



SLOVENSKI STANDARD

SIST EN 16747:2015

01-oktober-2015

Pomorske in pristaniške varnostne službe

Maritime and port security services

Sicherheitsdienstleistungen für Seeschifffahrt und Seehäfen

Services de sécurité maritime et portuaire

Ta slovenski standard je istoveten z: **EN 16747:2015**

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ICS:

03.220.40	Vodni transport	Transport by water
13.310	Varstvo pred kriminalom	Protection against crime

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en,fr,de

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EUROPEAN STANDARD

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NORME EUROPÉENNE

EUROPÄISCHE NORM

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Maritime and port security services

Services de sécurité maritime et portuaire

Sicherheitsdienstleistungen für Seeschifffahrt und
Seehäfen

This European Standard was approved by CEN on 17 July 2015.

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This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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

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European foreword

This document (EN 16747:2015) has been prepared by Technical Committee CEN/TC 417 “Project Committee - Maritime and port 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of an identical text or by endorsement, at the latest by March 2016, and conflicting national standards shall be withdrawn at the latest by March 2016.

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, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

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1 Scope

This European Standard is a service standard that specifies requirements for quality in organization, processes, staff and management of a security services provider and/or its independent branches and establishments under commercial law and trade as a provider with regard to port and maritime security services.

This European Standard applies according to the laws and the regulations applicable in the territory of every national CEN member adopting the standard.

This European Standard does not apply to security services provided by private security companies that are subject to particular rules and conditions and/or related to a specific high-risk situation and/or the use of heavy weapons and/or special training and/or government supervision, such as security services in relation to piracy. In case such particular rules and/or conditions do not exist at national level, this European Standard can apply.

This European Standard lays down quality criteria for the delivery of security services in and to ports and in relation to maritime activities, requested and contracted upon by public and private clients or buyers. This European Standard is therefore suitable for the selection, attribution, awarding and reviewing of the most suitable provider for port and maritime security services.

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.

EN 15602, *Security service providers – Terminology*

EN 15713, *Secure destruction of confidential material – Code of practice*

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3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 15602 and the following apply.

3.1 additional training for maritime and port security
training aimed at acquiring highly specific skills and knowledge to perform maritime and port security tasks that requires skills and/or knowledge not foreseen in basic or specialized training

3.2 basic training for maritime and port security
training aimed at acquiring the basic, common and introductory knowledge and skills to perform maritime and port security tasks

3.3 corporate governance
system of structuring, operating, directing and controlling a provider with a view to achieve long term strategic goals to satisfy shareholders, creditors, employees, customers and suppliers, and complying with the applicable legal and regulatory requirements, as well as meeting environmental and local community needs

Note 1 to entry: 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.

3.4**customer**

public and/or private client or buyer of security services related to maritime and port security

3.5**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

3.6**maritime and port security**

combination of measures and human and material resources intended to secure and safeguard international or domestic shipping, ports and maritime environment

3.7**piracy**

illegal acts of violence or detention, or any act of depredation, committed for private ends and directed:

- on the high seas, against another ship, or against persons or property on board such ship;
- against a ship in a place outside the jurisdiction of any state;
- any act of voluntary participation in the operation of a ship with knowledge of facts making it a pirate ship

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3.8**port**

specified area of land and water where **port facilities** are situated and that contains infrastructure, equipment, storage and other related facilities

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3.9**port facility**

location where the ship/port interface takes place; this includes areas such as anchorages, awaiting berths and approaches from seaward, as appropriate

3.10**provider**

security service company and/or its independent branches and establishments under commercial law and trade offering port and maritime security services and employing licensed security officers/security guards and other security staff, licensed or authorized by national competent authorities, if applicable

3.11**screening****searching**

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

3.12**ship/port interface**

interactions that occur when a ship is directly and immediately affected by actions involving the movement of persons or goods or the provision of port services to or from the ship

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3.13

security officer/security guard for maritime and port security

any person licensed by the appropriate authority 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 (while obeying) established company rules, regulations, policies and practices related to crime reduction;
- reporting and apprehension of violators as defined by national law

3.14

specialized training for maritime and port security

training aimed at acquiring the necessary skills and in-depth knowledge to perform specific maritime and port security tasks in accordance with clients/site/contracts etc. special needs

4 Compliance with applicable national and EU legislation

The provider should respect all applicable legislation in the field of private security, labour and social related matters and occupational health and safety.

In particular, the provider should respect

- Regulation (EC) No 725/2004 of 31 March 2004 on enhancing ship and port facility security [21], and
- EU Directive 2005/65/EC of 26 October 2005 on enhancing port security [20].

5 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.

6 Temporary or leased workers

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

7 Quality related to the organization of the provider

7.1 General

Where applicable, the provider shall be authorized by the competent authorities to provide maritime and port security services if those are already specified and/or regulated by public authorities.

