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NATIONAL STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

GB/T 42765-2023

Management system for security operation - Requirements with guidance for use

保安服务管理体系 要求及使用指南

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Standardization Administration of the PRC

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Foreword

This document complies with the provisions of GB/T 1:1-2020 "Standardization Work Guidelines Part 1: Structure and Drafting Rules of Standardization Documents" Drafting: This document has been modified to adopt ISO 18788:2015 "Private Security Business Management System Requirements and Implementation Guide": Compared with ISO 18788:2015, this document has many structural adjustments: Comparison list of structure number changes between the two files See Appendix A: Compared with ISO 18788:2015, there are many technical differences between this document and the clauses involved in the outer margin of the page: Single lines (|) are marked: A list of these technical differences and their causes is provided in Appendix B: The following editorial changes have been made to this document:

---The standard name is adjusted to "Security Service Management System Requirements and Usage Guide";

---When referring to international and regional laws, change to laws and regulations: Please note that some content in this document may be subject to patents: The publisher of this document assumes no responsibility for identifying patents: This document is proposed and coordinated by the National Public Safety Basic Standardization Technical Committee (SAC/TC351): This document was drafted by: Public Security Bureau of the Ministry of Public Security, Jiangsu Institute of Quality and Standardization, China Institute of Standardization, China Security Association Association, Shandong Huawei Security Group Co:, Ltd:, Huaxin Zhongan (Beijing) Security Services Co:, Ltd:, Beijing Huayuan Runze International Certification Co:, Ltd: Company, Fangyuan Mark Certification Group Jiangsu Co:, Ltd:, Suzhou Dongwu Property Management Co:, Ltd:, Jiangsu Provincial Security Association, Beijing Science and Technology Technology Research Institute, Tongfang Nuctech Technology Co:, Ltd:, Nanjing Modern Service Industry Federation, China Material Storage and Transportation Association, Jiangsu Huayuan Enterprise Management Consulting Co:, Ltd: The main drafters of this document: Gu Yan, Yang Huashu, Wu

Xiaoyan, Guan Xulin, Liu Jue, Qin Tingxin, Wang Wan, Yang Zhonghe, Wu Jie, Liu Qing, Hu Yongming, Cao Huihua, Liu Lisheng, Guo Lizhi, Xu Lei, Wang Feng, Zhu Wei, Mao Shuonan, Li Jun, Jiang Maowei, Baorui, Zhu Jingyun, Du Shuya, Liu Shoudao, Zhang Chengxiang, Wang Jianfeng, Zhang Hua, Kong Xiaohan, Liu Jinjin, Tang Qinghua, Wang Yafei, Xu Xinyi: Security Service Management System Requirements and Usage Guidelines

1 Scope

GB/T 42765-2023 sets the requirements for a security operations management system, adopting ISO 18788 with modifications. The standard was written for a difficult case: organisations providing security services, sometimes armed, often in places where the rule of law is thin, whose staff may use force and whose clients need assurance that they will not. Its distinguishing feature is that human rights and the lawful use of force are built into the management system rather than appended to it. The standard follows the high-level structure - the organisation and its context, leadership, planning, support with its resources, competence, awareness and communication, operation including operational planning and control, key resources and the inspection of service quality, performance evaluation and improvement - with informative annexes giving guidance on the use of the document, the general principles, a gap analysis and a systematic approach to management. It took effect on 1 June 2024.

This document establishes the principles, requirements and usage guidelines for establishing, implementing, maintaining and continuously improving the security service management system: Security services provide a framework for risk management: This document is applicable to organizations engaged in security business with the following needs:

a) Establish, implement, maintain and continuously improve the security service management system;

b) Evaluate the consistency of security services with their management policies;

c) Demonstrate the ability to consistently meet customer needs:

2 Normative reference documents

The contents of the following documents constitute essential provisions of this document through normative references in the text: Among them, the dated quotations For undated referenced documents, only the version corresponding to that date applies to this document; for undated referenced documents, the latest version (including all amendments) applies to this document:

GB/T 19000-2016 Quality management system basics and terminology (ISO 9000:2015, IDT)

GB/T 23694-2013 Risk Management Terminology (ISO Guide73:2009,IDT)

3 Terms and definitions

The terms and definitions defined in GB/T 23694-2013, GB/T 19000-2016 and the following apply to this document: 3:1 assetsasset Anything of tangible or intangible value in an organization (3:33):

Note 1: Tangible assets include people (emphasized in this document), physical and environmental assets:

Note 2: Intangible assets include information, brand and reputation: 3:2 auditaudit A systematic and independent review conducted to obtain and objectively evaluate objective evidence to determine the extent to which audit criteria are met: Documentation process (3:42):

Note 1: The audit can be an internal audit (first party) or an external audit (second party or third party), or it can be a multi-system audit (including two or more experts): Industry):

Note 2: The organization (3:33) may itself conduct internal audits, or have an external entity conduct internal audits on its behalf:

Note 3: For the definitions of "evidence" and "criteria", see GB/T 19000-2016: [Source: GB/T 19000-2016,3:13:1] 3:3 auditorauditor The person who conducts the audit (3:2): [Source: GB/T 19011-2021,3:15]