

BS EN 16082:2011



BSI Standards Publication

Airport and aviation security services

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National foreword

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Offre de services de sûreté aéronautique

Flughafen- und Luftsicherheitsdienstleistungen

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of an identical text or by endorsement, at the latest by February 2012, and conflicting national standards shall be withdrawn at the latest by February 2012.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

- 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.

6.2.4.3 Personnel performance management policy

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;

— a photograph of the license security officer/security guard.

The provider shall ensure that all his personnel comply with all national and international legislation related to identification of personnel.

Security providers shall have strict procedures for managing issuing, delivering, withdrawing, renewing and keeping records and tracks, disposing of badges and for keeping all concerned parties informed.

6.2.4.7 Uniform

Providers shall comply with national regulations regarding uniforms.

When on duty, license security officers/security guards shall wear the uniform supplied by the provider and/or the customer.

License security officer's/security guard's uniforms shall clearly display the insignia of the provider. Uniforms shall be readily distinguishable from those of the civil emergency services or armed forces. When and where necessary, PPE shall be worn in line with international or national regulations or as agreed with the customer. Providers shall ensure that staff maintain an appropriate standard of appearance relevant to their duties.

Provisions of this paragraph will not be applied to non-uniformed license security officers/security guards as allowed by national regulations.

6.2.5 Insurances

Providers shall comply with national regulations regarding insurances.

Insurances of the provider shall cover the following:

- accidents to employees while on duty;
- general liability;
- social security/public liability;
- specific aviation security insurance.

The provider shall disclose information to the customer regarding its policy and views towards third party liability.

The provider shall ensure there is sufficient evidence of appropriate insurance cover for the customer.

When using sub-contractors, the provider shall ensure that sufficient insurance to cover commensurate with the business undertaken.

6.2.6 References

The provider shall disclose all necessary relevant references to the customer.

6.2.7 Corporate governance

The provider shall have a governance policy or equivalent and shall establish proof of it.

EXAMPLE

Governance policy or equivalent includes for example:

- code of conduct for directors and employees;
- internal and external control procedures and audits;
- reporting arrangements – financial and operational;
- strategic and corporate planning.

6.2.8 Contract

A contract shall be written and signed by both parties (see also Clause 8). The contract shall state the rights and obligations of the provider and the customer including respective liabilities and responsibilities and financial and economic aspects. It shall also mention agreement between parties regarding sub-contracting.

7 Staff

7.1 Personnel selection (operational)

7.1.1 Methodology

7.1.1.1 General

The provider shall have documented processes for the identification, selection and recruitment of personnel.

7.1.1.2 Function profile

A job description and assignment instruction for each function shall be available.

7.1.1.3 Publicity of needed profiles

If requested by the customer, the provider shall provide information on the policy of identifying potential candidates.

7.1.1.4 Criteria to be fulfilled for employment

All candidates shall meet all national legal conditions for employments in aviation security.

Criteria shall include:

- valid ID – recognized official identification;
- minimum legal age for employment;
- certificate of good conduct;
- security vetting;
- medical certificate required where relevant to the job description;
- necessary interpersonal skills relevant to activity to be undertaken;
- language skills in the relevant working language(s);
- eligibility for all necessary needed IDs or other required documentation.

The provider shall make sure that all the criteria are met, at any stage of the recruitment process.

7.1.1.5 Selection

The provider shall ensure each candidate completes a written application document containing the following information:

- personal data;
- educational background;
- professional experience;
- employment and personal references;
- details on work and residence permits, if applicable;
- statement on criminal records, if applicable;
- driver's license details, if applicable;
- general information on physical and/or medical condition applicable to the job description;
- geographical mobility.

7.1.1.6 Interview

The provider shall conduct with every eligible candidate an interview. This interview shall be conducted by a competent recruitment officer.

The provider shall use an interview assessment form. The interview assessment form shall include as a minimum the following criteria:

- application form verification;
- understanding of the job and its requirements;
- motivational assessment;
- appearance;
- personality characteristics;
- communication skills;
- language skills;
- social attitudes (work, security, colleagues, superiors, customer service and team spirit);
- integrity;
- personal interests;
- inform candidate of wage, job description and company details.

7.2 Recruiting

7.2.1 General

Providers shall ensure that only candidates having met all the requirements set out in this European Standard enter the company in order to do civil aviation security services.

