ISIA Members Assessment Checklist For Security Systems Organisations

Member Name:				Membership No:			Roll No:		
Location:				Number of Employees:			Visit No:		Visit Date:
ISIA QA Scheme – QualSec – Approval level -					Activities	Intruder Alarm Installation CCTV Installation Access Control Installation			
Auditors undertaking visit:					Company representative(s)				

Area Audited	Item Ref	Done Y-N-N/A	Auditor's Note	Imp Obs	Imp Need	Area Audited	Item Ref	Done Y-N-N/A	Auditor's Note	Imp Obs	Imp Need
PSA Licence	1.1					Records and procedures	2.4				
I.S. EN 50131 Certificate	1.2					Computer back-up	2.5				
S.R. 40 Certificate	1.3					Skill levels	3.1				
Legal/arbitration proceedings	1.4					Induction training	3.2				
Tax, Welfare and Insurance	1.5					Health and Safety Training	3.3				
Accounts	1.6					Sector Specific Training	3.4				
Statement of compliance	1.7					Licences and ID Cards	4.1				
Attendance at meetings	1.8					Staff Recruitment and Screening	4.2				
Group activity	1.9					Terms and Conditions	4.3				
Strategic Business Plan	2.1					Staff Satisfaction	4.4				
Contracts	2.2					Work scheduling	4.5				
Competence and experience	2.3					Staff Turnover and absenteeism	4.6				

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Area Audited	Item Ref	Done Y-N-N/A	Auditor's Note	Imp Obs	Imp Need	Area Audited	Item Ref	Done Y-N-N/A	Auditor's Note	Imp Obs	Imp Need
Safety Statement	4.7					Customer care training	7.2				
Staff Policies	4.8					Middle management training	7.3				
Employee Pension Scheme	4.9					Internal auditor	7.4				
Security Industry Regulation Order	4.10					Satisfaction questionnaires	8.1-8.2				
Working Time Act	4.11					Response to comments	8.3				
Internet & Phone Policy	4.12					Analysis of reviews	8.4				
Customer Satisfaction	5.1-5.2					Employee's suggestions	8.5				
Incident counselling	6.1					ISO 9001:2000	9.1				
Pay Path	6.2					Excellence through people	9.2				
Employee health plan	6.3					Corporate responsibility	9.3				
Staff turnover and absenteeism	6.4					Senior management CPD	10.1				
Health and Safety Officer	7.1					Top management commitment to QMS	10.2				

Recommendation: Recommended [ ] Recommended subject to Satisfactory corrective action [ ] Not recommended [ ]	**Signed**: **Auditor**

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	Minimum Membership Criteria	
1. Records		SILVER LEVEL
Item	**Requirement**	**Comments**
1.1	Does the organisation hold a current PSA licence for each relevant activity?	*Intruder/CCTV/AccessControl*
1.2	Does the organisation have a current certificate of compliance for I.S. 999:2004?	*Record Certificate number and date.*
1.3	Does the organisation have a current certificate of compliance to S.R. 40?	*Record Certificate number and date*
1.4	Does the organisation have a duly completed declaration form confirming the absence of any legal / arbitration proceedings?	*Any positive indication of proceedings must be referred to ISIA for their consideration*
1.5	Can the organisation provide evidence to show that:- • They have met their legal obligations in accordance with the Revenue Commissioners? • They have current paid up insurance policies relating to their undertakings applicable to security activity, including appropriate vehicle/fleet insurance? • The operational equipment used by the organisation and their subcontractors, in pursuance of contracts, conforms to Irish and/or European Standards?	*Check last three consecutive PAYE, PRSI, and VAT payments.* *Policy No.* *From: to* *Adequacy for size of contracts.* *(Vehicle maintenance, DoE/MOT tests, compliant radios)*
1.6	Does the organisation have a copy of the most recently audited accounts?	*Date of report:* *Name and address of accountant:* *(Report seen should be the one for the end of the relevant tax year 9 months prior to this visit)*

1.7	Does the organisation have a signed statement to indicate compliance with: • ISIA Bye-Laws? • Code of Ethical Conduct? • Complaints and Disciplinary Procedure? • Code of Practice on Transfer of Undertakings?	*Recent statement required.*
1.8	Has the organisation attended divisional meetings of the Association in the past 12 months?	*(Imp Obs if none)*
1.9	Is there more than one company within the same group providing security services? If yes, obtain details of Director(s)/Top Management and services provided.	*(Advise any relevant detail to ISIA by separate email)*
2.	**Security**	**SILVER LEVEL**
2.1	Does the organisation have a Strategic Business Plan and does it show compatibility with customer requirements?	*(If no plan raise Imp Obs)*
2.2	Does the organisation have contracts in place for each of its various activities?	*(Check sample of current contracts)*
2.3	Does the organisation have records to show: • The competencies, experience and qualifications of allocated staff? • The identity, skills, experience and qualifications of all project managers? • The provision of readily available contact information for project	

	managers?	

