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Introduction

Your comments on this draft are invited and will assist in the preparation of the consequent standard.

For international and European standards, comments will be reviewed by the relevant UK national committee before submitting the consensus UK vote and comments. If the draft standard is approved, it is usual for the resulting published standard to be adopted as a British Standard.

For national standards, comments will be reviewed by the relevant UK national committee and the resulting standards published as a British Standard.

UK Vote

Please indicate whether you consider the UK should submit a negative (with supporting technical reasons) or positive vote on this draft. Please indicate if you are aware of any reason why this draft standard should not be published as a British Standard.

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BS 102000:2018

Code of practice for the provision of investigative services

DRAFT

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Foreword

Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 30 September 2018. It was prepared by Technical Committee GW/3, *Manned security services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Supersession

This British Standard supersedes BS 102000:2013, which is withdrawn.

Information about this document

This British Standard seeks to help providers of investigative services demonstrate their accountability at a time when the Government is implementing the licensing of such services.

NOTE The Private Security Industry Act 2001 [1] contains provisions for regulating private investigations; these are yet to be introduced.

This British Standard recognizes that some of its recommendations might be beyond the means of smaller service providers, e.g. sole traders, but it is expected that affiliation to a professional body or engaging the services of other organizations would enable such providers to comply with the recommendations.

This is a full revision of the standard, and introduces the following principal changes:

- an enhanced definition of investigation;
- the introduction of a definition of "person of interest";
- updated references; and
- reconsideration of the vetting processes.

Use of this document

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

It has been assumed in the preparation of this British Standard that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is "should".

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Where words have alternative spellings, the preferred spelling of The Shorter Oxford English Dictionary is used (e.g. "organization" rather than "organisation").

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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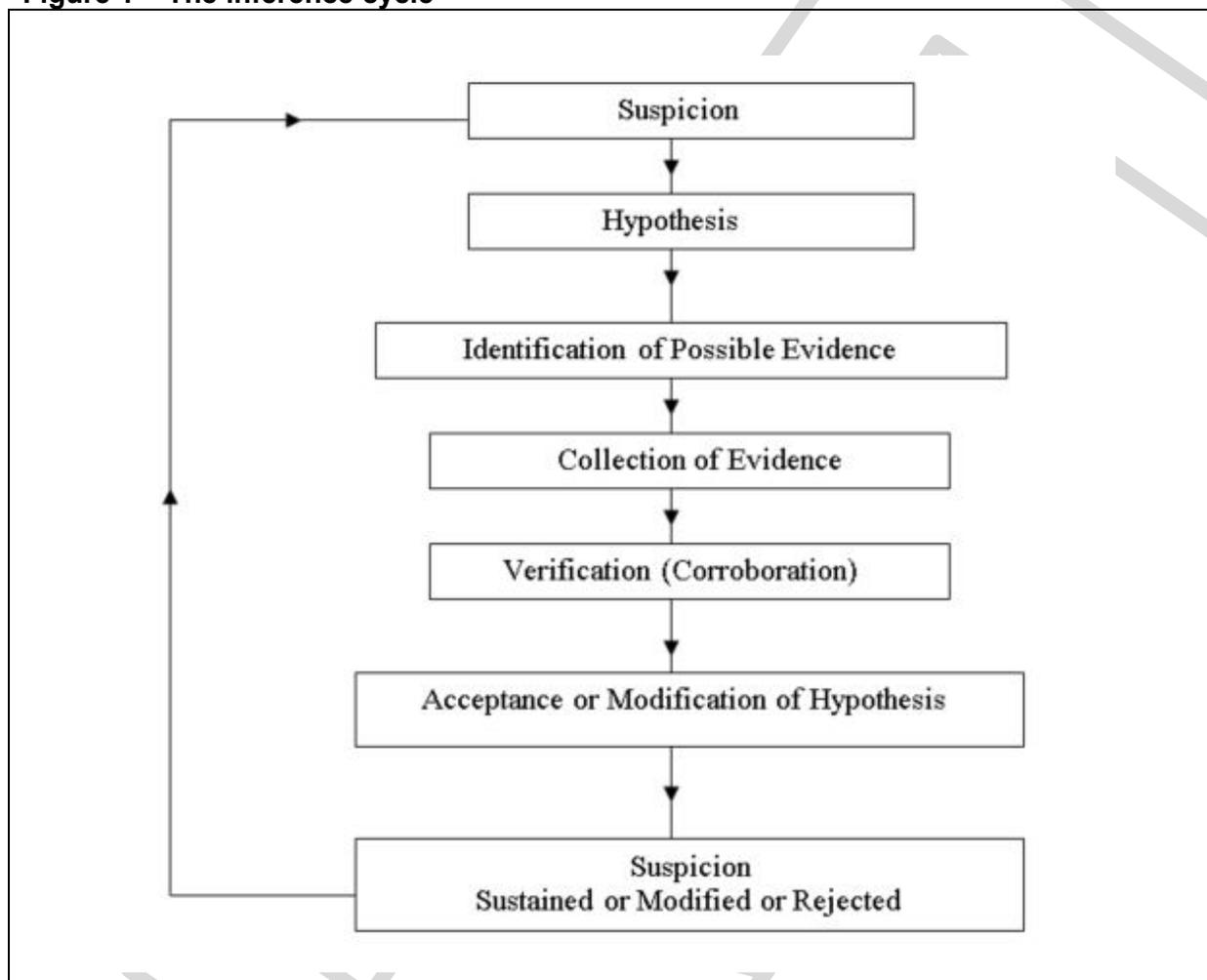
In particular, attention is drawn to the legislation listed in Annex A.

