



# SLOVENSKI STANDARD

## SIST EN 16082:2011

01-oktober-2011

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### Letališka in zračna varnostna storitev

Airport and aviation security services

Flughafen- und Luftsicherheitsdienstleistungen

Offre de services de sûreté aérienne

Ta slovenski standard je istoveten z: EN 16082:2011

[SIST EN 16082:2011](https://standards.iteh.ai/catalog/standards/sist/d8d42e72-e3bf-4584-9ce6-40e534562db1/sist-en-16082-2011)

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03.080.20	Storitve za podjetja	Services for companies
13.310	Varstvo pred kriminalom	Protection against crime

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EUROPEAN STANDARD  
NORME EUROPÉENNE  
EUROPÄISCHE NORM

**EN 16082**

August 2011

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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.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

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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of an identical text or by endorsement, at the latest by February 2012, and conflicting national standards shall be withdrawn at the latest by February 2012.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

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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]

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### 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

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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.

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### 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;

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- management of absentees;
- equal opportunities;
- disciplinary procedures;
- inspection/supervision;
- operational management;
- staff satisfaction;
- staff representation (participation in decision-making).

**6.2.4.2 Staff motivation**

In addition to ECAC Document 30, measures for motivating security staff shall at least include the following topics:

- motivational theories;
- responsibility on the job;
- self management (shift work, boredom);
- communication on the job (dealing with passenger/staff);
- safety consciousness.

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**6.2.4.3 Personnel performance management policy**

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The provider shall implement a clearly defined personnel performance management policy.

**6.2.4.4 Terms and conditions of employment**

Personnel shall only be employed by the provider through a written employment contract signed by both parties.

This contract shall state the terms and conditions of employment, which shall at least include details of the following:

- job title;
- effective start date;
- a probationary period, if required;
- a provisional period subject to individual security screening;
- pay and allowances in accordance with existing and applicable rates in force;
- hours and days of work;
- leave entitlement;
- conditions of payment during absences through illness;

- pension entitlement;
- industrial injuries procedures;
- the address of the organisations;
- equipment and/or clothing supplied;
- disciplinary and appeals procedures;
- terms of notice of termination of employment.

#### 6.2.4.5 Breach of terms and conditions of employment

The following elements shall constitute a breach of terms and conditions of employment:

- neglects to complete a required task at work promptly and diligently, without sufficient cause;
- leaves a place of work without permission, or without sufficient cause;
- makes or signs any false statements, of any description;
- destroys, alters or erases documents or records without permission;
- divulges matters confidential to the organisation or customer, either past or present, without permission;
- receives gratuities or other consideration from any person, fails to account for equipment, monies or properties received in connection with the business;
- is uncivil to persons encountered in the course of duties or misuses authority in connection with business;
- uses uniform, equipment or identification without permission;
- reports for duty under the influence of alcohol or restricted drugs, or uses these whilst on duty;
- fails to notify the organization immediately of any conviction for a criminal or motoring offence, or any law enforcement caution or any summons or charge with any offence;
- permits unauthorised access to the customer's premises to any person;
- carries off equipment not issued as essential to an employee's duties or uses a customer's equipment or facilities without permission;
- does not respect or violates the customer policies, regulations and guidelines.

#### 6.2.4.6 Identification of personnel

The provider shall ensure that all his personnel can be identified as being employed by him. The identification shall include the following elements, in a clearly visible way:

- identification details of the provider;
- identification details of the license security officer/security guard;
- the identity card's expiry date;