

Getting and Keeping a Security Business Licence

THIS GUIDE and SUPPORTING INFORMATION

Security businesses in British Columbia have specific requirements and conditions to meet before a licence may be issued. After a licence is issued, there are conditions to uphold. This guide will help you, the applicant applying on behalf of the business, by taking you through the various licensing processes.

If the security business has controlling members, they have their own process to go through to support the business's application for a security licence. They should refer to the "**Controlling Members of a Security Business Guide**" for assistance. For those controlling members who hold a security worker licence or need to apply for one, they should reference, "**Getting and Keeping your Security Worker Licence.**"

This guide takes you through the various processes of licensing only ... more information on requirements as a licence holder and other resources is on the Security Industry and Licensing Website. It is important that you and those who control or have the ability to control the business review and become familiar with the Security Services Act and Regulation. Check the website periodically for updates and alerts, and to access various resources such as the 'Legislation and Policy' page.

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CONTACT INFORMATION

Website: www.pssg.gov.bc.ca/securityindustry
E-Mail: sgspdsec@gov.bc.ca
Fax: Victoria (250) 387-4454
Phone: Victoria (250) 387-6981
 Outside Victoria call **Enquiry BC** Vancouver: 604 660-2421 . . .
 Elsewhere in B.C., toll free: 1 800 663-7867 . . .
 Outside British Columbia: 604 660-2421 . . .
 . . . **ask to be transferred to (250) 387-6981**

Full Address: Ministry of Public Safety and Solicitor General
 Policing and Community Safety Branch
 Security Programs and Police Technology Division
Attention: Registrar, Security Services - Licensing Dept.

Mailing Address: PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1
Courier Dropoff: 4000 Seymour Place, Victoria BC - Loading Dock (*rear of building*)

IMPORTANT:
 Put **FULL** address on any
 envelope being mailed or
 couriered to the Registrar.

LICENCE TYPES — security business services requiring licensing

- SECURITY ALARM INSTALLER
- SECURITY ALARM MONITOR
- SECURITY ALARM RESPONSE
- SECURITY ALARM SALES
- ARMOURED CAR GUARD SERVICE
- CLOSED CIRCUIT TELEVISION INSTALLER
- ELECTRONIC LOCKING DEVICE INSTALLER
- LOCKSMITH
- PRIVATE INVESTIGATOR
- SECURITY GUARD
- SECURITY CONSULTANT

For descriptions of each licence type, refer to Security Services Regulation 15 (found on the Security Industry and licensing website under “Legislation and Policy” link.)

The security business may only provide the security services the business has been authorized to provide by the Registrar, Security Services Act. Once the licence has been issued, the business may apply to alter the types of security services they provide either: when it is time to renew the licence — using the appropriate Renewal form (#SPD0501 or #SPD0506) — or at any time during the current licence term using the form “Reporting an Update to a Current Security Business Licence” (#SPD0515)

THE ONLINE SERVICE



While this guide is set up to take businesses through the various licensing application procedures using the manual process (printable forms), there is also the option to submit security licence applications *electronically*, through the Security Industry and Licensing website Online Service.

Generally, the format for applying online is similar to the manual forms and processes described in this guide — the same information will be required regarding the business and its controlling members — therefore, **this full guide** will be helpful to you if you chose to apply using the online service.

Throughout the guide, there are markers to indicate if there is specific information you should be referring to if using the online service. **The Online Service Mini Guide starts on page 17.**

APPLYING FOR A LICENCE and HOW LONG IT MAY TAKE TO RECEIVE A LICENCE

It is important you refer to the list of '*Pre-Licensing Requirements*' listed in this guide to see if you are ready to put together your application package for a Security Business Licence. Your package must be sent in complete: forms, documentation and payment. This guide has an outline on each of the types of application forms and corresponding documentation to include in the application package.

How long does it take to receive a licence?

The Registrar's licensing department normally needs a processing time of **up to 30 days after the complete application package is received**. If the application package comes in with mistakes, missing documentation or without full payment, processing time will be longer. The licensing process involves the Registrar running a risk assessment on the business manager and controlling members to evaluate suitability of the business to hold a security licence. If the Registrar determines further review is necessary after considering any reliable information that brings into question the conduct, mental condition or repute of the business manager or one of the controlling members, the licensing process could take **approximately 4 – 6 weeks**. (Read more about risk assessment reviews on the Security Industry and Licensing website.)

FORMS — How to get and options for filling them in

Getting forms:

1. *If you are using a computer*, go to the Security Industry and Licensing website to access forms:
www.pssg.gov.bc.ca/securityindustry

From the navigation bar, click the section for businesses. You will find all the forms under the link "Download – Forms and Guide". You need the current version of *Adobe Acrobat Reader* installed as all the forms are in a 'portable document format' (PDF). The current version of Acrobat Reader

allows you to print the forms (to complete by hand) or you can download the forms to your computer, type your information in the form fields, then save and print.

