DIN EN 17483-1:2021-09 (E)

Private security services - Protection of critical infrastructure - Part 1: General requirements

Contents

Page

European foreword 4

1 Scope 5

2 Normative references 6

3 Terms and definitions 6

4 Provider 8
4.1 General 8
4.2 Structure 8
4.2.1 Management structure 8
4.2.2 Human resources management 10
4.3 Health and Safety Management 11
4.4 Risk management 11
4.5 Operational and financial capacity 11
4.6 Business continuity management 12
4.7 Insurances 12
4.8 Corporate governance and compliance 12
4.9 IT-Security Management 12

5 Contracts 13
5.1 General 13
5.2 Contractual liabilities 13
5.3 Contract manager 13
5.4 On-site management 13
5.5 Customer responsibility 14
5.6 Resources 14
5.7 Cooperation with other relevant parties 14
5.8 Subcontractors 14
5.8.1 General 14
5.8.2 Contracts 14
5.8.3 Selection 14
5.9 Leased workers/ agency workers 15

6 Staff 15
6.1 General 15
6.1.1 Introduction 15
6.1.2 Terms and conditions of employment 15
6.1.3 Security screening 16
6.1.4 Identification of staff 16
6.1.5 Uniform 16
6.2 Recruitment and selection 17
6.2.1 General 17
6.2.2 Criteria to be fulfilled for employment 17
6.2.3 Selection 17
6.2.4 Interview 18
6.2.5 Recruiting 18
6.3 Training 19
6.3.1 Training policy 19
6.3.2 Trainer 19

6.3.3 Training requirements 19

7 Service delivery 20
7.1 Start up and contract commencement 20
7.2 Operating procedures 20
7.3 Communication with the customer 20
7.4 Operational plan and rostering 21
7.5 Service level agreement 21
7.6 Contract termination and cessation of services 21

Annex A (informative) Examples of critical infrastructure sectors 22

Bibliography 24