

# Security service providers — Terminology

ICS 01.040.03; 01.040.13; 03.080.20; 13.310

## National foreword

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The UK participation in its preparation was entrusted to Technical Committee GW/3, Manned security services.

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English Version

## Security service providers - Terminology

Prestataires de services de sécurité - Terminologie

Sicherheitsdienstleister/Sicherungsdienstleister -  
Terminologie

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## Foreword

This document (EN 15602:2008) has been prepared by CEN/BT/TF 167 "Security services", the secretariat of which is held by DIN.

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## 1 Scope

This standard applies to providers of security services.

## 2 Terms and definitions

### 2.1 Training

#### 2.1.1

##### **basic training**

training designed to allow every individual wishing to work as a security officer/guard to acquire the minimum level of skills

#### 2.1.2

##### **refresher training**

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

#### 2.1.3

##### **additional training**

systematic and regular training program to develop previously achieved skills as well as acquire new skills

#### 2.1.4

##### **specialised training**

training designed to allow security officers/guards to acquire necessary supplementary skills

#### 2.1.5

##### **training centre**

entity authorised by the relevant authority for providing certified training for security officers/guards

#### 2.1.6

##### **training certificate**

proof of successfully completed training issued by the authorized entity

#### 2.1.7

##### **training instructor**

person qualified and competent who provides the required security training

#### 2.1.8

##### **training supervisor**

member of staff responsible for supervising and recording all aspects of training within the company

### 2.2 Personnel selection

#### 2.2.1

##### **ancillary staff**

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

#### 2.2.2

##### **provisional employment**

initial period of employment for a new individual during which the security screening should be completed

**2.2.3****relevant employment**

employment which involves, or may involve, the acquisition of, or access to, information or equipment, the improper use of which could involve the organization, any client of the organization, or any third party in a security risk

**2.2.4****screening supervisor**

member of staff responsible for supervising and recording all aspects of screening within the company

**2.2.5****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.

**2.2.6****security screening**

process of checking history and background of employees and potential employees

**2.2.7****security vetting**

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

**2.3 Manned guarding****2.3.1****access/exit control**

controlling movement of people, vehicles and goods at fixed access and exit points

**2.3.2****airport security checks**

security services involving checking passengers/employees, baggage, cargo and their identity, to prevent persons and materials that can endanger aircraft and airport safety and security

**2.3.3****armed security officer/guard**

security officer/security guard with approved specialized training in weapons and authorized to carry weapons by the appropriate authority

**2.3.4****manned guarding**

security services carried out by security officers/security guards

**2.3.5**

**port security checks**

security services involving checking passengers/employees, baggage, cargo and their identity, to prevent persons and materials that can endanger vessels, port safety and security

**2.3.6**

**reception security**

access/exit control combined with customer services

**2.3.7**

**site security**

activities required to secure a specific area

**2.3.8**

**static guarding**

security services with limited scope at a fixed location or property for a fixed length of time

**2.3.9**

**store detective**

security officer/security guard without uniform supervising behaviour in order to prevent and detect thefts

**2.4 Mobile patrols**

**2.4.1**

**mobile patrolling**

security services provided by security officers/security guards travelling to multiple sites physically distant from one another, within a defined period of time

**2.4.2**

**mobile area/site patrolling**

security services provided by security officers/security guards travelling within a specified area/site, within a defined period of time

**2.5 Alarm response**

**2.5.1**

**alarm**

warning of the presence of a hazard to life, property or the environment

**2.5.2**

**monitoring and alarm receiving centre**

continuously manned secure location to which information concerning the status of one or more alarm systems is reported and handled according to assignment instructions

**2.5.3**

**alarm receiving and monitoring centre operator**

person responsible for the handling of messages presented at the annunciation equipment

**2.5.4**

**alarm response**

action of an alarm response officer in responding to alarm information

**2.5.5**

**alarm response officer**

security guard/security officer with specialized training who receives alarm information directly or through the monitoring centre operator and acts according to assignment instructions



## 2.6 Key holding

### 2.6.1

#### **key**

instrument or data allowing authorized access to a customer's property

### 2.6.2

#### **keyholding**

holding, by an organization, of a key or keys to a customer's premises and/or equipment

### 2.6.3

#### **key storage**

storage or service performed by a security company where keys, customer documents and/or confidential documents are stored on behalf of a customer as per regulations issued by the appropriate authority

## 2.7 Event security

### 2.7.1

#### **crowd controller**

security guard/security officer with specialized training in crowd control

### 2.7.2

#### **crowd control supervisor**

person appointed by an authority for crowd management and for maintaining good order in a geographically limited area

### 2.7.3

#### **crowd control management**

systematic planning for, and supervision of, orderly movement and assembly of people

### 2.7.4

#### **event**

any organized gathering of the public, whether on payment or otherwise, in the open-air, or under cover

### 2.7.5

#### **event security**

security services, control and service tasks for events limited in time and location

## 2.8 Door security

### 2.8.1

#### **door security**

access control in places of entertainment where the suitability of customers to be allowed on to those premises is required to maintain public order, safety and security

### 2.8.2

#### **door supervisor**

person employed by any person responsible for the management of any premises or event, who has the authority of the owner, designated premises supervisor, manager or organizer, exclusively or mainly, to decide upon the suitability of customers to be allowed onto those premises or into the event, and/or to maintain order and public safety.

## **2.9 Close protection/body guarding**

### **2.9.1**

#### **close protection/body guarding**

security service provided by security officers/security guards with specialized training in preventing threats to individuals at risk

## **2.10 Public order services**

### **2.10.1**

#### **city patrolling**

security services provided by security officers/security guards in public areas or commercial areas to which the public has access

### **2.10.2**

#### **transport security**

security services provided by security officers/security guards with specialized training, in stations and public transportation

## **2.11 General**

### **2.11.1**

#### **assignment instructions**

set of written instructions drawn up by a service provider in agreement with the customer specifying the contractual duties

### **2.11.2**

#### **badge/identifying mark**

mark indicating the security officer's/security guard's function and company identification

### **2.11.3**

#### **check call**

routine communication to verify the location and status of a security officer/security guard on an assignment

### **2.11.4**

#### **control room**

secure location where operational procedures are monitored and/or managed

### **2.11.5**

#### **guard dog**

dog with specialized training for security services approved by the appropriate authority

### **2.11.6**

#### **guard dog handler**

security officer/security guard with specialized training in handling guard dogs

### **2.11.7**

#### **identification card**

card identifying the security officer/security guard

### **2.11.8**

#### **in-house security**

security services provided by directly employed staff on the employer's own premises

### **2.11.9**

#### **licence**

approval from the regulatory authority to deliver security services

**2.11.10**

**licensed security officer/security guard**

security officer/security guard licensed by the appropriate authority

**2.11.11**

**regulatory authority**

authority appointed by the State to regulate the security industry or part of the industry

**2.11.12**

**security company**

company providing security services

**2.11.13**

**security plan**

document implementing the security services identified in the security survey

**2.11.14**

**security services**

services provided by security companies aimed at protection of people, property and assets

**2.11.15**

**security supervisor**

security officer/security guard selected and with specialized training to be responsible for the performance of security officers/security guards in delivering a security service

**2.11.16**

**security survey**

risk assessment to determine the appropriate security services to meet the customer's requirements

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