To download the free, most current version of Adobe Acrobat Reader program, go to:
www.adobe.com/products/acrobat/read-step2.html

2. *If you don't have a computer:*
 - a) you may visit any one of the Service BC Centres to use a Community Access Terminal (CAT) to access the Security Industry and Licensing website.
Computer Access Terminals are located in the public area of each Service BC Centre. To locate a Service BC Centre, visit their website: www.servicebc.gov.bc.ca/locations
 - b) you may phone the Security Programs Licensing Department to request copies of the forms be **mailed or faxed** to you.

SUBMITTING PAYMENT and APPLICATION PACKAGE

Payment:

- If you are providing a bank-issued certified cheque or money order, make it **payable to the Minister of Finance**.
- MasterCard and Visa are also accepted. Use form "*Authorized Credit Card Usage*" (#SPD0509) downloaded from the Security Industry and Licensing website ("Form and Guides").

DO NOT SEND CASH or a personal cheque.

Submitting the completed form, payment and documents:

See full mailing address and courier dropoff location on page one of this guide. Ensure the **FULL Address** is on any envelope being mailed or couriered in, including the 'Attention' line to ensure your application package it is directed to the correct department quickly.



See pg. 17 for info on how payments and documents are submitted if using the online service.

PRE-LICENSING REQUIREMENTS

BEFORE applying for a security business licence, run through the following points to ensure requirements are met and that requested documentation can be provided.

1. Business Manager (Primary User):

The business must have and identify a 'business manager' to act on behalf of the business entity who is at least 19 years of age. The business must have an employee(s) who holds a valid security worker licence that is applicable to the licence type(s) being applied for. (See s.14 of the Security Services Act.)

Specifically regarding licence type Private Investigator :

If the business licence being applied for is licence type Private Investigator the business manager acting on behalf of the security business — the person responsible for the day-to-day supervision of any of the business's licensed security workers — must hold a Private Investigator security worker licence him/herself. (See s. 3(3) Security Services Regulations)

All other Security Business Licence Types:

When applying, the types of security services the business intends to provide have to be supported by either the business manager and/or employee(s) holding the corresponding security worker licence.

FOR EXAMPLE ... if applying for licence types Locksmith and Alarm Service to be on your security business licence:

- the business manager, must hold a current security worker licence that indicates locksmith and alarm service licence type; **or**
- the business must employ an individual worker with both locksmith and alarm service indicated on their own current security worker licence; **or**
- the business must employ two or more individual workers that carry one or more of the the specific licence types to be listed on the security business licence.

(Refer to s. 3(2) and section 3(3) of the Security Services Regulations).

NOTE: the Security Industry and Licensing website has a feature that verifies if a security worker licence is valid. You'll find a link, "**Verify a Security Licence**", in the navigation bar under 'Resources'. When the business is going to employ a security worker, or even while the security worker is employed by the business ... if you have record of the security worker's licence number, you can check whether the licence is valid or not at anytime through this service.

- 2. Insurance:** the business must have General Liability Insurance of NOT LESS THAN \$1 million coverage. When applying for a licence or renewing, copies of documentation proving the business has the required coverage must be attached. (See s.8 of the Security Services Regulation)

3. Armoured Car Guard Security Business Licence Applicants only:

To add armoured car business to your licence, you must attach to your application form:

- proof of possession (ownership, lease or rental) of an approved armoured car
- proof of liability insurance
- a copy of a safety certificate issued under section 37.04 of the Motor Vehicle Act Regulations, BC Reg. 26/58 (See s. 4(3)(e) of the Security Services Regulations)

4. Business Information

When applying, be prepared with the following information: type of company (registered or non-registered, sole proprietor or partnership, corporation), legal business entity name, trade name (also known as 'doing business as' name, if applicable) address, telephone number and e-mail address, and copies of registration documents (if applicable). If the business previously held a security business licence in B.C., the previous licence number must be provided.

5. Particular Individuals must be identified - CONTROLLING MEMBERS

All the individuals who control or have the ability to control the business operation must disclose certain personal information as per section 13 of the Security Services Act; section 4(2)(c) of the Security Services Regulation).

Controlling members should refer to the Security Industry and Licensing website for complete information on the various forms that may be required. The website outlines the responsibilities a controlling member must comply with, for the business to be licensed. (Note: If the controlling member has a valid B.C. Security Worker Licence, the business just has to provide the member's Security Worker Licence number. All controlling member requirements are met though the security worker licensing process.)



Controlling Members
do not have access to the business's Online Service account to complete forms online. Instead they must complete and sign their forms manually then submit them to the business manager to key required information in.

Information for controlling members can be found on the Security Industry and Licensing website and in the "Guide for Controlling Members of a Security Business".

If a controlling member is going to apply for or already holds a Security Worker Licence, the Security Worker Licensing processes are available through the Online Service.

Summary of Information Collected from Controlling Members:

For complete information see Security Industry and Licensing website:

www.pssg.gov.bc.ca/securityindustry/controlling-member/

Consent to a Criminal Record Check

All individuals who control or have the ability to control the business must provide consent for the Registrar to conduct a criminal record check, a police information check and a correctional service information check on them. By signing and submitting the *Authorization and Acknowledgement of Information Collection and Use AND Consent to a Criminal Record Check (#SPD0510)*, the consent is given.

Bankruptcy/Insolvency

Information collected (form #SPD0510) on individuals also includes whether he or she has an business undischarged bankruptcy or has had involvement in a business that has declared or is in the process of declaring bankruptcy.