DRAFT

Introduction

An investigation, regardless of type, essentially follows a set process. There are varying practices, legal protocols and restrictions in place that could have an effect on how the process is applied, depending on specialist enquiries, but in essence all investigations follow a pattern called the inference cycle, identified by Hugo Cornwall (see Figure 1).

Figure 1 – The inference cycle



The inference cycle is a series of stages, as follows.

- a) Suspicion – A suspicion, theory, incident, argument or other predicate event occurs that causes an investigation to start. In other words, something happens that causes a person to think an investigation is required. Routinely, this follows a report by the client or informant – that is, something occurs which a client wants investigated. The term "suspicion" includes actual incidents, and is used because it relates to those incidents which need investigation because the causes, consequences or responsibilities are not clear from the outset.
- b) Hypothesis – The inference cycle recognizes that in every case, an investigator begins to theorize as to what has happened and/or who has done something. This is not an obstruction to an objective investigation, merely an acknowledged fact. A hypothesis is not a conclusion – it is an initial assessment. For example, an investigator walks into a room and sees a body wrapped in carpet with a knife in its back, the hypothesis is that a murder has taken place, no more. By inference, the hypothesis that this event is a murder means a murderer exists, but it does not identify a murderer. Very often, an early

theory is proved to be correct but the following actions dig deeper into that initial hypothesis and might even change it. Application of the inference cycle either supports that theory, or proves it to be incorrect. But the hypothesis directs initial, essential investigatory practice – in this case, the establishment of a murder team, the instigation of scene preservation and localized enquiries.

An alternative example is an accident in the workplace. The accident occurs, and attendance at the scene identifies a ladder on the floor, a scrape mark leading from the ladder to a pool of spoiled oil, and broken materials at the victim's point of landing. The hypothesis is that the ladder was placed in a pool of oil, but whether this is true, who spilled the oil, who placed the ladder and other elements have still to be investigated. The hypothesis merely identifies potential lines of enquiry, but each line might provide new hypotheses.

- c) Identification and collection of possible evidence – Having recognized that a theory exists, the investigator seeks evidence that either supports it, or creates a new theory. In an investigation, which has to be objective if it is to stand up to scrutiny in a court of law or in commerce, there is a set process of information and evidence gathering to achieve that aim.
- d) Verification or corroboration – Discovery of evidence is not complete until the quality of that evidence can be said to be beyond reproach. The normal method of assuring the quality of evidence is to support it by corroboration, but this can also be done statistically, as with DNA analysis, for example. The better the corroboration, the higher the probability that the fact that is to be proved, has been proved.
- e) Acceptance or modification of hypothesis – Having gathered all available evidence, one thing ought to be known. Was the initial hypothesis correct, or not? If the hypothesis changed as the enquiry developed, is the latest hypothesis correct? Is it proved beyond all reasonable doubt (the criminal standard of proof), beyond the balance of probabilities (the civil standard of proof), or is it proved to be false? It is evident that the hypothesis is not a static concept – it is dynamic and often changes during an investigation.
- f) Suspicion sustained, modified or rejected – The result of the answer to the previous question allows the investigator to decide whether sufficient evidence exists to support the original hypothesis, any amended hypotheses, or whether the investigator has to return to the beginning.