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

7.2 Organization

7.2.1 Structure and organization

The provider shall demonstrate that he has the necessary capacity in terms of infrastructure, staff and procedures to guarantee the full execution of all terms and clauses of the contract between the service provider and the customer.

The provider shall demonstrate that its owners, board members and management have a clear record regarding previous similar functions in other private security companies.

The provider shall disclose information to the potential customer about its organizational structure, its dedicated responsible management if applicable, the range of services it is authorized to provide and the length of time it has been operating in port and maritime security.

The provider shall:

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- a) have a management structure showing command control and accountability at each level of operation;
 - b) have a code of conduct on drugs and alcohol;
 - c) have a code of conduct about operational procedures (e.g. appearance, attitudes, punctuality);
 - d) clearly communicate structures and procedures to all operational levels;
 - e) have certification, if required by national or international regulations;
 - f) operate a complaints management system in accordance with quality management systems;
 - g) have secure storage of important and confidential documents related to the contract;
 - h) operate under confidentiality management of information and data related to the business;
 - i) provide rules for making contract information available to third parties;
 - j) 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;
 - k) disclose the structure of its ownership as well the *curricula vitae* of its management;
 - l) disclose upon request of a potential customer any unspent criminal convictions or undercharged bankruptcy of a principal or director;

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- m) give information on its membership in professional organizations;
- n) give information on the compliance of its activities with applicable legislation regarding the protection of environment.

The provider shall be able to demonstrate to the potential customer, should the potential customer require so, the above 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 at the start of the contract enough screened, certified and trained staff to fulfil all of its contractual obligations.

In case of a renewal of a contract to the same provider, the provider shall demonstrate that it has a comprehensive methodology (transition plan) to implement a smooth detailed and efficient transition from the existing services to the ones it is providing on the new contract.

In case of the transition of a contract to a new provider, the out-going provider shall establish and implement a transition plan that shall also cover all the relevant procedures for transition to the new provider.

7.2.2 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 certificate where relevant;
- current bankers references;
- clearance certificate from social security authorities with regard to necessary social security fees where relevant.

7.2.3 Incident preparedness and operational continuity management

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

7.2.4 Human resources management**7.2.4.1 General**

The provider shall have a human resource policy in place, which shall include the following:

- a) respect of labour and social law and conventions (such as collective labour agreements);
- b) respect of law and regulations regarding health and safety and appropriate internal policies for health and safety;
- c) maintaining 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);
- d) recruitment policy including job description;
- e) policies for retention of staff;

- f) policies for career development;
- g) training policy;
- h) absenteeism reduction policies;
- i) policies for equal opportunities;
- j) disciplinary procedures;
- k) inspection/supervision;
- l) operational management;
- m) staff satisfaction ratios;
- n) staff representation (participation in decision-making).

7.2.4.2 Staff motivation

The provider shall demonstrate its policy for motivating security staff. This policy shall include at least the following:

- methodologies used;
- motivation measuring system;
- motivation techniques;
- responsibility on the job;
- self-management (shift work, measures against boredom);
- communication on the job (dealing with passenger/staff);
- safety consciousness.

7.2.4.3 Staff performance management policy

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

7.2.4.4 Terms and conditions of employment

A security officer/security guard 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:

- a) job title;
- b) effective start date;
- c) a probationary period, if required;
- d) a provisional period subject to individual security screening;

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- e) pay and allowances in accordance with existing and applicable rates in force;
- f) hours and days of work;
- g) leave entitlement;
- h) conditions of payment during absences through illness;
- i) pension entitlement;
- j) industrial injuries procedures;
- k) equipment and/or clothing supplied;
- l) disciplinary and appeals procedures;
- m) terms of notice of termination of employment.

7.2.4.5 Breach of terms and conditions of employment

The provider shall clearly demonstrate in a written way that in its contractual conditions is stated that the following elements can constitute a breach of terms and conditions of employment by a member of staff if this member of staff

- a) neglects to complete a required task at work promptly and diligently, without sufficient cause,
- b) leaves a place of work without permission, or without sufficient cause,
- c) makes or signs any false statements, of any description,
- d) destroys, alters or erases documents or records without permission,
- e) divulges matters confidential to the organization or customer, either past or present, without permission,
- f) receives gratuities or other consideration from any person, fails to account for equipment, moneys or properties received in connection with the business,
- g) is incivic to persons encountered in the course of duties, or misuses authority in connection with business,
- h) uses uniform, equipment or identification without permission,
- i) reports for duty under the influence of alcohol or drugs, or use of these while on duty,
- j) 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,
- k) permits unauthorized access to the customer's premises to any person,
- l) carries off equipment not issued as essential to an employee's duties, or uses a customer's equipment or facilities without permission,
- m) does not respect or violates the customer policies, regulations and guidelines.