Fingerprints

Controlling members who reside in Canada must submit their fingerprints. Use the form: *Request for Fingerprinting under the Security Service Act* (form SPD0507).

Residency – Identification Required

Controlling members **residing in Canada** (nothing to do with citizenship), provide a copy of **one** of the following pieces of **CURRENT/VALID** photo identification:

- Drivers Licence
- Passport
- BCID — you may apply for a BCID card at any driver licensing office but note, it takes 4 to 6 weeks to process and mail to you. Visit this website for more information and BCID forms:
www.icbc.com/driver-licensing/BCID
- Canadian Permanent residence Card
- Canadian Native Status Card (if issued with a photo)
- Canadian Firearms Licence (must be current)

(Note: if you are renewing the business licence and controlling members have already provided the Registrar with identification as stated above, the documentation does not have to be submitted again.)

NON-RESIDENTS OF CANADA:

Controlling members that do not reside in Canada must provide two pieces of identification and one of them must be photo ID.

☐ **Citizenship**

If you are a citizen of Canada, you are required to provide a copy of **one** of the following: your birth certificate **or** current Canadian Passport (may not be expired) **or** Canadian Citizenship Card.

☐ **Mental Condition Report**

As all individuals in the business who control or the ability to control the business hold a position of trust, the Registrar, Security Services Act must review reliable information regarding their mental condition. If any of these individuals have ever been treated for a mental condition, it must be disclosed. The individual must have their doctor complete and sign the *Mental Condition Form* (SPD0511) and provide it to the Registrar.

☐ **Police Officer/Peace Officer Status**

Individuals who have control or the ability to control the security business operation **may not** be a member of a police force as defined in the Police Act.

Controlling members **may** be

- a volunteer auxiliary or reserve constable
- a sheriff
- a corrections officer
- a court-appointed bailiff
- a special provincial constable or special municipal constable (as defined in the Police Act)
- retired from a police force but is still listed as a member for administrative reasons
- a volunteer auxiliary or reserve constable.

... **BUT the individual must provide** with their form, a letter from his or her superior confirming what access the individual has to any justice, court or police information systems (PRIME, PIRS, PROS, CPIC) and that he or she knows and understands that information from these systems may not be utilized while acting in the capacity of a security worker.

☐ **English Fluency**

If you are a controlling member and will engage with the public in providing security services, then your English fluency must meet the English Language Proficiency Assessment. Security Programs and Police Technology Division recognizes the Centre for Canadian Language's Benchmark Level 5 as the minimum fluency requirement. To check if your English language abilities meet the standard, download the *Canadian Language Benchmarks* (www.language.ca/pdfs/clb_adults.pdf). Contact our office if you require further information or locations where the assessment can be done.

Quick Readiness Checklist for a New Security Business Licence

Review the following checklist to help show if you are ready to complete and submit your Security Business Licence application. If you submit your application and do not meet the criteria below, your application may not be processed. Application *fees are not refunded*.

*If you can answer **YES** to all the questions below, you are ready to apply!*

- Yes**, the business does have a manager or employs an individual (or individuals) holding a valid B.C. Security Worker Licence that supports the type of security service offered, and they have been identified by name and licence number **OR** **YES**, an “*Application for a New Security Worker Licence*” will be attached to the security business licence application to meet this requirement.
- Yes**, all required business information has been collected and prepared.
- Yes**, the business can provide copy of insurance documents.
- Yes**, criminal record check consent is complete for all controlling members.
- Yes**, bankruptcy information has been provided on the controlling members.
- Yes**, fingerprint confirmation is complete for all controlling members that **reside in Canada**.
- Yes**, controlling members have attached required identification (see Residency – Identification Required on page 5)
- Yes**, controlling members that are citizens of Canada have attached required identification (see Citizenship on page 6)
- Yes**, controlling members with an identified mental condition have completed the Mental Condition Form. The individual(s) understands that he/she must have a doctor complete the form and that they may send the form directly to the Registrar themselves.
- Yes**, it is verified that no controlling member involved in the business is a member of a police force as defined in the Police Act.
- Yes**, any peace officer connected with the business has a letter identifying all justice, court and police information systems and confidential information he/she has access to.
- Yes**, if any of the controlling members engage with the public in providing security services, their English fluency meets the *English Language Proficiency Assessment*.

Applying For a *New* Security Business Licence

or holders of expired security business licences ... if you are holding an expired Security Business Licence, you must follow the new application process as outlined below and on the form ... renewal applications are not accepted for expired licences.

Use Form: Application for a New Security Business Licence [PDF] #SPD0500

Filling out the form

This form is not only used by a business requiring a security business licence for the first time, but also used by security businesses that hold expired security business licences.

Consent and Acknowledgement:

The business manager is the applicant applying on behalf of the business. It is the business manager that completes and signs the form; and by doing so, the business manager consents to and acknowledges various conditions and requirements. Read the short Consent and Acknowledgement section on page 2 of the form to be sure you can comply.


If you need more space than the form allows: attach a separate sheet but be sure to provide the information just as asked for in the form regarding those entries.