The inference cycle can be applied to individual elements of the investigation, to sections of it, or to the whole investigation process. It is not really necessary that the process be understood, but an understanding of the process and its application in investigation improves the quality of the investigation process, and its result.

This cycle can take seconds – an investigator is told something has happened, goes straight to a CCTV system or accesses records, and obtains the evidence that confirms the suspicion. Or an investigation can take years for procedural, ethical, legal or historical reasons.

For a practical illustration of how the inference cycle applies in an investigation, see Annex B.

1 Scope

This British Standard gives recommendations for the conduct, management, staffing and operational accountability for the provision of investigative services.

This standard is specifically designed to provide a broad set of procedures to assist the investigative provider in adhering to industry best practice; it also draws attention to the case management procedures, data handling regulations and the employment practices, applicable to the investigation. This standard also recommends that the organization can demonstrate it has the financial and operational resources available to provide the services offered, and is competent and provides recourse in the event of a complaint.

NOTE 1 Additionally, this code of practice may be used by those who wish to purchase investigative services.

NOTE 2 A non-exhaustive list of investigative services activities is given in Annex C.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 7858, *Security screening of individuals employed in a security environment – Code of practice*

3 Terms and definitions

For the purposes of this British Standard, the following terms and definitions apply.

3.1 client

legal person requesting the investigative service

3.2 independent adjudication

form of dispute resolution the outcome of which is a decision by an external independent third party, within a specified period of time, which is binding on the parties in dispute, and final if there is deemed to be no case to answer but conversely if a prime facie case is found, is determined by an external disciplinary process, unless and until reviewed by either arbitration or litigation

3.3 investigative services

surveillance, inquiries or investigative activities that are carried out for the purposes of obtaining information about:

- a particular legal person or about the activities, status or whereabouts of a particular legal person; or
- the circumstances in which, or means by which, property has been lost, stolen, damaged or altered; or
- any other activities ancillary to current or anticipated legal proceedings, conducted under instruction of a client

NOTE A summary of these activities is given in Annex C. Attention is also drawn to the Private Security Industry Act 2001 [1].

3.4 investigative service provider

legal person providing investigative services under contract

3.5 investigative service provider owner

proprietor, partner, shareholder or director of an investigative service provider

3.6 investigator

legal person contracted to conduct investigative services (see **3.3**)

3.7 legal person

individual or group that is allowed by law to take legal action, as originator or respondent

NOTE This includes natural persons (human beings), as well as fictitious persons (corporations).

3.8 person of interest

any person who is to be interviewed in connection with an investigation and by virtue of the objective of the interview would be entitled to the rights and protection of a legal advisor, friend, appropriate adult or other representative

3.9 subcontractor

legal person to whom the investigative service provider contracts part of their work

3.10 surveillance

process of:

- monitoring, observing or listening to persons, their movements, conversations and other activities or communications; or
- recording anything monitored, observed or listened to in the course of surveillance

NOTE Surveillance can involve the use of a surveillance device.

4 Investigative service provider

4.1 Structure

The investigative service provider should possess a clearly defined management structure showing control and accountability at each level of operation.

Details of the senior manager or executive officer responsible for the operations should be established and a curriculum vitae made available to clients on request. Details of the investigative service provider owner should be made available. Any relevant unspent criminal convictions, business failures or liquidations within the previous five years, or undischarged bankruptcy of the owner should be disclosed on request.

NOTE 1 Attention is drawn to the relevant rehabilitation of offenders legislation, whose provisions govern such disclosure.

The investigative service provider should operate a complaints management system. This should include recourse to independent adjudication where available.