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2.4	Confirm that there are appropriate procedures and records in place to enable the implementation, supervision of the security management system.	
2.5	Are there procedures in place for the back-up and storage of computer records?	
3.	**Training**	SILVER LEVEL
3.1	Does the organisation identify the minimum level of skills, qualifications and experience required for all employees, including those required highly specialised and sensitive environments?	*(i.e. language ability, reading/writing skills, etc)* *(For Gold see also 7.2* *For platinum see also 10/1)*
3.2	Confirm that suitable induction and training processes are in place.	
3.4	Confirm that the health and Safety Officer appointed by the organisation is competent in managing safety.	*(For Gold see also 7.1)*
3.5	Is there evidence to demonstrate that personnel employed in sector specific areas have been trained in those disciplines?	*(i.e. Intruder alarms, CCTV & Access control)*
4.	**Human Resources**	SILVER LEVEL

4.1	Are individual employees licensed in accordance with PSA requirements and carry PSA ID cards?	*(Where applicable)*

4.2	Confirm that the organisation has a suitable staff recruitment, selection, assessment and screening procedure.	*(Ensure that these activities have been carried out, including credit checks)*
4.3	Are there Terms and Conditions of Employment for all staff?	
4.4	Is there evidence to show that staff satisfaction assessments are being carried out?	
4.5	Does the organisation have suitable procedures for work scheduling?	
4.7	Is the organisation's safety Statement prominently displayed? Is there an appropriate Safety Manual and documentation? Is there a separate risk assessment contained within the installation instructions for each site? Record the name of the appointed Safety Officer. Are first aid kits available in all vehicles?	*(Has account been taken of the Construction Regulations?)*
4.8	Does the organisation have policies for: • Equal opportunities? • Bullying? • Harassment?	*(Maybe in the Contract of Employment or Staff Handbook)*

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4.9	Can the organisation demonstrate that they have an Employee Pension Scheme (PRSA) in place?	

4.10	Does the organisation comply with the conditions of employment as outlined in the Security Industry Regulation Order, and in particular: • Employee Sick Pay Scheme? • Death in Service Benefit?	*(Is there any additional insurance in place to cover death in service?)*
4.11	Does the organisation have records to demonstrate that they monitor that staff working hours are in compliance with the WTA?	
4.12	Are there policies in place covering telephone and computer use?	*(Including internet policy and use of customers equipment)*
5.	**Customer Satisfaction.**	**SILVER LEVEL**
5.1	Are there documented procedures in place for complaints and compliments resolution and monitoring?	*(For Gold see also 8.1 – 8.4)*
5.2	Can The organisation demonstrate that complaints are recorded and receive an initial response within 3 working days?	

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Enhanced Membership Criteria	
6. **Organisation**	**GOLD LEVEL**
6.1 Does the organisation have an Incident Counselling procedure?	
6.2 Does the organisation have a computerised management system for pay path?	
6.3 Does the organisation accommodate a health plan for employees?	
6.4 Does the organisation maintain records of staff turnover and absenteeism?	*(Raise Imp Need if no records in place and Imp Obs of no reviews of the information carried out)*
7. **Training**	**GOLD LEVEL**
7.1 Is the Health and Safety Officer appointed by the organisation appropriately trained in managing safety?	*(See certificates of appropriate qualifications)*
7.2 Have all relevant employees received suitable customer care training?	*(Certificates for relevant courses)*
7.3 Are all junior and middle management adequately trained and skilled to carry out their functions professionally?	*(Security Team Leader – FETAC level 5 or equivalent)*
Is there a dedicated internal auditor in place who is competent in this area?	*(Internal auditor training against industry standards)*

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8.	**Customer Service**	**GOLD LEVEL**
8.1	Are Customer Satisfaction surveys carried out following installation?	
8.2	Do the customer satisfaction questionnaires cover as a minimum: • A satisfaction rating for service overall? • A satisfaction rating for each of the certificated activities? • A space for suggestions or comments? •	
8.3	Have written responses been made to all comments and suggestions from questionnaire responses?	
8.4	Has the organisation reviewed and analysed all completed questionnaires to identify opportunities for improvement?	
8.5	Is there evidence to show that employees are encouraged to suggest potential improvement to service provisions?	

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Enhanced Membership Criteria		PLATINUM LEVEL
9. **Organisation**		
Item	**Requirement**	**Comments**
9.1	Is the organisation certificated to ISO 9001:2000 by an Accredited Certification Body?	*Name of CB.* *Scope of Certification.* *Certificate number.* *Expiry date of certificate.*
9.2	Does the organisation have the national standard for HR management, Excellence through People?	*(Only applicable to systems companies/firms with more than 20 employees)*
9.3	Identify how the organisation shows commitment to being a successful, responsible and progressive company contributing to the economic and social life of Ireland?	*(Corporate Responsibility)*
10. **Training**		PLATINUM LEVEL
10.1	What learning and development has been undertaken by senior management to enhance their skills at business and people motivation?	*(Relevant learning and development plan addressing all aspects of business)*
10.2	How are executives prepared to meet the requirement of Quality Management Systems?	*(ISO 9001:2000)*