You may use the online service to apply for a new security business licence. Applying online gives you the option to provide payment electronically using Visa, MasterCard and AmericanExpress. See full information starting on page 17.

Form Part 1: FEE & TERM

Payment may be made by:

- **credit card** using form “*Authorized Credit Card Usage*” form (#SPD0509)  which you can download from the Security Industry and Licensing website.
- **bank-issued certified cheque made payable to the Minister of Finance**
- **money order made payable to the Minister of Finance.** You can buy a money order at any post office, bank or other financial institution for a nominal fee.
- **credit balance** ... if you have previously made an over-payment or have provided funds to the Registrar to hold on account for the business, check ‘credit balance’ on the form and your account will be debited. (for more information on credit balance account, contact Security Programs.)
- **DO NOT SEND CASH or a personal cheque.**

Form Part 2: LICENCE TYPE

Expired Licence Holders: If the business holds an **expired** licence, include the expired business licence number on the application form as it helps us pull your records together so the business does not have to re-submit documentation already on record. If the application for licence is approved by the Registrar, the business will receive a new security business licence but it will hold the same licence number. The business must, however, complete the fields of the form with the business’s current information.

The **controlling members** who are already on record with the Registrar from the business’s previous security business licence (that has now expired) **do not** have to, again, complete form “*Authorization and Acknowledgement of Information Collection and Use...*” (#SPD0510).

Instead, they **must** complete and sign the form “*Controlling Member of a Security Business Reporting an UPDATE*” (SPD0518) which is submitted with the business’s application for New Security Business Licence. The form (SPD0518) allows the business’s controlling members to update their information as necessary, but importantly, their signature on the form re-confirms their consent and acknowledgement.

Licence Type(s): Only check off the boxes of the security services that the business will be providing. The business must employ a worker with supporting licence type for each type listed on the licence.

Form Part 3:

BUSINESS INFORMATION

Identify Individuals employed that hold a supporting Security Worker Licence: to be in compliance with the act, the security business licence types selected must be supported by one or more employees carrying a current security worker licence with the same licence type. For example, if the business is to provide locksmith and security alarm installation, the business must employ a security worker who carries both licence types or one employee that carries locksmith and another with security alarm licence type on their current security worker licence.

Branch Offices: it is important that you list all the branch offices as a copy of the security business licence will be issued for each of the branches listed. Branch offices must always post a copy of the current licence while operating a security business. (If there are more than two branch offices to report, provide the details on a separate sheet and attach to this form.)

Form Part 4:

CONTROLLING MEMBERS OF THE BUSINESS OPERATION

This form is not only used by a business requiring a security business licence for the first time, but also used by security businesses that hold expired security business

licences. The chart in part 4 is where all the controlling members are named and their position with the business identified. If this is a first time application for the business entity, the controlling members of the business must either have a current security worker licence (of any type) or must complete form SPD0510. If this is an application on an expired security business licence, the controlling member has to either hold a current security worker licence or

1) fills out form SPD0510 if never identified to the Registrar before (i.e. a new member), or

2) fills out the shorter SPD 0518 if they are already on record with the Registrar as a controlling member of the business.

Putting together the application package

Once you have completed, signed and dated the form, you must attach the following:

- If company is registered with B.C. Companies Registries, provide a copy of Company Registration Certificate or confirmation from Companies Registries that company is registered.
- If applying *Armoured Car Guard* security business, attach:
 - proof of possession (ownership, lease or rental) of an approved armoured car
 - proof of vehicle liability insurance
 - a copy of a safety certificate issue issued under section 37.04 of the Motor Vehicle Act Regulations, BC Reg. 26/58 (refer to section 4(3)(e) of the Security Services Regulation)
- Copy of the documentation that proves the business has the required **general liability insurance**, that it is current and is for not less than \$1 million in coverage.
- Full payment**
Payment Options:
 - **credit card** using form “*Authorized Credit Card Usage*” form (#SPD0509)
 - **bank-issued certified cheque or money order made payable to the Minister of Finance**

- **credit balance** ... if you have previously made an over-payment or have provided funds to the Registrar to hold on account for the business, check 'credit balance' on the form and your account will be debited. (for more information on credit balance account, contact Security Programs.

DO NOT SEND CASH or a personal cheque.

Plus, attach the following documentation provided by *controlling members* (those who do not hold a current security worker licence):

- Original, signed "*Authorization and Acknowledgement of Information Collection and Use AND Consent to a Criminal Record Check*" (#SPD0510).
- If reside in Canada, confirmation of Fingerprints slip (not needed if controlling member resides outside of Canada).
- Copy of one piece of identification (see Residency – Identification Required on page 5).
- If Canadian Citizen, copy birth certificate or Canadian Citizenship Card or current Passport
- Mental Condition Form (#SPD0511) – *is required if applicable*, but may be sent directly to the Registrar by the controlling member and not attached to your form.
- If a peace officer, a letter from supervisor.

OR . . .

- (If this application is being submitted due to an EXPIRED licence) ...**
Controlling members who do not hold a security worker licence and have provided form SPD0510 previously must provide their completed and signed form "*Controlling Member of a Security Business Reporting an UPDATE*" (#SPD0518) for insertion in the application package.

