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Flygplats- och luftfartssäkerhetstjänster

Airport and aviation security services

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EUROPEAN STANDARD

EN 16082

NORME EUROPÉENNE

EUROPÄISCHE NORM

August 2011

ICS 03.080.20; 13.310

English Version

Airport and aviation security services

Offre de services de sûreté aéronautique

Flughafen- und Luftsicherheitsdienstleistungen

This European Standard was approved by CEN on 8 July 2011.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: Avenue Marnix 17, B-1000 Brussels

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Foreword

This document (EN 16082:2011) has been prepared by Technical Committee CEN/TC 384 "Airport and aviation security services", the secretariat of which is held by ASI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by February 2012, and conflicting national standards shall be withdrawn at the latest by February 2012.

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1 Scope

This European Standard specifies service requirements for quality in organisation, processes, personnel and management of a security service provider and/or its independent branches and establishments under commercial law and trade as a provider with regard to civil aviation security services.

It lays down quality criteria for the delivery of civil aviation security services requested by public and private clients or buyers. This European Standard is suitable for the selection, attribution, awarding and reviewing of the most suitable provider of civil aviation security services.

2 Normative references

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

EN 15602:2008, *Security service providers — Terminology*

EN 15713:2009, *Secure destruction of confidential material — Code of practice*

3 Terms and definitions

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

3.1 aviation security

combination of measures and human and material resources intended to safeguard civil aviation against acts of unlawful interference that jeopardise the security of civil aviation

NOTE This definition is taken from Regulation (EC) No. 300/2008, Article 3, 2. (Official Journal of the EC L97/74).

3.2 civil aviation

any air operation carried out by civil aircraft, excluding operations carried out by state aircraft referred to in Article 3 of the Chicago Convention on International Civil Aviation

NOTE This definition is taken from Regulation (EC) No. 300/2008, Article 3, 1. (Official Journal of the EC L97/74).

3.3 customer

public and/or private client or buyer of security services related to civil aviation

3.4 provider

security service company and/or its independent branches and establishments under commercial law and trade offering civil aviation security services and employing license security officers/security guards and other security personnel

3.5 security officer/security guard

person who is paid a fee, wage or salary and is trained and screened and performs one or more of the following functions:

- prevention or detection of intrusion, unauthorized entry (access control) or activity, vandalism or trespass on public or private property;

- prevention or detection of theft, loss, embezzlement, misappropriation or concealment of merchandise, money, bonds, stocks, notes or valuable documents or papers;
- protection of individuals from bodily harm;
- environmental protection and management in rural and maritime domains;
- enforcement of (whilst obeying) established company rules, regulations, policies and practices related to crime reduction;
- reporting and apprehension of violators as defined by national law

[EN 15602:2008]

3.6

license security officer/security guard

security officer/security guard licensed by the appropriate authority

[EN 15602:2008]

3.7

ancillary staff

all security company staff not directly employed in duties falling within the definition of a license security officer/guard or relevant employment who may have access to information of a confidential nature

[EN 15602:2008]

3.8

security screening

process of checking history and background of employees and potential employees

[EN 15602:2008]

3.9

security vetting

verification by the national authority of the judicial and criminal record of employees and potential employees

[EN 15602:2008]

3.10

corporate governance

system of structuring, operating, directing and controlling a provider with a view to achieving long term strategic goals to satisfy shareholders, creditors, employees, customers and suppliers, and complying with the applicable legal and regulatory requirements, apart from meeting environmental and local community needs

NOTE Corporate Governance Code indicates an internal system encompassing policies, processes and people, which serves the needs of shareholders and other stakeholders, by directing and controlling management activities with good business savvy, objectivity, accountability and integrity.

3.11

incident preparedness and operational continuity management

systematic and coordinated activities and practices through which an organization optimally manages its risks and the associated potential threats and impacts there from

3.12

refresher training

systematic and regular training program to maintain and update previously achieved skills

NOTE Refresher training includes recurrent training according to EC regulation 300/2008 and EC regulation 185/2010.

[EN 15602:2008]

3.13 screening

application of technical or other means which are intended to identify and/or detect prohibited articles

NOTE Definition according to article 3.8 of EC regulation 300/2008.

4 Subcontractors

When the provider subcontracts any element of its services, the provider is responsible for the subcontractor meeting all the requirements of this European Standard.

5 Temporary or leased workers

When the provider is using temporary workers, it is the provider's responsibility for both the temporary work agency and temporary work agents to meet all the requirements of this European Standard.

6 Quality related to the organisation of the provider

6.1 General

The provider shall be authorised by the competent authorities to provide civil aviation security services.

A provider shall only provide private security services for which the provider has obtained the necessary authorization from the competent authority.

6.2 Organisation

6.2.1 Structure and organisation

The provider shall disclose information to the potential customer about its organisational structure, the range of services it provides and the length of time it has been operating in civil aviation security.

The provider shall:

- have a management structure showing command control and accountability at each level of operation;
- clearly communicate structures and procedures to all operational levels;
- have certification by national or international regulations, if required;
- operate a complaints management system in accordance with national quality management systems;
- have secure storage of important and confidential documents related to the contract;
- operate under confidentiality management of information and data related to the business;
- provide rules for making contract information available to third parties;

- have an operational presence at the site of the provision of the service for the duration of the contract, or at least for the duration of the execution of the services;
- disclose the structure of its ownership as well the Curricula Vitae of its management;
- disclose upon request of a potential customer any unspent criminal convictions or undischarged bankruptcy of a principal or director;
- give information on its membership in professional organisations.

If requested, the provider shall demonstrate the above to the customer before signing the contract.

The provider can disclose to the potential customer other relevant information such as on other certification.

The provider shall demonstrate that it will be able to employ enough screened, certified and trained personnel at the start of the contract to fulfil all of its contractual obligations.

6.2.2 Financial and economic capacity

The provider shall disclose the following information to the potential customer regarding:

- balance sheets and profit and loss statements for the past three financial years, if their publication is compulsory under the legislation or practice in the country in which the applicant is registered;
- valid tax clearance certificates where relevant;
- current bankers references;
- clearance certificates from social security authorities with regard to necessary social security fees where relevant.

6.2.3 Incident preparedness and operational continuity management

The provider shall establish a documented business continuity policy including operational contingency plans.

6.2.4 Human resources management

6.2.4.1 General

The provider shall have a human resources policy in place which shall include:

- respect of labour and social law and conventions (such as collective labour agreements);
- respect and compliance of health and safety law;
- information/data on staff structure, staff numbers (operational and administrative staff, the level of staff turnover among full-time, part-time and temporary staff and the evolution of employee turnover over the last three years);
- recruitment policy including job description;
- retention of staff;
- career development;
- training policy;