7.2.2 Individual/personal file

7.2.2.1 General

An individual file shall be established and maintained for each security staff member.

The file shall contain all documents, certificates, proofs and other information related to the individual as required by this European Standard and/or by law.

7.2.2.2 Psychometric and psycho-technical tests

Psychometric and psycho-technical tests shall be recommended to be used as an additional selection tool where applicable and feasible.

7.2.2.3 Career opportunities

The provider shall inform personnel entering the company about career opportunities.

7.3 Training

7.3.1 References on training

Training of security staff shall take into account the following:

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

Additional information for the training of the security staff is given in the following documents:

- Directive 95/46/EC of the European Parliament and of the Council of the 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the field of movement of such data;
- Regulation (EC) No. 300/2008 of the European Parliament and of the Council of 11 March 2008 on common rules in the field of civil aviation security and repealing Regulation (EC) No. 2320/2002 (Text with EEA relevance) ;
- Commission Regulation (EC) No. 272/2009 of 2 April 2009 supplementing the common basic standards on civil aviation security laid down in the Annex to Regulation (EC) No 300/2008 of the European Parliament and of the Council;
- Commission Regulation (EC) No. 185/2010 of 4 March 2010 laying down detailed measures for the implementation of the common basic standards on aviation security;
- International Civil Aviation Organization (ICAO) — *Annex 17 to the Convention on International Civil Aviation – Security: Safeguarding International Civil Aviation against Acts of Unlawful interference – latest edition of April 2006*; chapters 3.1.6, 3.1.7, 3.4.1, 3.4.2, 3.4.3;
- International Civil Aviation Organization (ICAO) — *Document 9284-AN/905 — Technical Instructions for the Safe Transport of Dangerous Goods by Air (and Corrigenda/Addenda/Guidance)* ;

- European Civil Aviation Conference (ECAC) — *Document 30 — ECAC Policy statement in the field of civil aviation security (13th Edition/June 2010): Annex Part IV — Preventive Security Measures, Chapter 12 — Staff Recruitment and training.*

The detailed content of this education and training may vary from country to country.

7.3.2 Additional training requirements

Next to the minimum requirements, as laid down in the above mentioned documents, the following clauses are additional.

If the national aviation security programme does not mention or specify a minimum of training hours to be given, the provider shall ensure that a minimum number of training hours to comply with the legislation stated above shall be given before any license security officer/security guard can perform any duties.

7.3.3 Training policy and methodology

Training policy and methodology shall include:

- training policy, planning, contents and performance of training shall have to include, as a minimum, all elements mandated by regulators;
- the provider shall ensure that the requirements and expectations of clients (contract specific training) shall be reflected in the contents of the training;
- staff of providers implementing aviation security shall be trained for each assignment that they shall perform;
- all training sessions shall be planned and contents defined including theoretical, practical and on-the-job training, as to fit the necessities of the job assignment;
- training shall be concluded with a trainee assessment, in order to verify and ensure that the trainee has performed to the level defined by the appropriate authority that shall make his/her certification possible. The requirements and expectations of clients shall be reflected in the training assessment;
- all training shall be followed by a purposeful, planned, monitored and improvement-oriented on-the-job training;
- training shall be performed in an appropriate training environment under appropriate conditions in order to enable an effective and efficient learning process;
- training shall be performed by qualified trainers or experts in their own area of competence;
- recurrent training shall be conducted for every license security officer/security guard so as to ensure know-how and expertise is updated;
- an internal self-testing system shall be established by the provider, in order to verify and measure staff's proficiency and alertness level;
- training and testing shall be documented.

7.3.4 Basic training

7.3.4.1 General

The following basic training is additional to the legislative requirements.

The basic training shall comply with the requirements of official regulatory bodies and legal aspects of the activity with reference to initial and/or basic education and training as well as any additional needs as defined by the contract.

A detailed basic training itinerary for license security officers/security guards (training syllabus) shall reflect the defined needs of the client, the requirements of official regulatory bodies and legal aspects of the activity. As such, it shall be officially submitted to clients.