Submitting the Application Package

The mailing address and courier drop off location are on page one of this guide. It is important to put the *FULL* address your package, including "*Attention, Registrar, Security Services Act - Licensing Dept.*" as the department is only one of many departments in the building.

Important Note: *Incomplete application forms, missing documentation, insufficient or no payment, declined credit card, pre-licence requirements not met, no signature -- cause delays in processing and may prevent your application from being processed. Unprocessed applications may be returned and **no refunds** are available. **Double check everything!***



See page 17 for information on how to renew a security business using the Online Service

Renewing your Security Business Licence

Notice to holders of **expired** security business licences ... *you must follow the new application process fully and pay for a new licence*

If you have **changed your type of business** ... *you must make application for a new business licence. Do not send in a renewal application, contact Security Programs Licensing Department to obtain further information.*

Use Form:

LONG

Application for Renewal of Security Business Licence – With Changes (#SPD0506)
use this **LONG** form if you are renewing your current licence (has not yet expired) and you need to make changes

OR

SHORT

Application for Renewal of Security Business Licence - No Changes (#SPD0501)
use this **SHORT** form if you are renewing your current licence (has not yet expired) but you are NOT making changes.

If you hold a current security business licence, you will receive a renewal reminder in the mail about two months prior to the expiry date of your current licence. When you complete and submit your renewal application package **be sure to allow postal time and factor in that Security Programs requires 30 processing days**. You may apply for renewal as early as 60 days prior to the expiry date. It is recommended that you apply for renewal as soon as you can in advance of the expiry date as under legislation, it is mandatory that you are in possession of a valid, current licence at all times while operating a security business.

LONG

Application for Renewal: the **LONG** form - **WITH CHANGES**: Form #SPD0506

Filling out the form

As the applicant, on behalf of the business, you will be signing the completed form and by doing so, you will be consenting and acknowledging various conditions and requirements. Read the short Consent and Acknowledgement section on page 2 of the form to be sure you can comply.

If you require more space than the form allows to enter all branch offices or controlling members, attach a separate sheet but be sure to provide the information as laid out in the form regarding those entries. It is advised that if you are attaching a separate sheet, record your licence number on the separate sheet.

LICENCE TYPE(s) : Only check off the boxes of the security services that the business will be providing and is qualified to provide. The business must employ a worker with supporting licence type for each security service type listed on the licence.

BRANCH OFFICES: You may identify branches to be added to your records to ensure they receive a copy of the business licence to post as required by the act, or you may supply information on branch offices which have closed and need to be removed from the records. If a branch still exists but has changed address or manager, first enter the old information indicating to remove this information, and then add the new information, indicating to add this information to the records.

ADDING OR REMOVING CONTROLLING MEMBERS: In PART 4, identify **ONLY** individuals who have control or the ability to control the operation of the business who have not been identified previously to the Registrar and supply all the required information on those new individuals. If you need to **remove** individuals from the records, just provide their name in PART 4, and check the box 'remove'.

Putting together the LONG Renewal Application Package:

Once you have completed, signed and dated the form, you must attach the following documentation on the business entity:

- If Armoured Car Guard is to be added to your licence, attach:
 - proof of possession (ownership, lease or rental) of an approved armoured car
 - proof of vehicle liability insurance
 - a copy of a safety certificate issue issued under section 37.04 of the Motor Vehicle Act Regulations, BC Reg. 26/58 (refer to section 4(3)(e) of the Security Services Regulation)

- Copy of the documentation that proves the business has the required **general liability insurance**, that it is current and is for not less than \$1 million in coverage.

Full Payment

Payment options:



- **credit card** using form “*Authorized Credit Card Usage*” form (#SPD0509) which you can download from the Security Industry and Licensing website.
- **bank-issued certified cheque or money order made payable to the Minister of Finance**
- **credit balance** ... if you have made an over-payment or have provided funds to the Registrar to hold on account for the business, check ‘credit balance’ on the form and your account will be debited. (for more information on credit balance account, contact Security Programs.)
DO NOT SEND CASH or a personal cheque.

The application package must include the required documentation from *all controlling members you are adding to the records*. For those you are **adding (who do not hold a current security worker licence)** make sure the following documentation is provided:

- Original, signed “*Authorization and Acknowledgement of Information Collection and Use AND Consent to a Criminal Record Check*” (#SPD0510).
- If reside in Canada, confirmation of Fingerprints slip (not needed if controlling member resides outside of Canada)
- Copy of one piece of identification (see Residency – Identification Required on page 5).
- If Canadian Citizen, copy birth certificate or Canadian Citizenship Card or current Passport
- Mental Condition Form (#SPD0511) – *is required if applicable*, but may be sent directly to the Registrar by the controlling member and not attached to your form.
- If a peace officer, a letter from supervisor.

3. Submitting the Application Package:

The mailing address and courier drop off location are on page one of this guide. It is important to put the *FULL* address on your package, including “*Attention, Registrar, Security Services Act - Licensing Dept.*” as the department is only one of many departments in the building.

Double check everything!

