

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