The basic training shall include at least the following main areas of interest and subjects:

- security awareness training;
- communication skills and vocabulary in relation to aviation security;
- customer service;
- basic access/exit control;
- general introduction to airports, air traffic and passenger-related matters;
- risk analysis and security system response;
- theoretical and practical skills (as needed for each specific activity);
- operational procedures and emergency procedures;
- customer relations and passengers service;
- testing of skills-apprehension (theoretical and practical exams, role plays, etc.);
- evaluation tools;
- data and privacy protection.

The basic training shall be conducted in a learning environment and under conditions which shall relieve learning blocks and facilitate the teaching and learning process from both didactical and pedagogical aspects. A specific procedure shall outline the standards of the basic training, in all its aspects.

The basic training kit shall be a user friendly facilitator's tool, covering all subjects of the basic training (as detailed in the training syllabus) and detailing all the elements of the basic training session, such as time-frames, accessories, handouts, training methods etc.

7.3.4.2 Security awareness training

The following security awareness training is additional to the legislative requirements and shall cover the following topics:

- requirements of EC Regulation 300/2008;
- understanding of aviation security;
- definitions used in aviation;
- airport/airline security programme – objectives and main principles;
- organization of an airport/airline;

- location of the security restricted areas;
- location of the critical parts areas;
- location of the landside areas and other airports access control zones;
- other relevant parties (e.g. police, fire brigade, airport authority, other providers);
- relevant procedures used at an airport/airline;
- security communications used within the airport/airline;
- emergency/contingency management;
- badge/ID systems;
- continuity planning;
- threats (e.g. explosives, weapons, chemicals, gas, suspicious objects).

7.3.4.3 Communication skills and vocabulary in relation to aviation security

The following training is additional to the legislative requirements. Communication skills and vocabulary in relation to aviation security shall cover the following topics:

- basic knowledge of English used in aviation security;
- basic aviation (security) terminology – vocabulary used in international, European and national legislation;
- basic IT-terminology;
- abbreviations.

7.3.4.4 Customer service

The following training is additional to the legislative requirements.

Customer service training shall cover service to airport and airline users and staff and the following topics:

- facilitation;
- interpersonal skills;
- conflict management;
- lost passengers;
- assistance for passengers;
- managing stress situations;
- special cases: e.g. diplomats, VIPs.

7.3.5 Specialized training

7.3.5.1 General

After completion of the basic training and where applicable, additional specialized training for the different aviation service activities shall include:

- screening of passengers and their cabin baggage;
- screening of staff and crew and their belongings;
- screening of hold baggage;
- using X-ray equipment;
- access/exit control;
- electronic surveillance/monitoring;
- searching of vehicles;
- cargo and mail security;
- aircraft protection and check/search procedure;
- screening of air carrier mail and materials;
- screening of in-flight supplies;
- screening of airport supplies;
- supervisor training.

7.3.5.2 Selected specialized trainings

7.3.5.2.1 General

The following specialized training is additional to the legislative requirements:

- screening of passengers and their cabin baggage, screening of staff and crew and their belongings;
- screening of hold baggage;
- cargo and mail security;
- X-ray training;
- searching of vehicles;
- aircraft protection and check/search procedure.

7.3.5.2.2 Screening process of passengers, staff and crew and cabin baggage/carry-on items

The following specialized training is additional to the legislative requirements.

Screening process of passengers, staff and crew and cabin baggage/carry-on items shall cover the following topics:

General:

- organization of the structure of security checkpoints;
- questioning of persons about their items;
- knowledge of exempted categories of persons and items;
- profiling of passengers.

Screening of persons:

- key elements of effective screening of persons;
- technology versus search by hand;
- specific issues related to search by hand (e.g. sex, culture, disabilities).

Screening of items:

- key elements of effective screening of items;
- technology versus search by hand;
- key elements of an effective search of cabin baggage or carry-on items.

7.3.5.2.3 Screening of hold baggage

The following specialized training is additional to the legislative requirements and shall cover the following topics:

- organization of the structure of hold baggage screening;
- key elements of effective screening of hold baggage;
- procedures for unaccompanied hold baggage;
- key safety procedures (e.g. dangerous goods).

7.3.5.2.4 Cargo and mail security

The following specialized training is additional to the legislative requirements, and shall cover the following topics:

- organizational structure of cargo facilitation;
- key elements of effective screening of cargo and mail;
- key safety procedures (e.g. dangerous goods).

