BUSINESS PLAN  
CEN/TC 439  
PRIVATE SECURITY SERVICES  

EXECUTIVE SUMMARY  

Scope  
The scope of CEN/TC 439 is to be responsible for the standardisation in the field of all civilian private security services. Excluded from the scope are:  
− standardization of product related requirements,  
− the Societal and Citizen Security sector including aspects of prevention, response, mitigation, continuity and recovery before, during and after a destabilising or disruptive event, which falls under the responsibility of CEN/TC 391 ‘Societal and Citizen Security’,  
− CEN/CLC/TC 4 ‘Project Committee - Services for fire safety and security systems’,  
− Cash-in-transit (CIT), cash processing and cash management activities.  

Business Environment  
Private security services in Europe represents:  
− 2.2 million guards,  
− a yearly turnover of € 34 billion,  
− 60,000 companies.  

Over the past years, the private security services industry has provided services to an increasing number of private and public clients. In an increasing way, private security companies also conclude contracts or cooperate formally with the police and other public stakeholders for supporting and assisting these in a wide range of security tasks.  

The socio-economic added value provided by the private security services and/or products consists of the improved or additional value for security so that the total value of security increases for public authorities, the business community and the citizen. Private security services represent an additional complementary partner in total security management.  

The activities covered by the private security services industry cover, among others:  
− Manned guarding in a wide range of locations, both public and private;  
− Maritime and port security;  
− Critical infrastructure protection;  
− Aviation security and screening;  
− Cash in transit and cash management activities, and the transport of valuables;  
− Mobile alarm response and call-out services / response services;  
− Alarm and CCTV monitoring, monitoring centre and console operations;  
− Event security;  
− Private security consulting;  
− Private security training;  
− Fire prevention and protection;  
... and many other services and solutions related to private security.  

The main objectives of CEN/TC 439 are:  
− Standardisation in the field of civilian private security services, where the need arises;
– To bring all activities of standardisation related to private security under one umbrella;
– To increase the quality of the security services;
– Review, maintain, and improve the standards developed by the existing technical bodies:
  o EN 15602 “Security Services Providers – Terminology”
    (CEN/BT/TF 167 “Security Services”)
  o EN 16082 “Airport and Aviation Security Services”
    (CEN/TC 384 “Project Committee – Airport and aviation security services”)
  o EN 16747 “Maritime and Port Security Services”
    (CEN/TC 417 “Project Committee – Maritime and port security services”)
– Map out the needs and priorities for standardization in the area of Critical Infrastructure Protection (CIP).

Excluded from the scope are:
– Standardization of product-related requirements and in the Societal and Citizen Security sector including aspects of prevention, response, mitigation, continuity and recovery before, during and after a destabilising or disruptive event, which fall under the responsibility of CEN/TC 391 “Societal and Citizen Security”;
– Security services that fall within the scope of CEN/CLC/TC 4 “Fire safety and security systems”;
– Cash-in-transit (CIT), cash processing and cash management activities.
1 BUSINESS ENVIRONMENT OF THE CEN/TC 439

1.1 Description of the Business Environment

The private security services industry has over the past years provided services to an increasing number of private and public clients, ranging from Ministry/EU Institutions buildings to nuclear plants, airports, critical infrastructure facilities, inter-modal transport hubs, public transport stations and areas, national governmental agencies and institutions (such as asylum seekers centres, public hospitals, universities, etc). In an increasing way, private security companies also conclude contracts or cooperate formally with the police and other public stakeholders for supporting and assisting these in a wide range of security tasks. It is to be noted that in a growing number of cases, private security companies and private security guards are being deployed – without transfer of competences or without interfering in basic rights of citizens – in several domains of fight against terrorism, fight against specific local, national or international criminal phenomena.

Against this background, it is important that the industry meets high quality standards. This is crucial in ensuring that the private citizen, business community and public authorities have a high level of trust in the private security services. Given the nature of civilian private security services and their increasing role in security policies in general, the existence of standards related to quality will contribute to increased professionalism of services offered. It will limit the possibility for dubious or uncertain providers of entering and operating on the market and hence lowering quality and professionalism of the services offered. Ultimately, the aim is to ensure that the security is in the hands of high quality providers, as they are in charge of protecting public authorities, public and private buyers, citizens and society as a whole.