*Incomplete application forms, missing documentation, insufficient or no payment, declined credit card, no signature -- cause delays in processing and may prevent your application from being processed. Unprocessed applications cannot be returned and **no refunds** are available.*

... **SHORT** Basic Renewal Form instructions on next page

Filling out the form

Use this form if you have no change to business information to report. As you go through the form, you will confirm that the business information currently on file with the Registrar, Security Services Act, remains the same. As the applicant, on behalf of the business, you will be signing the completed form and by doing so, you will be consenting and acknowledging various conditions and requirements.

Include with your application:

- Copy of the documentation that proves the business has the required **general liability insurance**, that it is current and is for not less than \$1 million in coverage.
- Full** payment for RENEWAL Security Business Licence:

Payment may be made by:



- **credit card** using form "*Authorized Credit Card Usage*" form (#SPD0509) which you can download from the Security Industry and Licensing website.
- **bank-issued certified cheque or money order made payable to the Minister of Finance**
- **credit balance** ... if you have made an over-payment or have provided funds to the Registrar to hold on account for the business, check 'credit balance' on the form and your account will be debited. (For more information on credit balance account, contact Security Programs.)

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Double check everything!

*Incomplete application forms, missing documentation, insufficient or no payment, declined credit card, no signature -- cause delays in processing and may prevent your application from being processed. Unprocessed applications cannot be returned and **no refunds** are available. Allow 30 days for processing your renewal application.*

Replacing your Current Security Business Licence


. . . No changes — No change in expiry date

Use Form: Request for Replacement of Current Security Business Licence [PDF] #SPD0502

Use this form to replace your current lost/misplaced or stolen security business licence. Remember, it is mandatory that your licence is posted at the place of business while operating a security business, both in the main office and any branch offices.

****IMPORTANT NOTE:** if your licence is due to expire within the next month, it is more economical to start the renewal process rather than paying \$20 for a simple update to your current licence; an update does not alter the expiry date.*

The Replacement Application Package:

- Complete the replacement application form
- Include **Full** payment for Replacement of your Security Business Licence — **\$20**
Payment may be made by:
 - **credit card** using form “*Authorized Credit Card Usage*” form (#SPD0509)  which you can download from the Security Industry and Licensing website.
 - **bank-issued certified cheque or money order made payable to the Minister of Finance**
 - **credit balance** ... if you have previously made an over-payment or have provided funds to the Registrar to hold on account for the business, check ‘credit balance’ on the form and your account will be debited. (for more information on credit balance account, contact Security Programs.)

DO NOT SEND CASH or a personal cheque.

Submitting the Application Package:

The mailing address and courier drop off location are on page one of this guide. It is important to put the **FULL** address your package, including “*Attention, Registrar, Security Programs - Licensing Dept.*” as the department is only one of many departments in the building.

If you are paying by credit card using the Authorized Credit Card Usage form and have no attachments to include with the completed form, you may fax your completed application form in.

Double check everything!

*Incomplete application forms, missing documentation, insufficient or no payment, declined credit card, no signature cause delays in processing and may prevent your application from being processed. Unprocessed applications cannot be returned and **no refunds** are available. Allow 30 days for processing your application.*

Reporting *Updates* to the Business's Information & Licence

The Security Services Act requires that records held on the business by the Registrar and information printed on the security business licence must be kept up to date. Updates and changes are always made during renewal of licence; but if a change/update is to be made *during the current licence term*, it is done using this *Update* process.

Use Form: Reporting an UPDATE to Current Security Business Licence [PDF] #SPD0515

Referring to Security Services Policy Manual s. 2.7, during current licence term, the business:

(* *within 14 days of the change*)

- may delete a licence type or request an additional licence type be added to the current licence — if adding a licence type, you must provide the supporting information (i.e., identify security workers the business employs that are licenced to perform that specific type of service.)
 - *must* report business address change*
 - *must* report a change the business's legal name* (and provide documentation proving legal registration of new name) or new "trade name" (no documentation needed). If a change in name or trade name is as a result of a change in type of business, for example, from sole proprietor to Corporation, the business must contact SPPTD for further instructions.
 - *must* report updates regarding the individuals who have control or have the ability to control the business operations. Therefore, those individuals *must* report to the business manager:
 - a change in or new mental condition (must provide *Mental Condition form* (#SPD0511) completed by their doctor)
 - a change with respect to peace officer status (must provide a letter from supervisor as described on page 6 of this guide)
 - a legal name change (must provide legal documentation proving change of name)*
 - any new criminal charges or convictions*
 - *must* report if a previously reported individual who has control or has the ability to control the business operation has left the business
- *must* report all new individuals who have control or have the ability to control the business operation (and provide their completed "Authorization and Acknowledgment of Information Collection and Use: and Consent to a Criminal Record Check" form (#SPD0510)*)
 - *must* report address, contact information, and business manager of any new branch offices added to the business.
 - *must* report any branch offices to be deleted from the business's record.

NOTE RE CHANGES IN COMPANY TYPE:

All changes in business ownership *must* be reported. Contact Security Programs for more information (see page 1 for contact information).


