

MPS 17 – Security Operations (Patrolling and Guarding)

****Category:**** Protection

****Tags:**** security operations, patrolling, guarding, ethics, VPSHR, human rights, layered security, risk mitigation, ISO18788, ASIS, protection

****Description:**** Minimum Performance Standard for Security Operations (Patrolling and Guarding). Defines the intent, required actions, and guidance for ensuring security teams operate ethically, are well-trained, and work within an integrated, layered security system that prioritises technology-first solutions while applying human controls as targeted, risk-informed, secondary measures. Supports international best-practice frameworks, including the Voluntary Principles on Security and Human Rights (VPSHR), ISO 18788, and ASIS guidelines, to ensure security operations respect human rights, minimise risk, and strengthen trust with communities.

Assessment Criteria (Structured)

1. 1.

****Requirement:**** A Security Operations Policy must define the security philosophy and prioritise technology-first controls with human-based measures as secondary, risk-informed layers.

****Evidence:**** Approved and communicated policy document.

2. 2.

****Requirement:**** Security risk assessments must justify the use of human controls and align with broader risk management systems.

****Evidence:**** Risk assessment reports showing justification and integration.

3. 3.

****Requirement:**** Security operations must be integrated with surveillance, access control, intrusion detection, and incident management systems.

****Evidence:**** Integration documentation, system architecture diagrams, and connection logs.

4. 4.

****Requirement:**** Patrolling and guarding procedures must define routes, checkpoints, timings, and escalation protocols.

****Evidence:**** Standard operating procedures, patrol logs, and escalation records.

5. 5.

****Requirement:**** Technology must be used to verify patrols, including GPS, NFC, or RFID systems.

****Evidence:**** Verification system reports and digital log extracts.

6. 6.

****Requirement:**** Human-based controls must be monitored through layered checks such as supervisor inspections and audits.

****Evidence:**** Inspection reports, audit records, and incident summaries.

7. 7.

****Requirement:**** Only licensed, vetted personnel may perform guarding functions, meeting ethical, legal, and fitness requirements.

****Evidence:**** HR files, training logs, and vetting documentation.

8. 8.

****Requirement:**** Private security provider contracts must mandate legal compliance, ethical codes, and VPSHR adherence.

****Evidence:**** Signed contracts with compliance clauses and audit records.

9. 9.

****Requirement:**** Due diligence on private security providers must include annual reviews and compliance verification.

****Evidence:**** Due diligence reports and audit outcomes.

10. 10.

****Requirement:**** Use-of-force protocols must prioritise de-escalation and minimal force, with documented procedures and training.

****Evidence:**** Protocols, training records, and incident review forms.

11. 11.

****Requirement:**** Security training must include conflict management, de-escalation, patrolling techniques, reporting, and VPSHR principles.

****Evidence:**** Training content, attendance registers, and evaluation results.

12. 12.

****Requirement:**** VPSHR principles must be operationalised through documented community engagement and public security coordination strategies.

****Evidence:**** Engagement records, community strategies, and security cooperation notes.

13. 13.

****Requirement:**** Security incidents must be logged, investigated, analysed for root causes, and used for continuous improvement.

****Evidence:**** Incident reports, RCA documents, and CAPA tracking.

14. 14.

****Requirement:**** Community engagement plans must promote trust, transparency, and stability.

****Evidence:**** Engagement plans, communications logs, and outreach summaries.

15. 15.

****Requirement:**** Deployment records must verify vetting, duty status, and supervision of security staff.

****Evidence:**** Shift rosters, verification checklists, and supervisor sign-offs.

16. 16.

****Requirement:**** Reporting systems must track incidents, support trend analysis, and feed into improvement actions.

****Evidence:**** Reporting tools, dashboards, and review meeting minutes.

17. 17.

****Requirement:**** Technological solutions must be prioritised to reduce dependency on human controls in high-risk areas.

****Evidence:**** Security design documents, automation plans, and risk analysis notes.

18. 18.

****Requirement:**** Advanced screening systems must be used where applicable, such as X-ray or millimetre-wave scanners.

****Evidence:**** Equipment specs, usage logs, and training records.

19. 19.

****Requirement:**** Access control procedures must include electronic logging, role-based authorisations, and system integration.

****Evidence:**** Access control policies, system data, and audit trails.

20. 20.

****Requirement:**** Pre- and post-employment vetting for security personnel must include criminal and integrity checks.

****Evidence:**** Screening logs, interview records, and continuous monitoring systems.

21. 21.

****Requirement:**** Engagement with public security forces must include written agreements reflecting shared ethical and human rights commitments.

****Evidence:**** MOUs or partnership agreements and coordination notes.

22. 22.

****Requirement:**** Community liaison programmes must respect local dynamics and address tensions constructively.

****Evidence:**** Liaison programme outlines, meeting logs, and feedback records.

23. 23.

****Requirement:**** Security incident management systems must be reviewed regularly and incorporate lessons learned.

****Evidence:**** Review schedules, improvement logs, and stakeholder updates.

24. 24.

****Requirement:**** Management oversight must include regular reporting on operational performance, ethics, and human rights compliance.

****Evidence:**** Management reports, ethics reviews, and human rights scorecards.