EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN 15602

January 2008

ICS 01.040.03; 01.040.13; 03.080.20; 13.310

English Version

Security service providers - Terminology

Prestataires de services de sécurité - Terminologie

Sicherheitsdienstleister/Sicherungsdienstleister - Terminologie

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Management Centre: rue de Stassart, 36 B-1050 Brussels

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Ref. No. EN 15602:2008: E

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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.

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of an identical text or by endorsement, at the latest by July 2008, and conflicting national standards shall be withdrawn at the latest by July 2008.

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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

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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

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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

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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.

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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

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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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