CEN EN16082

A European Standard

for

Aviation Security Services

Introduction

This White Paper is submitted on behalf of the European private security services industry, represented by **CoESS** (Confederation of European Security Services, representing the whole of the private security services industry in Europe) and **ASSA-I** (Aviation Security Services Association International, representing the aviation security services providers).

CoESS was founded in 1989 as a European umbrella organisation for national private security employers' associations. CoESS represents 21 EU Member States and a total of 28 countries, which translates into some 50,000 private security services companies employing a total of 1.7 million private security employees. The European private security services industry generates a yearly turnover of approximately 23 billion Euro. CoESS presently represents 31 federations from 28 countries (EU and non-EU) and defends the interests of all private security industry segments including but not limited to: commercial manned guarding, transport of valuables, monitoring and remote surveillance, airport security and maritime security. CoESS' member federations in turn are representative within their respective countries and within the branches they represent.

ASSA-I represents all major private security companies which deliver aviation security services to European airports and carriers using these airports. ASSA-I has currently 7 member companies and represents around 75% of the private (outsourced) aviation security market with a total turnover of around 1.25 billion Euro (out of a total aviation security market (public and private) estimated at 3.1 billion Euro of which a large part is still covered by the public sector (45%).

In the aftermath of 11 September 2001, and following the Madrid and London bombings, preventive and operational safety and security have assumed a higher profile than ever before and have been placed at the top of policymakers' agendas.

As far as the responsibility of security services providers is concerned, it is a fact that they have an important, but nevertheless limited role as one link in the entire security chain, in particular in the light of the existing EU regulations imposing on national Governments large responsibilities related to security. As a consequence, CoESS and ASSA-I believe that there is an important task for policymakers (governments at regional and national level and the European Institutions at EU level, in particular the European Commission) to correctly develop the necessary supporting legal frameworks, with a high focus on quality, for the provision of civil aviation security services. Not only will the aviation security services providers benefit from such a framework, but also the customers and the end-users (airports, airlines companies, passengers), and all other stakeholders organizations that aspire the best levels of security.

Marc Pissens,
President of ASSA-I
President of CoESS

Content

Context today – Problem setting

Civil aviation is most of all about persons and each transport of persons must comply with the highest possible rules and standards regarding security.

Aviation security is already highly regulated by EU legislation. The problem though remains that the EU Regulations on aviation security do not take into account the quality of the security services provided. Another major problem faced by aviation security services providers - especially in light of the difficult economic times and the equally challenging security risks - is the fact that in tendering procedures, customers (airports, airlines, governments) tend to be overly focused on the price factor (i.e. lowest cost) of the security services and on the fluidity of the passenger flow (passenger services) and hence neglect the importance of quality of the services the security providers are able to deliver.

Today no general industry driven standards exist which relate to the imperative quality that must be provided by private security companies delivering services to the civil aviation industry. Indeed, it is necessary for the private security services providers, which play an essential role in overall security related to airports, airlines and aircraft, to apply common quality standards.

Given the nature of private security services and their increasing role in security policies and solutions in general, the introduction of standards related to quality is paramount to increasing not only the professionalism of the services offered but also the much needed guarantees for buyers and users of these services. At the same time, such standards must raise awareness amongst buyers on the need for high quality and must provide these buyers with tools for benchmarking when contracting out security services.

With these objectives in mind, CoESS and ASSA-I jointly initiated a project to develop such standards through CEN (the European Committee for Standardization). This initiative must be seen as an expression of the strong willingness of the private security services providers to establish a necessary framework focused on quality to complement the highly regulated legislative framework in this field. Following this initiative, CEN standard EN16082 "Airport and Aviation Security Services" has been developed. The CEN adopted this standard on 7th June 2011. At national level, the CEN members must make the standard available by December 2011 the latest.

The purpose of this standard is not as such to give private competitors in the area of civil aviation security services a commercial and competitive advantage (although such a development will only contribute to increase quality), but foremost to enhance security in a very vulnerable part of the national and European economy, where the transport of persons and goods must be secured by all possible means.

Although CEN standards, in essence, are voluntary, CoESS and ASSA-I believe they could pave way for future EU legislative work on the much needed quality aspect.

1. CEN – The European Committee for Standardization

1.1. What is CEN?

The **European Committee for Standardization** (CEN) is a business facilitator in Europe, removing trade barriers for European industry and consumers. Its mission is to foster the European economy in global trading, the welfare of European citizens and the environment. Through its services it provides a platform for the development of European Standards and other technical specifications.
CEN is a major provider of European Standards and technical specifications. It is the only recognized European organization according to Directive 98/34/EC for the planning, drafting and adoption of European Standards in all areas of economic activity with the exception of electro technology (CENELEC) and telecommunication (ETSI).

The 31 National CEN members work together to develop voluntary European Standards (ENs). These standards have a unique status since they also are national standards in each of CEN's 31 Member countries. With one common standard in all these countries and every conflicting national standard withdrawn, a product or service can reach a far wider market with much lower development and testing costs. European standards help build a European Internal Market for goods and services and position Europe in the global economy.
More than 60.000 technical experts as well as business federations, consumer and other societal interest organizations are involved in the CEN network that reaches over 480 million people.
The CEN Members are the National Standardization Bodies of the 27 EU Member States and Croatia plus the three countries belonging to the European Free Trade Association (EFTA): Iceland, Norway, and Switzerland.