NOTE 2 Further information on complaints management is given in BS ISO 10002.

4.2 Finances

The investigative service provider should act with financial probity and have in place the resources and financial controls to undertake an investigation.

NOTE 1 It is important that there is certainty when instructing or being instructed to undertake an investigation; certainty that the investigative service provider will undertake the entire investigation professionally and that if any part of any instruction is subcontracted, the subcontractor will be paid for the work that has been carried out.

Supplier and subcontractor fees should be paid promptly and within contracted timescales.

NOTE 2 Failure to do so could be regarded as failure to discharge a lawful debt. The arbiter of what constitutes a lawful debt is the court, through the issue of a money judgment or a decree, or an individual voluntary arrangement (IVA), liquidation (includes voluntary) or other insolvency event.

4.3 Insurance

The investigative service provider should possess professional and other insurance cover commensurate with the services provided and the number of persons employed.

4.4 Legal compliance

The proposal forming part of the contract should demonstrate that the investigative service provider is aware of and compliant with the restrictions on activities imposed by relevant legislation.

NOTE See Annex A for examples of relevant legislation.

4.5 Code of conduct

The investigative service provider should produce a code of conduct explaining its approach to its investigative services, by which it abides and that can be provided to the client.

The code of conduct should cover, but not be limited to, the investigative service provider's values, obligations, duties, practices and compliance.

In particular, the code of conduct should cover the following.

- a) Responsibility and accountability.
- b) Honesty and integrity.
- c) Conflicts of interest.
- d) Compliance with the law.
- e) Authority, respect and courtesy.
- f) Equality.
- g) Confidentiality.
- h) General conduct.
- i) Challenging and reporting improper conduct.

NOTE An example code of conduct is given in Annex D.

4.6 Subcontractors

Subcontractors should be required to comply with the investigative service provider's code of conduct.

5 Resourcing

5.1 Staffing: selection and screening

5.1.1 Staff

All staff should be selected and screened in accordance with BS 7858. The selection of investigators should also be based on the following.

- a) A credit check to determine whether an applicant or applicant's business(es) is clear of any monetary judgment or insolvency.

- b) The production of a Criminal Conviction Certificate (Basic Disclosure) that is no older than three years in accordance with the Disclosure and Barring Service.¹⁾
- c) Provision of two professional referees from whom references can be obtained.
- d) Interview by an individual or panel of, or on behalf of, the investigative service provider and assessment of suitability.
- e) Production of proof of identity and residence at the interview.
- f) Production of qualifications appropriate to the individual's role.

If employees are acquired through a takeover, the investigative service provider should satisfy itself that the employees have been or are screened in accordance with this subclause.

Prospective employees should be required to demonstrate appropriate skills sufficient to perform their roles effectively.

Prospective employees should be asked to confirm that there is nothing in their circumstances that would be detrimental to their operational commitments.

5.1.2 Subcontractors

Subcontractors should be security screened in accordance with BS 7858. Where this is not practicable, priority should be given to selection from members of professional organizations whose conditions of membership are consistent with **5.1.1**, items a) to f).

Subcontractors should only be selected and used when the investigative services provider has conducted an assessment in order to identify and mitigate any risk.

5.1.3 Changes to circumstances

The investigative service provider should ensure that all staff and subcontractors are obliged to declare immediately any changes to the information obtained during the selection and screening process.

5.2 Health

The investigative service provider should ensure that the health and physical condition of staff remain compatible with their operational commitments.

NOTE Where health and safety risk or medical concerns of personnel are raised, it is reasonable for an investigative service provider to ask an investigator to undergo a medical examination to ensure fitness.

5.3 Licensing status

A record of the current status of relevant licences should be maintained and regularly reviewed.

The investigative service provider should hold on file six-monthly authenticated versions of the most up-to-date copies of driving licence records where staff are required to drive on business purposes.

Regular checks should be carried out to confirm that staff requiring licences comply with the terms and conditions of their licence at all times.

5.4 Training

5.4.1 Policy

The investigative service provider should have a clearly defined and documented training policy.