FEE:

Some updates/changes will actually change the face of the business licence, not just the records held by the Registrar. If any of your changes/updates do affect the face of the licence, there is a FLAT FEE OF \$20 for any/all changes. The Update form is separated into two parts ... changes in part one do not affect the face of your licence therefore no fee is required; changes in part two do affect the face of your licence, therefore, the flat fee applies.

Putting together the update report package:

- Along with the completed and signed form, attach all required documentation supporting any changes or updates as outlined above.
- Include **Full** payment for Replacement of your Security Business Licence — **\$20**

Payment may be made by:

- **credit card** using form “*Authorized Credit Card Usage*” form (#SPD0509) which you can download from the  Industry and Licensing website.
- **bank-issued certified cheque or money order made payable to the Minister of Finance**
- **credit balance** ... if you have previously made an over-payment or have provided funds to the Registrar to hold on account for the business, check ‘credit balance’ on the form and your account will be debited. (for more information on credit balance account, contact Security Programs.)

DO NOT SEND CASH or a personal cheque.

Submitting the Application Package:

The mailing address and courier drop off location are on page one of this guide. It is important to put the *FULL* address your package, including “*Attention, Registrar, Security Services Act - Licensing Dept.*” as the department is only one of many departments in the building.

If you are paying by credit card using the Authorized Credit Card Usage form and have no other attachments to include, you may fax your completed application form.

After You Receive Your Licence

When you receive your licence, you will receive an information pamphlet “*Enclosed is your Security Business Licence*” that briefly outlines your responsibilities as a security business licensee. Refer to the Security Services Act and Security Services Regulations and policies for precise information on compliance, plus other information on the Security Industry and Licensing website.

It is important you know and understand all your responsibilities as a security business licensee and that you keep up to date with any new information released by the Registrar.

Compliance and Enforcement Inspectors work with licensees to encourage voluntary compliance with the requirements of the Security Services Act and Security Services Regulation and are always available to assist security businesses in complying with the conditions and responsibilities of their licence. The Inspectors monitor licensee compliance through inspections and through the public complaint process. If the information collected as a result of an inspection or investigation shows that a security business has committed a contravention, the Registrar may take enforcement action against the licensee.

More information is available on the Security Industry and Licensing website - including a link to the Security Services Act and Regulations, polices, updates, and information on compliance and enforcement, all the forms and guides for the security business, the security worker and for controlling members of a security business.



ONLINE SERVICE GUIDE Mini Guide

GENERAL INFORMATION

FORMS YOU MAY SUBMIT THROUGH THE ONLINE SERVICE

- Apply for **New** security business licence
- Apply for **Renewal** of a **current** security business licence.
- Apply for **New with expired security business licence**. If you hold an expired security business licence, you can apply for a new licence using the online service. When you sign in, the system will recognize the business information from your previous licence application. You can update or change this information as you go through the application. If you have changed your business type, please contact Security Programs.

FORMS NOT ACCEPTED THROUGH THE ONLINE SERVICE

You **must** use the manual process outlined in this guide, not the Online Service, if you are:

- requesting authorization to use **DOGS**
- needing to **UPDATE** your licence
- requesting a **REPLACEMENT** licence

(Note: these forms will be included in the next phase of this online service project.)

PRE-LICENSING REQUIREMENTS

Review, understand and follow up on all the pre-licensing requirements outlined in the main part of this guide **before** you apply online. Application requirements are the same, whether you are applying online or manually, therefore, you should refer to this complete guide, not just this mini-guide on the online service, for important information and assistance with the application process.

PAYMENT OPTIONS

1. **CREDIT CARD:** You may pay the fee for your licence online *using* VISA, MasterCard or American Express. If your credit card payment was successful, a receipt will be generated to print off for your records. If you attempt payment using your card and it is *not successful*, your application will be kept in a pending state in the system for a period of 30 days awaiting payment from you. You may return to the online service to try your credit card payment again, once you've cleared up the problem.

2. **MAIL PAYMENT:** If you choose not to pay for your application online, you may send the Registrar a bank certified cheque or money order; or if you wish to pay by credit card, download the "*Authorized Credit Card Usage*" form (#SPD0509) from the Security Industry and Licensing website. Be sure to write your Service Number on your payment as it identifies you. The service ID appears at the top of your printed application form. **DO NOT SEND CASH IN THE MAIL** and personal cheques are not accepted.
3. **CREDIT BALANCE:** If there is money in your account, the balance will display on the opening screen. Call Security Programs Licensing Dept. if you need more information.

SUBMITTING FOLLOW-UP DOCUMENTATION

Once you have submitted an application online, it is often necessary to followup by mailing documentation to the Registrar. Your electronic application form will remain in the system for 30 days after it is submitted.

- If full payment is not received by the Registrar within **30 days**, the application will be deleted and you will have to reapply.
- If the Registrar does not receive any of your required documentation **within 30 days**, your application will be cancelled and you will have to re-apply.
- If the Registrar reviews your application package and finds there are further documents needed, a letter will be sent to you outlining what is missing. You will have **30 days after the date of that letter** to submit the outstanding documents.

Keep in mind that **fees cannot be refunded** on incomplete application packages. Always ensure your Service ID number is provided when you send documentation to the Registrar. (It will be printed at the top of your application form.)

