

Australian/New Zealand Standard™

Guard and patrol security services



AS/NZS 4421:2011

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee EL-031, Intruder Alarm Equipment and Installations. It was approved on behalf of the Council of Standards Australia on 21 September 2011 and on behalf of the Council of Standards New Zealand on 19 September 2011. This Standard was published on 18 October 2011.

The following are represented on Committee EL-031:

Australian Industry Group
Australian Security Industry Association Limited
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Insurance Council of Australia Limited
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New Zealand Security Association
NSW Police
Security Providers Association of Australia Limited
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PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee EL-031, Intruder Alarm Equipment and Installations, to supersede AS 4421—1996, *Guards and Patrols*.

This Standard acknowledges achievements made by the security industry since the publication of the previous Standard and reflects the growing complexity of the industry as well as the more demanding nature of the role of security officer.

It has been revised at the request of providers of protective security services to better reflect the way the industry now operates. This Standard specifies the perceived minimum requirements that are attainable by all security companies, regardless of size, and that are necessary to provide a professional and competent service to clients.

This Standard is intended to contribute to the delivery of compliant guard and patrol security services.

This Standard may be of use to organizations that have in-house (proprietary) security officers as a guidance document or to benchmark their services to comparable providers in the security industry.

The terms ‘normative’ and ‘informative’ have been used in this Standard to define the application of the appendix to which they apply. A ‘normative’ appendix is an integral part of a Standard, whereas an ‘informative’ appendix is only for information and guidance.

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SECTION 1 SCOPE AND GENERAL

1.1 SCOPE

This Standard specifies the minimum requirements for the operation and management of an organization providing protective security services. Appendix A specifies the requirements for custodial and escort officers.

NOTE: The term 'organization' is defined in Clause 1.3.

This Standard does not cover the full function, responsibilities or scope of Cash In Transit (CIT) operations. For this refer to current legislation and codes of practice.

1.2 REFERENCED DOCUMENTS

The following documents are referred to in this Standard:

AS

- 2201 Intruder alarm systems
- 2201.2 Part 2: Monitoring centres

AS/NZS

- 2201 Intruder alarm systems
- 2201.1 Part 1: Client's premises—Design, installation, commissioning and maintenance
- 2201.5 Part 5: Alarm transmission systems

- 3749 Intruder alarm systems—Road vehicles

- 3749.1 Part 1: Performance requirements

AS/NZS ISO

- 9000 Quality management systems—Fundamentals and vocabulary
- 9001 Quality management systems—Requirements
- 9004 Managing for the sustained success of an organization—A quality management approach

NOTE: A number of additional publications which are considered useful sources of information are listed in Appendix D.

1.3 DEFINITIONS

For the purpose of this Standard, the definitions given in AS/NZS 2201.1 and those below apply.

1.3.1 Assignment instructions

Operational document detailing the specific duties to be performed under the contract.

1.3.2 Check call

Routine communication made to verify the location and status of a security officer on assignment.