¹⁾ See <<https://www.gov.uk/government/organisations/disclosure-and-barring-service>> [last viewed 2 March 2018].

5.4.2 Induction

The investigative service provider should provide induction for staff in matters related to conditions of employment and organizational procedures.

5.4.3 Competence

The investigative service provider should ensure that, before an investigator conducts the following activities, the necessary competence has been demonstrated (where relevant).

- a) Conducting investigations.
- b) Conducting interviews.
- c) Searching for information and preserving evidence.
- d) Surveillance.
- e) Understanding and working to relevant laws and standards.
- f) Reporting findings.

NOTE Competence can be demonstrated by qualifications that are mapped to national occupational standards.

5.4.4 Continuous Professional Development (CPD)

The investigative service provider should monitor the effectiveness of all investigators and provide refresher or remedial training as soon as practicable.

If there is a change in methods, procedures or legislation, the investigative service provider should ensure that investigators are retrained to a proficient level. If practicable, training should take place before change is implemented.

5.4.5 Training records

Evidence of training and qualifications assessed against recognized national occupational standards/qualifications or equivalent should be recorded and a copy retained.

5.5 Identification

Investigators should be issued with a means of photographic identification incorporating as a minimum the name, address and telephone number of the investigative service provider and emergency contact details.

5.6 Premises

The investigative service provider should have an administrative office(s) and/or operational centre(s) or other facility where records, professional and business documents, certificates, correspondence, files and other documents necessary for conducting business transactions should be kept in a secure manner.

NOTE Further information on the management of electronic data can be found in BS ISO/IEC 27001.

5.7 Equipment

All equipment used by or supplied to investigators should be appropriate to meet operational requirements.

The investigative service provider should have processes in place to ensure correct control, use, maintenance and availability of equipment.

NOTE Attention is drawn to the need for equipment to also meet legislative and regulatory requirements.

6 Client instructions

6.1 Scope of investigative services

Written instructions should be obtained from the client, specifying the parameters and extent of the investigation, with clearly identified objectives. Where the client provides instructions verbally during the course of the investigation, the investigative service provider should document these for future reference to be confirmed in writing between the client and the investigator as soon as is reasonably practicable.

6.2 Due diligence

6.2.1 Conflict of interest

The investigative service provider should satisfy itself that there is no potential for conflict of interest. If, during the investigation, a conflict of interest becomes apparent, the investigative service provider should inform the client in writing so that the client (or service provider) can decide whether they want to continue with the instructions.

6.2.2 Identity of client

The investigative service provider should ensure that they know the identity of the prospective client, or be satisfied as to the bona fides of an intermediary and that they have an ethical and legitimate reason for requesting the investigation.

6.2.3 Management of information

NOTE 1 Information includes reports, references and other documents, photographs and data of any description.

Separate records (hard copy or electronic) should be maintained for each client, employee and subcontractor.

The records, administrative systems and procedures should ensure that data being processed are secure and protected against unlawful or unauthorized disclosure, and only accessible to authorized persons. Records should, where necessary, be marked with an appropriate classification, e.g. "client confidential".

NOTE 2 Attention is drawn to the provisions of data protection legislation, and civil and criminal procedure disclosure provisions.

Amended or updated records should be identifiable by date and clearly distinguishable from previous versions.

Information stored in an electronic retrieval system should be regularly backed-up and stored separately.

NOTE 3 Further information on the management of electronic data can be found in BS ISO/IEC 27001.

Archived records should be clearly indexed.

Minimum and maximum periods for retention of records should be reviewed and determined with regard to potential liabilities for civil or criminal action, subject to any applicable legislation. Such records may include:

- a) all issues of client instructions;
- b) investigative reports (see **6.3.4**);
- c) financial records;
- d) details of investigators employed on the contract; and
- e) exhibits, where relevant.

NOTE 4 It is recommended that information relating to a contract is maintained for at least six years after termination.

6.3 Conducting the investigation

6.3.1 Planning

The investigative service provider should plan how it intends to meet the client's requirements, taking into account issues such as the following.

- a) Risk assessment.
- b) Selection of investigators and allocation of responsibilities.
- c) Timescales.
- d) Geographical considerations.
- e) Resources (including budget restraints), communication and logistics.
- f) Liaison with relevant third parties.
- g) Special requirements, including specific insurance and licensing requirements.