The socio-economic added value provided by the private security services and/or products consists of the improved or additional value for security so that the total value of security increases for public authorities, the business community and the citizen. Private security services represent an additional complementary partner in total security management.

The private security industry is currently undergoing a gradual and unprecedented paradigm shift. The main activity of the private security industry has been and still is “static guarding”. However the current market dynamics call for an accelerated integration of traditional on-site guarding with remote and mobile guarding, supported by technological and electronic solutions. These tendencies will undoubtedly continue to dominate the future of the security business.

In order to support the growth, both in size and scope, as well as the specialisation of the industry, it is important to develop standardization deliverables setting out requirements for civilian private security services providers including:

- the establishment, operations, organisation and activities of private civilian security services providers;
- the screening, vetting, recruiting, training, supervision and management of all staff (management level and operational staff) of civilian private security services providers;
- the method of practice and management of commercial contracts on a contractual basis with clients for the execution of civilian private security services by private security companies and/or its independent branches and establishments under commercial law and trade;
- definition of minimum criteria related to the delivery of all kind of civilian private security services requested by public and private clients or buyers;
- standards which are suitable for the selection, attribution, awarding and post-contractual reviewing of the most suitable civilian private security services contractor of any kind of civilian private security services.
The main objectives of the committee are:

- Standardisation in the field of civilian private security services, where the need arises;
- To bring all activities of standardisation related to private security under one umbrella, whilst acknowledging the specific requirements of each segment;
- To increase the quality of the security services;
- Review, maintain, and improve the standards developed by the existing technical bodies:
  - EN 15602 “Security Services Providers – Terminology” (CEN/T BT/TF 167 “Security Services”)
  - EN 16082 “Airport and Aviation Security Services” (CEN/TC 384 “Project Committee – Airport and aviation security services”)
  - EN 16747 “Maritime and Port Security Services” (CEN/TC 417 “Project Committee – Maritime and port security services”)
- Map out the needs and priorities for standardization in the area of Critical Infrastructure Protection (CIP).

Excluded from the scope are:

- Standardization of product related requirements and in the Societal and Citizen Security sector including aspects of prevention, response, mitigation, continuity and recovery before, during and after a destabilising or disruptive event, which fall under the responsibility of CEN/TC 391 “Societal and Citizen Security”;
- Security services that fall within the scope of CEN/CLC/TC 4 “Fire safety and security systems”;
- Cash-in-transit (CIT), cash processing and cash management activities.

The main stakeholders and their concerns and perceptions:

- Providers of private security services:
  - Offer high quality services to both private and public organisations, responding to the specific needs of each entity and proportionally to risks incurred;
  - Being selected based on best value, not just price.
- Buyers, both private and public, of security services:
  - Selecting services responding to their specific needs, at the best possible value.
- Law enforcement agencies:
  - Ensuring law enforcement within the legal framework and inspiring trust from citizens.
- Government agencies in charge of societal and citizen security:
  - Protecting society and civilians from threats and criminal activities.
- Consumers and civilians:
  - Feeling safe and secure;
  - Trusting the providers of security services, both public and private.

Other relevant standards and activities

CEN/TC 391 “Societal and Citizen Security” has the task to develop standards to protect our citizens, society and economy, as well as our infrastructures and services, our prosperity, political stability and wellbeing.

ISO followed meanwhile that demand and created a new committee ISO/TC 292 “Security” which developed ISO 18788 “Management system for private security operations - Requirements with guidance”. This ISO standard is applicable for any type of organization operating in circumstances where governance may be weak and the rule of law undermined, whether due to human or naturally caused events. Therefore CEN/TC 439 will focus on standardization needs in civilian private security services in Europe.
CEN TC 439 will request liaison status with CEN/TC 391, CLC/TC 79 and ISO/TC 292.

CEN TC 439 will invite CoESS (Confederation of European Security Services) to seek liaison status.

There are existing national standards and legislation across Europe that govern private security services, from a general and specific point of view. This will need to be taken into account when drafting standards at a European level, with an aim to go for the highest possible common denominator and move the security standards upwards, gradually taking the various markets to a level playing field.

1.2 Quantitative Indicators of the Business Environment

The yearly turnover generated by the private security industry is around € 34 billion. The industry employs 2.2 million employees, and there are 60,000 companies offering private security services.

The industry has steadily grown over the last years, however we have observed an overall decline of the number of guards, and a steady growth of technology and monitoring solutions.

