiring vehicles the security company shall consider the traffic safety, user friendliness and environmental impact of the vehicle. Requirements on the functionality of the vehicle shall be designed in consultation with the safety representative and shall be specified in the company internal routines.

**4.3 Security services****4.3.1 Mobile patrol**

Mobile patrols are carried out by security officers/guards, equipped with vehicles or by foot. The assignment is carried out a specific time within an agreed time frame tending to one or several customers during inspection patrols. For each single customer a contract is made.

**4.3.2 Static guarding**

Static guarding is carried out by security personnel within an agreed time window for each customer and within a geographically limited area.

**4.3.3 Store detectives**

Shop surveillance is carried out by store detectives in plain clothes or in uniform for the protection of goods intended for sales in stores and shopping malls from theft and other criminal activities.

**4.3.4 Close protection/body guarding**

Close protection of individuals is a form of security services requiring special qualifications for those performing the service. Security personnel to receive training for such assignments shall during at least two years of other security work have shown especially good judgement. The security officers/guards working with close protection shall meet especially high demands on sound judgement, calmness and continuity. Close protection of individuals may not be the only form of security that a security company carries out. This puts special requires on the size and organisation of the company, for example does the company have to have at least ten guards trained for the task.

**4.3.5 Security services carried out on the basis of appointment or special approval****4.3.5.1 General**

For security services according to 4.3.5.2 and 4.3.5.5 special training and approval by authority is required.

**4.3.5.2 Keeping general order**

Specially trained security officers/guards are appointed by police authority to maintain good order in a geographically limited area. Security officers/guards can be appointed to work at; public gatherings, public concerts or other arrangements, bathing or camp sites etc., at security checks in courts and where there is particular need by the public e.g. malls or public transportation. Security officers/guards may use means of compulsion and force.

Security officer/guard shall follow orders given by the police on duty. A security officer/guard shall keep the police authority informed of such conditions concerning activities that should be made known to the authority. Security officers/guards shall report to the police about anybody detained, removed or taken into custody.

#### **4.3.5.3 Protecting important facilities of general interest**

Important facilities of general interest are those defined by authority. It can for example be state administration buildings, facilities or areas used by the armed forces, areas for protection of energy and water supply, radio and TV broadcasting, radio and tele communication facilities as well as value depots. In this case it may be necessary to restrict public access to certain areas or objects classified by authorities as protected.

To protect such facilities against sabotage, terrorist attacks and espionage or severe organized crime can owners of and those with responsibilities for such facilities appoint protection security officers/guards. The protection security officer/guard shall be approved by the regulatory authority.

Within the protected object and adjacent areas, the security officers/guards have the right to apprehend those suspected of espionage, sabotage, terrorist crime or severe organized crime. This right also applies to the preparation for such crimes.

Security officers/guards may in special cases decide on and perform personal searches, investigation of vehicles etc. They may also refuse admittance, detain or take into custody individuals within and in the vicinity of the protected object.

#### **4.3.5.4 Port security**

Specially trained security officers/guards may be assigned and appointed by authorized authority to check passengers and employee baggage, cargo and identity to hinder persons and material that can endanger the security for vessels and seaport.

#### **4.3.5.5 Other security services**

Other services may also, after specialized training and appointment by appropriate authority, be carried out on assignment of authorities, such as protecting wildlife and other natural resources.

## **5 Requirements on security companies**

### **5.1 General**

Security services may only be performed by authorized security companies. Authorization is given by appropriate authority (Länsstyrelsen, The county administrative board) which warrants the society's insight in and control of the security companies activities.

### **5.2 Good practise**

Security companies shall guarantee a professional level of their assignments to customers. Security companies shall not in procurement or when signing contracts in any way accept remuneration or give benefits in form of cash, gifts etc. to an employee with the intent to receive an assignment.

For the security operation to be in accordance with good practice there shall be no suspicion of unsuitable methods and the activities of the security company shall maintain a certain minimum standard.

The manager is responsible for the security services and training that the security company has undertaken and that it is carried out in a competent and discerning manner. Employees shall have the required skills and training for the services.

Security companies shall have a fixed visiting and postal address, and be possible to contact by telephone.

Security companies shall have policies that safeguard the integrity, security and environment of the customer, the personnel and the activities. The policies shall contain rules for the company relations to its personnel and environment.