6.3.2 Information gathering

Information should be obtained using the following investigative activities, as necessary.

- a) Implementation:
 - 1) developing a plan that takes into account financial, resource, time and legal constraints;
 - 2) choosing appropriate methods and resources;
 - 3) systematically analysing, grading and corroborating information in order to establish patterns and links; and
 - 4) accurately recording the details of gathered information and the results and findings of the investigation.
- b) Interviewing witnesses:
 - 1) specifying the objectives of interviews and working to them;
 - 2) sensitively and courteously conducting interviews, taking account of witnesses' rights, privacy, identified special needs and confidentiality requirements;
 - 3) encouraging witnesses to provide accurate and reliable information that is relevant to and supports the investigation;
 - 4) assessing and corroborating the value, importance, relevance and reliability of the information elicited from witnesses;
 - 5) producing accurate and evidentially compliant statements, including corrections, alterations and additions which have been agreed and endorsed by witnesses;
 - 6) ensuring, when third parties are present, that correct procedures are followed and that witnesses are not influenced by them; and
 - 7) ensuring that the integrity of exhibits is preserved.
- c) Interviewing persons of interest:
 - 1) preparing and planning for interview by:
 - i) specifying the objectives of the interview and working to them;
 - ii) gathering relevant background information;

- iii) confirming identities;
 - iv) setting up and checking that any equipment to be used is working properly;
 - v) sensitively and courteously interviewing persons, taking account of their rights, privacy and identified needs, whilst maximizing the acquisition of facts;
 - vi) using equipment that supports the interview in strict accordance with legal requirements and manufacturers' instructions;
 - vii) encouraging them to provide accurate information that is relevant to and supports the investigation;
 - viii) suspending and reconvening interviews;
 - ix) following correct procedures for managing the presence of third parties;
 - x) dealing with aggressive or antisocial behaviour promptly so as to protect everyone's wellbeing; and
 - xi) taking prompt action to calm any grievance where indications of responsibility or involvement are proved to be unfounded;
- 2) accurately recording and interpreting relevant facts, and establishing, where possible, their level of involvement; and
 - 3) producing accurate and evidentially compliant statements, including corrections, alterations and additions which have been agreed and endorsed by interviewees.
- d) Searching for information and evidence:
- 1) sensitively and courteously carrying out searches whilst maximizing opportunities to gather physical/potential evidence;
 - 2) identifying and researching appropriate sources of information to support the investigation;
 - 3) maintaining the confidentiality and security of information;
 - 4) taking prompt and appropriate action when finding information, physical evidence or potential evidence; and
 - 5) preserving the continuity and security of evidence.
- e) Basic surveillance:
- 1) preparing and planning the surveillance by:
 - i) working to specified objectives;
 - ii) obtaining, where appropriate, the authority to carry it out;
 - iii) identifying and allocating resources;
 - iv) choosing and using appropriate, ethically acceptable and legal surveillance methods;
 - v) checking that any equipment to be used is working properly; and
 - vi) ensuring that, if others are to be involved in the surveillance, they know and understand their roles and their responsibilities;
 - 2) when possible, reconnoitring the target's location;
 - 3) locating and occupying the correct surveillance start position;
 - 4) using surveillance equipment in accordance with manufacturers' or suppliers' instructions;

- 5) taking prompt and appropriate action if contact with the target is lost;
 - 6) communicating, when required, with others who are contributing to the surveillance;
 - 7) recording and, when required, relaying accurate information about observed targets to others who are contributing to the surveillance;
 - 8) operating in a manner which protects the well-being of everyone involved in the surveillance;
 - 9) accurately transcribing written or recorded surveillance notes;
 - 10) confirming the extent to which the quality, quantity and relevance of recorded information supports the surveillance objectives;
 - 11) handling and storing written and recorded information in ways that preserve its continuity, security, confidentiality, integrity and value as evidence; and
 - 12) collating, analysing and interpreting the information obtained during the surveillance.
- f) Maintaining knowledge and understanding of applicable laws and standards:
- 1) finding and using sources of information on laws, procedures and standards of behaviour;
 - 2) maintaining a working knowledge of current and pending legislation and standards of behaviour that potentially impact on investigative activities, particularly those relating to laws of evidence and procedures;
 - 3) understanding the differences between English, Welsh, Scottish and Northern Ireland law where necessary;
 - 4) recognizing when to involve public services in investigations; and
 - 5) recognizing when to obtain advice and guidance from others and then seek them out.