With respect to the use and implementation of standards in the area of private security, there is a gradual process of considering the “Aviation and Airport Security Standard” EN 16082 as part of the procurement requirements in this area.

CEN standards shall be taken into account when selecting service providers, so that they are chosen on the basis of the best value rather than just price.

This is explained in detail in the latest “Best Value Document” published by CoESS and UNI Europa (November 2014).

Sources used – all available on www.coess.org :
- 2011, 2013 Facts and Figures

2 BENEFITS EXPECTED FROM THE WORK OF THE CEN/TC 439

- An increasing number of buyers of civilian private security services are public. These buyers still too often are bound by national rules regarding public procurement that are focusing too much on the price element only, whereby the much needed quality of civilian private security is not, or cannot be, taken into account. The standards aim at giving a guideline for buyers, public and private, so that they may attach the right importance to quality and make the right selection of the civilian private security services provider.

- Services are an increasingly cross-border market throughout Europe, also for all civilian private security services. Standardization for specific branches of civilian private security services helps to make the services comparable. It is a vital need for the single companies, especially SMEs, to show their customers that they offer a quality which meets the requirements laid down in European-wide accepted standards. This also provides the customer with an instrument to select companies meeting the desired quality requirements.

- A series of standards will be designed to guide public and private buyers of private security through different key quality criteria to consider when selecting a high-quality provider of
civilian private security services. It will help the buyer distinguish between the requirements of different sites and private security services tasks and requirements, and to enable contracting parties to issue clear and detailed specifications of their requirements to prospective tenderers, thus generating a higher quality response.

- The standards can provide a guideline to legislators for strengthening, improving and developing the legal framework regulating civilian private security services and providers.
- The TC will take into account existing legislation governing civilian private security in general, or specific to certain segments, such as aviation and airports, for example.
- The standards are not intended to specify product-related requirements.

3 PARTICIPATION IN THE CEN/TC 439

All the CEN national members are entitled to nominate delegates to CEN Technical Committees and experts to Working Groups, ensuring a balance of all interested parties. Participation as observers of recognized European or international organizations is also possible under certain conditions. To participate in the activities of this CEN/TC, please contact the national standards organization in your country.

4 OBJECTIVES OF THE CEN/TC 439 AND STRATEGIES FOR THEIR ACHIEVEMENT

4.1 Defined objectives of the CEN/TC 439

The scope of CEN/TC 439 is to be responsible for the standardisation in the field of all civilian private security services, e.g:

- Review EN 15602 “Security Services Providers – Terminology”
  (CEN/BT/TF 167 “Security Services”)

- Start identifying and defining the various types of Critical Infrastructures; and mapping out the needs and priority areas for Critical Infrastructure Protection (CIP)

- Produce standards on CIP according to the needs identified.

- Review, maintain, and improve the standards developed by the existing technical bodies:

  - EN 16082 “Airport and Aviation Security Services”
    (CEN/TC 384 “Project Committee – Airport and aviation security services”)
  
  - EN 16747 “Maritime and Port Security Services”
    (CEN/TC417 “Project Committee – Maritime and port security services”)

4.2 Identified strategies to achieve the CEN/TC 439 defined objectives

As indicated in 4.1, CEN/TC 439 will review the terminology standard and the TC will map out CIP areas and define needs and priorities. In certain countries, there are up to 12 different categories of CIP and all have their specificities and required different approaches. The Committee will seek to identify the priority Critical Infrastructures and the need for standards.

CEN/TC 439 will base itself on existing national standards in priority and will also review relevant ISO standards.
Expected deliverables:

- Updated EN standard on terminology
- EN standards on CIP areas, as appropriate
- Review of the aviation and maritime standard in the long term, in the form of EN standards, when appropriate and to the extent to which it is relevant and useful.

4.3 Environmental aspects

The documents elaborated by CEN/TC 439 do not explicitly deal with environmental aspects; however, if recognized they will be handled. CEN Guide 4 is specifically directed towards environmental issues in product specification and therefore not relevant to this TC.

5 FACTORS AFFECTING COMPLETION AND IMPLEMENTATION OF THE CEN/TC 439 WORK PROGRAMME

The work of CEN/TC 439 will only be successful if its standardizers, stakeholders, secretaries and national representatives engage actively. It is also vitally important that all work at all stages is discussed thoroughly by the national bodies’ representatives and members of the working groups of CEN/TC 439.