GETTING SET UP

STEPS TO REGISTERING A BUSINESS to use the online service

1 APPOINT A PRIMARY USER — the business appoints a “primary user”, referred to as the Business Manager, to act on the business’s behalf for licensing purposes. This person is responsible for administering and monitoring access to the Online Service for the business. The business manager is the Primary user of the Business BCeID (see step 2) and is required to confirm legal compliance with Security Services Act and regulations.

**Already have a
Business BCeID?
Go to step 3**

2 SET UP A BUSINESS ACCOUNT with BCeID —BCeID allows you to access government Online Services using your business’s unique log-in and secure password. There is no charge for setting up and using the account.

Go to: www.bceid.ca

[**Note:** BCeID is not managed by the Security Programs. It is a system administered by the B.C. government’s ‘Shared Services’. Limited information is provided in this mini-guide on what to expect when applying for a BCeID. If you experience any difficulties or have questions concerning BCeID, you will find contact information on their web-site.]

Primary User (Business Manager):

- Go to: www.bceid.ca
- Click [**Register**] at bottom of screen, then
- Click [**Register for a Business BCeID**] to begin the registration process. then
- As this service is not listed with BCeID,choose option, [**Register without specifying Online Service**]

Once you have completed the registration process, the business will be ‘identity proofed’ and the primary user receives a letter from the BCeID program with a validation code for their Business BCeID, with instructions on how to complete the BCeID registration.

3 RECEIVE A SECURITY SERVICES ONLINE PIN and SUBSCRIPTION CODE.

Now, successfully registered with BCeID, the primary user (business manager) must contact Security Programs to request a temporary PIN (personal identity number) and a subscription code. The subscription code authorizes the business manager to access the Security Services Online Service. Included with the subscription code are instructions on how to subscribe to the online service.

Now you’re registered and ready to start your first online application . . .

4 ENTER THE ONLINE SERVICE TO START AN APPLICATION FORM

www.pssg.gov.bc.ca/securityindustry/eservice

The online service opening web page provides information on the process and who may use it. On the top right of the web page, there is an area with an ‘Alert / Update’ box that will keep you posted on any changes, system outages, policy changes, etc. It is important to start from this launch page whenever entering the online service as it will keep you informed.

Scroll down to the section of the page, ‘Businesses’ and click [**Sign In**] to log on to BCeID. Once the BCeID log on is successful, you are automatically directed to the online service ‘Main Page’ from where you select the application process you need to follow.

APPOINTING ADDITIONAL EMPLOYEES TO ACCESS THE ONLINE SERVICE

The Primary User MUST NEVER SHARE their Business BCeID and access to the Online Service with anyone else. If more than one person in the business needs to access the online service, the business should appoint a secondary user to have their own BCeID and access to the Online Service under the business’s profile. The primary user can set this up and is responsible for identity proofing the secondary user. To register with BCeID or to get more information, go to: www.bceid.ca

ONLINE SERVICE PROCESS BASICS

Before you start:

- Have a **printer** accessible from your computer in order to print out copies of the application and checklist that you will have to include with your supporting documentation.
- **Gather any required documents** before-hand (these are outlined in this guide under Pre-Requirements) This includes credit card information if you will be using this payment option. (Visa, MasterCard or American Express)
- Applying online can take you approximately 15 minutes to complete. Once you start, the information you enter cannot be saved until the end so you cannot exit the process partially completed and resume at that point later.
- You will always begin by entering off the launch page, and then logging in through BCeID.

The screens:

- Once you are securely signed in through BCeID, you will land on the Online Service Main Page, where you can apply for a new or renew your licence.
- If you are a returning applicant, the screen will automatically advise you of your status:

“CURRENT LICENCE IS VALID”

— you will also see the date it will expire

“CURRENT LICENCE IS INVALID”

— Your licence has expired. You cannot renew a licence once it has expired; you have to apply for a new licence. The system will detect that you are a returning applicant, however, and will automatically complete many of the form fields in your online application based on your previous entry. You can amend the fields as you go through.

“APPLICATION RECEIVED, AWAITING PAYMENT” — You have 30 days from the time you submitted your application online to get payment to the Registrar. After 30 days, your application is removed from the system and you will have to start over. To pay, select the ALERT, pay for pending button, that appears at the top of the screen.

“APPLICATION FOR NEW LICENCE RECEIVED, AWAITING DOCUMENTATION”

— You have 30 days from the time you submitted your application online to get documentation to the Registrar. After 30 days, your application is removed from the system and you will have to start over.

- You cannot proceed to the next screen if the mandatory fields are not completed.
- Once you complete and review the electronic application, you are prompted chose the term and fee for your business licence. When you click the ‘submit’ button on this screen, all the information is saved. The following screen allows you to print the application form and allows you to proceed to the payment part of the process. It is important that you print out your application and summary checklist of required documentation before you leave the system!

Need assistance:

- There is a ‘contact us’ link in the navigation bar that will help you connect with licensing staff. While the online service is available 24 hours a day, 7 days a week, staff are only available during normal office hours. When you do call in, it is helpful to have your Service ID number ready (if you have it ... it is located at the top of any application form you may have submitted online previously.) **For help with BCeID go to www.bceid.ca**