6.3.3 Analysis and review

During the course of each investigation, ongoing analysis and review should be conducted to identify any legal issues, evidential gaps, training needs and measures to improve service capability, and to determine the level of compliance with the client's instructions.

Any action points should be noted and implemented. A record of these should be kept.

6.3.4 Completion of investigation

A report should be prepared to explain to the client the findings of the investigation and, where the investigator is competent to do so, provide advice on possible avenues of recourse or action/non-action. A copy of this should be kept on file.

NOTE Attention is drawn to the provisions of data protection legislation.

Annex A (informative)

Legislative/statutory framework for investigative services

Knowledge of the following legislation is considered essential in terms of the provision of investigative services.

- a) The Data Protection Act 1998 [2], subject to the implementation of The Data Protection Act 2017 and provisions of the General Data Protection Regulations [3].
- b) Regulation of Investigatory Powers Act 2000 [4] or the Regulation of Investigatory Powers (Scotland) Act 2000 [5].
- c) The Human Rights Act 1998 [6].
- d) The Protection from Harassment Act 1997 [7].
- e) The Computer Misuse Act 1990 [8].
- f) The Private Security Industry Act 2001 [1].
- g) The Criminal Procedure and Investigations Act 1996 [9] and the Criminal Procedure (Scotland) Act 1995 [10].
- h) The Civil Procedure Rules 1998 [11] Part 31 (Disclosure).

Knowledge of the following legislation is considered desirable in terms of investigative service, subject to the nature and scope of the services provided.

- 1) The Consumer Credit Act 1974 as amended [12].
- 2) The Police and Criminal Evidence Act 1984 (PACE) [13] and the PACE codes of practice [14]; and the Criminal Procedure Rules 2015 [15].
- 3) The Public Interest Disclosure Act 1998 [16].
- 4) The Freedom of Information Act 2000 [17] and the Freedom of Information (Scotland) Act 2002 [18].
- 5) The Protection of Freedoms Act 2012 [19].
- 6) The Money Laundering Regulations 2007 [20].
- 7) The Bribery Act 2010 [21].
- 8) The Fraud Act 2006 [22].
- 9) The Theft Act 1968 [23].
- 10) The Consumer Insurance (Disclosure and Representations) Act 2012 [24].
- 11) The Equality Act 2010 [25].

Annex B (informative)
The inference cycle as applied to an investigation

A practical example of how the inference cycle applies in a criminal investigation might assist with its understanding.

Table B.1 – The inference cycle as applied to an investigation

State of enquiry	Definition	Examples
Suspicion	Result of initial call for service	<ol style="list-style-type: none"> 1) A caller reports an assault. 2) A road traffic collision has occurred. 3) An employee has disclosed bad practice.
Hypothesis	The initial impressions at the incident scene; or the result of client's input; or the result of initial witness input	<ol style="list-style-type: none"> 1) The caller names the attacker. 2) Road conditions suggest bad driving 3) A systems check is requested.
Identification of possible evidence	Documentary evidence Physical evidence Detailed witness evidence (as dictated by circumstances of the case)	<ol style="list-style-type: none"> 1) Forensic, CCTV, witnesses identified. 2) Measurements, dash-cam footage, witnesses identified, street plans are created. 3) Protocols are checked, witnesses are interviewed.
Collection of evidence	Taking of statements Gathering and submission of forensic evidence Collection of exhibits Witness interviews Documentary collection	<ol style="list-style-type: none"> 1) Witnesses interviewed, wounds photographed, alleged assailant interviewed. 2) Witnesses interviewed, dash-cam footage reviewed, drivers interviewed. 3) Witnesses interviewed, system adherence checked.
Verification	Corroboration Forensic results	Evidence checked against other evidence to see if they support or contradict. Actions taken as arising.
Acceptance or modification of hypothesis	Result of analysis of the collected evidence – what does it indicate?	<ol style="list-style-type: none"> 1) Assailant is/isn't guilty. 2) Driver is/isn't liable. 3) System is/isn't being complied with.
Suspicion	Sustained: prosecute/claim/report Modified: return to identification or collection stage Rejected: return to suspicion stage	<ol style="list-style-type: none"> 1) Prosecution or not. 2) Liable or not. 3) System is valid, modified or replaced.