7.3.5.2.5 X-ray and other detection systems and devices training

The following specialized training is additional to the legislative requirements and shall cover the following topics:

- organizational structure of the X-ray screening point and other detection systems and devices;
- understanding the operational procedures;
- aspects of radiation, health and safety;
- knowledge of threat image projection (TIP) software;
- use of computer based training (CBT) for the interpretation of X-ray images and other detection system images.

7.3.5.2.6 Searching of vehicles

The following specialized training is additional to the legislative requirements and shall cover the following topics:

- the organizational structure of the vehicle check point;
- principles of random selection of vehicles and search ratio;
- key elements of effective screening of vehicles and its occupants.

7.3.5.2.7 Aircraft protection and check/search procedure

The following specialized training is additional to the legislative requirements and shall cover the following topics:

- the airside organizational structure;
- principles of check/search and protection;
- key elements of effective check/search of aircraft.

7.3.6 Supervisory training

Supervisors, in their role as field managers generally reporting directly to mid-management, need to be able to confront and skilfully solve a wide variety of complex situations. For this purpose, they shall be specifically trained in both management and purely profession-related subjects: experience and seniority alone do not suffice in fulfilling supervisory duties and responsibilities.

Supervisor's training shall be conducted only by qualified trainers and experts. The standards of supervisor training sessions shall be high and appropriate to this level of training.

The supervisory training is additional to the legislative requirements and shall cover the following items:

- management skills (including people management and leadership skills);
- problem solving skills;
- contingency and continuity management;
- enhanced level customer relations and passenger service skills;

- advanced knowledge of airport authorities and other relevant parties.

7.3.7 Structured on-the-job training

Structured on-the-job training is a critical phase in each license security officer's/security guard's professional development, as it aims to translate theoretical knowledge into practical implementation, to develop team attitudes and to enhance the feeling of belonging and loyalty.

A successful completed basic and specialized training shall be followed by a comprehensive monitored on-the-job training.

A qualified coach shall monitor the on-the-job training. The coach shall be carefully chosen, so as to fulfil the following qualities:

- thoroughly knowledgeable and authoritative;
- proven record of experience;
- ability to transfer knowledge;
- trained for mentoring.

The mentoring process of the on-the-job-training shall include:

- observation;
- drills and exercises;
- feedback to and from trainees;
- instructions and corrections;
- final testing and assessment.

On-the-job training shall be thoroughly and continuously documented using appropriate checklists and assessment forms, so as to reflect the trainee's progress and level of expertise. The parameters of assessment shall be based mainly on the elements of:

- compliance with procedures;
- functioning in the real environment and under pressure;
- customer service;
- work and company attitudes.

7.3.8 Refresher training

To maintain a high level of alertness and security awareness, refresher (recurrent) training shall be mandatory to all license security officers/security guards.

The refresher training is additional to the legislative requirements.

The main purpose of the refresher training shall be:

- to maintain a high level of alertness and security awareness;

- to refresh and review knowledge;
- to review and learn from past events;
- to adapt skills to changed requirements and conditions;
- to maintain a high level of expertise.

Refresher training shall meet the following requirements:

- follow a yearly plan which takes into consideration any new relevant material issued by the regulators or by the clients;
- update of theoretical and practical knowledge;
- include elements of testing (e.g. exams, role play, practical testing, drills);
- be given by skilled and qualified trainers;
- be undertaken at least every 12 months;
- require a minimum of 12 hours a year per license security officer/security guard, unless already stipulated by legislation.

7.3.9 Testing of training

Every provider shall establish its own internal testing system to measure the quality of the training.

The results of these tests shall indicate which areas shall require additional training.

7.3.10 Training data

Training data revealing any personal data shall not be made available to others than the relevant management of the provider (see EC Directive 95/46/EC) unless stipulated by national law.

Information about whether or not a license security officer/security guard is certified shall be available to the customer as specified in the contract.

Data about education and training shall be accessible to the customer regarding content, training program and duration.

Every license security officer's/security guard's training file shall contain the full documentation of all training. This documentation shall include the following:

- training subjects, dates, location, time frame etc. (on a form signed by the participant and by the trainer);
- all written and graded exam(s), test(s) and assessment(s);
- documentation of all practical exams, test, role plays, and situation exercises etc. (on a form describing the contents and results of the same and signed by the training session participant and by the trainer);
- trainee evaluation form(s), detailing results of assessment(s), job related evaluation(s) of the trainee and recommendations for further coaching and training (with signatures of the trainee, of the trainer and of a trainee's superior);
- trainee on-the-job evaluation form(s) with certification and/or recommendation for further coaching and/or training (with signatures of the trainee, of the on-the-job monitor and of a trainee's superior).

