

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

In 2022, Private Security Services in Europe represents:

- over 2 million private security officers, which is approximately the same number as police officers
- a yearly turnover of € 40 billion,
- 45,000 companies.

Since decades, the private security services industry has been providing 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. This form of cooperation is also referred to public-private partnership, or security continuum.

The socio-economic added value provided by the private security services is in enabling to create a safe and secure environment 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:

- Surveillance in a wide range of locations, both public and private, whether these are public spaces or critical infrastructure. Some examples of locations include:

- Maritime and port security;
- Airports;
- Public Transport;
- Retail environments;
- Hospitals and health centres;
- Places of culture, including museums, theatres, and concert halls;
- Events, leisure centres, sport halls, etc.

- The types of services include static guarding, monitoring and remote surveillance, management of control rooms and alarm receiving centres, transport of valuable items, cash management, transport or escort of goods and persons, close protection of persons, access control, screening of people and their items, security consulting, security training, fire prevention and protection, and many other services and solutions.

Benefits

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Security is a very specific and different type of service, as it pertains to the protection of people, assets and infrastructure. Although it is covered by national legislation, for certain areas, such as the protection of critical infrastructure, there is a need to fill gaps in legislation and ensure that only reputable companies with high quality standards may perform services. This is the general vision that guides the drafting of the standards adopted by and in progress within TC 439.

- Since 2015, two important standards have been adopted, which form the basis and foundation of all future work: EN 15602, which defines the sector-specific terminology and EN 17483-1, which is the basic requirements standard for private security services within Critical Infrastructure.
- Based on EN 17483-1, 3 standards are being developed, to address private security services provided within Aviation (future 17483-2), Maritime and Port environments (future 17483-3) and Energy Production and Distribution (future 17483-4)

Priorities

To make European standards available related to:

- Private Security Services within all Critical Infrastructure, as described in the annex of EN17483-1;
- To prioritize those areas that require such standards.

1 BUSINESS ENVIRONMENT OF THE CEN/TC

1.1 Description of the Business Environment

Since decades, the private security services industry has 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. These are known as public-private partnerships or security continuum. It is to be noted that in a growing number of cases, private security companies and private security officers are being deployed – without assuming the legal authority held by police personnel or without interfering in basic rights of citizens – in several domains of fight against terrorism, fight against specific local, national or international criminal phenomena. More recently, private security has supported national and local authorities during the Covid19 pandemic.

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.

Security is a business enabler. The **socio-economic added value** provided by the private security services and/or products consists in 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 surveillance with remote and mobile surveillance, 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 stakeholders** and their concerns and perceptions:

- Providers of private security services:
 - o Offer high quality services to both private and public organisations, responding to the specific needs of each entity and proportionally to risks incurred;
 - o Being selected based on best value, not just price without interest for quality.
- Buyers, both private and public, of security services:
 - o Selecting services responding to their specific needs, at the best possible value.
- Law enforcement agencies:
 - o Ensuring law enforcement within the legal framework and inspiring trust from citizens.
- Government agencies in charge of societal and citizen security:
 - o Protecting society and civilians from threats and criminal activities.
- Consumers and civilians:
 - o Feeling safe and secure;
 - o Trusting the providers of security services, both public and private.

1.2 Quantitative Indicators of the Business Environment

The yearly turnover generated by the private security industry is around € 40 billion. The industry employs 2 million security officers, and there are 45,000 companies offering private security services.

The industry has steadily grown over the last years, and the Covid19 Pandemic has accelerated and amplified changes that were already at work within the industry. Digitalisation and the increasing reliance on technology and monitoring solutions, in particular, is a domain that has expanded. The physical distancing rules which are implemented to reduce the spread of the virus have increased such reliance on technology.

CEN standards shall be taken into account when selecting service providers, in particular in Critical Infrastructure environments, so that they are chosen on the basis of the best value rather than just price. When protecting what countries have as most important infrastructure without which the state may not function, making sure that the quality is at least, if not more, important, is absolutely crucial. This is in line with the objectives of the future EU legislation on the Resilience of Critical Entities.

This concept, and how to implement it, is explained in detail in the document "[Buying Quality Private Security Services](#)" co-published by CoESS and UNI Europa and financed by the European Commission (November 2014).

Sources used – all available on www.coess.org.

2 BENEFITS EXPECTED FROM THE WORK OF THE CEN/TC

- 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 are being 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, maritime and ports, critical infrastructure protection, for example.
- The standards are not intended to specify product-related requirements.

3 PARTICIPATION IN THE CEN/TC

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 AND STRATEGIES FOR THEIR ACHIEVEMENT

4.1 Defined objectives of the CEN/TC

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

- Maintain EN 15602 "Security Services Providers – Terminology" – a review has been carried out in 2021.
- Continue to identify the types of Critical Infrastructure that require a standard for the private security services protecting it;

- Produce standards on these, according to the needs identified.
- Maintain EN 17483-1 “Private Security Services – Critical Infrastructure Protection – General Requirements” and build on it by adopting sector-specific standards (see below).
- Under current review:
 - EN 16082 “Airport and Aviation Security Services” – to become EN 17483-2
 - EN 16747 “Maritime and Port Security Services” – to become EN 17483-3
 - The next sector-specific standard, for which the work should start in the Spring of 2022, is the production and distribution of energy.

4.2 Identified strategies to achieve the CEN/TC.s defined objectives.

A working group, WG 01, was set up to work on the above-mentioned standard series EN 17483-xx. After the adoption of 17483-1, WG01 has produced the drafts for the sector-specific standards mentioned under 4.1. To this end, it launches calls for experts that come from both the providers and clients side. Importantly, WG01 also includes a representative of ETUC, in order to take into account the workers needs.

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 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.