Annex C (informative)
Activities associated with investigative services

The following is a non-exhaustive list of activities associated with the provision of investigative services.

- a) Accident investigation
 - 1) Road traffic
 - 2) Workplace
 - 3) "Trip and slip"
 - 4) Scene reports
- b) Blackmail
 - 1) Defamation
 - 2) Product contamination
- c) Family
 - 1) Children
 - 2) Adoption
 - 3) Abduction/kidnap
 - 4) Missing persons
 - 5) Genealogy
- d) Fraud investigations
 - 1) False accounting
 - 2) Forgery
 - 3) Fraud by misrepresentation
 - 4) Fraud by omission
 - 5) Fraud by abuse of position
 - 6) Bribery and corruption
- e) Loss investigations
 - 1) Insurance
 - 2) Damage
- f) Intellectual property
 - 1) Copyright
 - 2) Trademarks
 - 3) Product counterfeiting
- g) Provenance
 - 1) Land
- h) Debt recovery (consumer and commercial)
 - 1) Repossessions of property or chattels
 - 2) Status enquiries

NOTE See the Credit Services Association Code of Practice [26].

- i) Statement taking: civil/criminal
- j) Due diligence
 - 1) Employment issues (recruitment)
 - 2) Pre-suit reports
 - 3) Investments
 - 4) Corporate/Commercial merger and acquisitions
 - 5) Public interest disclosure (whistleblowing)
- k) Surveillance
 - 1) Observation (static or mobile)
 - 2) Electronic
 - 3) Countermeasures
 - 4) Photography
- l) Theft investigations
- m) Tracing
 - 1) Debtors [see item h)]
 - 2) Missing persons
 - 3) Relatives
 - 4) Adoption
 - 5) Probate
- n) Litigation support
 - 1) Process serving where enquiries are necessary
 - 2) Liaison between solicitors and their clients
 - 3) Scene of crime/allegation
 - 4) Collecting, preserving and/or presenting evidence
 - 5) Interviewing witnesses/suspects
 - 6) Statement taking civil/criminal
- o) Employment Investigations

Annex D (informative)

Example code of conduct

D.1 Responsibility and accountability

Our investigators are personally responsible and accountable for their actions, as are our employees and other persons paid to assist an investigation.

D.2 Honesty and integrity

Our investigators act with honesty and integrity, and do not compromise their position, that of the service provider or any of their clients.

D.3 Conflict of interest

Where our investigators have a personal or conflicting interest in any matter in which they are involved they disclose that interest, if they know it to be in conflict with the interests of their clients.

D.4 Compliance with the law

Our investigators obey the law and refrain from carrying out any act that they know, or ought to know, is unlawful or contrary to the service provider's policy.

D.5 Authority, respect and courtesy

Our investigators respect the rights of all individuals and do not abuse their position.

D.6 Equality

Our investigators act with fairness and impartiality. They do not discriminate on the grounds of sex, race, colour, language, religion or belief, political or other opinion, national or social origin, association with a national minority, disability, age, sexual orientation, property, birth or other status.

D.7 Confidentiality

Our investigators treat with respect any information with which they are entrusted during the course of business, and access or disclose it only for the purposes for which it is intended.

D.8 General conduct

Our investigators act in a professional manner.

They do not behave in a manner which brings, or is likely to bring, discredit upon themselves, the service provider or any of their clients, or act in a way that undermines or is likely to undermine confidence in themselves, the service provider or that of any of their clients.

D.9 Challenging and reporting improper conduct

Our investigators challenge and, when appropriate, take action or report breaches of this code and the improper conduct of colleagues.

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