7.3.11 Evaluation of training results

The provider shall establish its own internal testing methodology which shall include the following elements:

- verification of theoretical knowledge;
- verification of practical implementation skills (interactive tests through a CBT-tool, demonstration, exercises, role play etc.);
- vigilance tests (drills, simulation of real events, etc.);
- audits and inspections;
- implementing corrective action plans.

All license security officers/security guards shall be tested at least once every 3 months to prove competency, using any of the abovementioned methods.

A newly license security officer/security guard shall have to pass a vigilance test (drill) during the first 30 days following the certification.

7.3.12 Trainers responsibilities

The trainer's responsibilities shall be to determine the appropriate teaching and learning methods for the information to be delivered meeting the requirements of the provider and more importantly those of the trainee.

The trainer shall not be the person responsible for the training of the trainee.

8 Contract

8.1 Contract management/operations

8.1.1 Quality management system

The provider shall maintain a quality management system to manage the contracts and shall be made available to the customer if required.

8.1.2 Contract manager

The provider shall appoint a contract manager, who bears the responsibility for the fulfilment of the terms of contract.

8.1.3 On-site management

The provider shall establish on-site management to deal with all operational matters.

8.1.4 Customer responsibility

The client shall provide a nominated person(s) to interface with the provider at all respective levels.

The client shall respect and comply with the obligations specified in the services level agreement.

The client shall use a KPI (Key Performance Indicator) to continuously and consistently evaluate the quality of the services of the provider.

8.1.5 Operational plan and roistering

The provider shall define an operational plan which shall include:

- roistering;
- standard operation procedure;
- license security officer/security guard appropriate qualifications;
- mobilisation plan including backup;
- transition plan;
- performance monitoring and assessment;
- training plan;
- reversibility plan;
- reporting structure;
- disaster recovery.

8.2 Equipment, systems, vehicles and dogs

All equipment and systems used by the provider shall be maintained by the owner of such equipment and systems. National or local regulations shall apply to the use of all equipment and systems.

National or local regulations shall apply to the vehicles provided in carrying out the contract.

National or local regulations shall apply to the use of dogs provided in carrying out the contract.

8.3 Cooperation with other relevant parties

The provider shall cooperate with other relevant parties (e.g. police, fire brigade, airport authority, other providers) when required.

8.4 Confidentiality

All documents and information between provider and customer and related to the contract are confidential to both parties (see EC Directive 95/46/EC).

The provider shall maintain a separate record for each contract accessible only to authorized persons.

Amended and/or updated records shall be identifiable by date and clearly distinguishable from previous versions.

Information stored in an electronic retrieval system shall be regularly backed up. The back-up copies shall be stored separately.

NOTE Further information on the management of electronic data can be found in ISO/IEC 27002.

All documentation concerning the contract shall be kept for a duration in accordance with national legislation and for at least 12 months after termination of the contract.

Disposal of documentation shall be in accordance with EN 15713.

9 Lost and found property policy

When a provider is responsible for lost and found property, the provider shall:

- establish a reporting structure;
- maintain records and documentation;
- maintain a secure storage area;
- specify terms of storage;
- provide a claim facility;
- define the disposal of perishable products and the destruction of unclaimed property;
- subscribe relevant insurances.

Annex A (informative)

A - deviations

A-deviation: National deviation due to regulations, the alteration of which is for the time being outside the competence of the CEN/CENELEC member.

This European Standard does not fall under any Directive of the EC.

In the relevant CEN/CENELEC countries these A-deviations are valid instead of the provisions of the European Standard until they have been removed.

SWEDEN	
Subclause 6.2.4.4 "Terms and conditions of employment"	- The Swedish Employment protection act SFS 1982:80 (Lagen om anställningsskydd) specifically §6c and generally §4- §6g contains rules about employment contracts and referring to the social partners
Subclause 6.2.4.5 "Breach of terms and conditions of employment"	- The Swedish Employment protection act SFS 1982:80 (Lagen om anställningsskydd) §7, §18 and generally §7 – §27 regulates the procedures for the breach of employment

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