Besides its national members CEN has six Associate Members (Associates), which are organizations representing the interests of different business sectors (construction, chemical industry…), consumers, SMEs, trade unions, and the environment. CEN Associates can participate as observers in the work of CEN Technical or Project Committees.

Beyond the above mentioned membership categories, affiliation with CEN is available to a National Standards Body, which is a member (or corresponding member) of the International Organization for Standardization (ISO) and is the standardization body from an EU neighbouring country having links with the EU or EFTA.

For all information on CEN, please see http://www.cen.eu

1.2. What is a standard for services?

A standard (French: Norme, German: Norm) is a document, designed for common and repeated use, to be used as a rule, guideline or definition. It is both consensus-built and approved by a recognized body. Standards are created by bringing together all interested parties such as manufacturers, consumers, and regulators of a particular material, product, process or service. All parties benefit from standardization through increased product safety and quality as well as lower transactions costs and prices. CEN produces European Standards (EN), which are also national standards in CEN member countries.

Standards can also be used to describe a measurement or test method or to establish a common terminology within a specific sector.

Standardization of services is essential for a single market for services. Standardization is increasingly being used to support the development of the single market for services. Services standards can be used to promote best practices and to spread knowledge throughout the market. Services standards can also set benchmarks against which businesses can measure the quality and performance of their own services or the services they are purchasing, thus improving competitiveness and increasing efficiency.

The role of standardization in the creation of an Internal Market for services has been recognized by the Directive on Services (2006/123). The Directive encourages the development of European standards in order to facilitate compatibility between services, information to the recipient and quality of service provision.

The European Commission supports service standardization by issuing mandates (a request to develop specific standards or to propose a standardization programme) to CEN in this area. A European Standard automatically becomes a national standard in the 31 member countries.

1.3. Are standards mandatory?

Standards, unlike legislation, are essentially voluntary in application unless called upon in legislation or cited as part of a contract.

Legislation can also refer to a standard as a means of compliance. This means that compliance with the standard is indicated as a possible way of fulfilling legal requirements. Other ways to comply with the legal requirement may be chosen, but those using the standard have the presumption of being in conformity with legal requirements.

Once ratified by CEN, a European Standard has to be implemented by CEN members as an identical national standard and any conflicting national standards must be withdrawn. A European standard, therefore, potentially replaces 31 different national standards.

1.4. What can be achieved with standards?

Standards can:

- Improve competitiveness, increase efficiency and facilitate innovation
- Set a benchmark against which businesses can measure the quality and performance of their own services/products or of the services/products they are purchasing
- Be used to promote new technologies and best practices, spreading innovation and knowledge throughout the market
- Promote the interoperability of products and services
- Increase the safety of products and foster the protection of health and the environment
- Help trade by eliminating technical barriers
- Help businesses to comply with existing legal obligation

1.5. What are the benefits of standards?

- Standards are a powerful tool for supporting innovation and increasing productivity. Effective standardization promotes forceful competition and enhances profitability. Standards allow a company to:
  - Attract and assure customers
  - Demonstrate market leadership
  - Create competitive advantage
  - Develop and maintain best practices
  - Comply with European legislation

- European Standards are a powerful marketing tool. Compliance with widely recognized European Standards is an effective means of differentiation in a competitive marketplace. In addition, manufacturing products or supplying services that conform to appropriate standards maximizes their compatibility with those manufactured or offered by others, thereby increasing potential sales and widespread acceptance. As consumers become better informed about their choices, conformity to recognized standards becomes increasingly important.

- Standards are a respected badge of quality. Certification marks are earned by businesses whose products and practices consistently prove conformity to relevant standards. These marks are easily recognizable and act as badges of quality, safety and performance.

- Standards can strengthen infrastructure. Standardization can deliver measurable benefits when applied within the infrastructure of a company itself. Effective communication along the supply chain and with legislative bodies, clients and customers is good business. Business costs and risks can be minimized, internal processes streamlined and communication improved. Standardization promotes interoperability, providing a competitive edge necessary for effective worldwide trading of products and services.

2. CEN standard EN16082 "Airport and Aviation Security Services"

2.1. Scope and aim of the standard

As previously mentioned, the CEN project was initiated by the private security services sector (CoESS / www.coess.eu and ASSA-I / www.assa-int.org) as an important investment in and promotion of high-quality airport and aviation security services.

This services standard specifies requirements for quality in organization, processes, personnel and management of a civil aviation security services provider and/or its independent branches and establishments under commercial law.

It lays down quality criteria for the delivery of civil aviation security services requested by public and private clients or buyers. This European Standard is suitable for the selection, attribution, awarding and reviewing of the most suitable provider of civil aviation security services.

2.2. Content of the standard:

The standard includes requirements for private security services companies and their independent branches and establishments related to their:

- Organization
- Personnel management
- Operations
- Quality criteria for the delivery of civil aviation security services

2.3. History and present state of play of the standard

The standard has been developed and drawn up by the CEN Technical Committee 384 which started its work in November 2008.

The draft European Standard was submitted to the CEN members for formal vote in April 2011. In June 2011, the standard became a European Standard.

CEN members are now bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. National CEN members must make the standard available in the local language by December 2011 the latest.

2.4. Benefits and advantages for airports and other clients

As previously mentioned this standard is the first of its kind; its application and incorporation by security services providers and by buyers of such services can have tremendous benefits and advantages:

- The standard guarantees that security services providers comply with the highest possible set of rules and standards. Stakeholders who have backed the process of the establishment of the standard are of the opinion that common standards related to quality for the described private security services will contribute to decrease the number of clients not willing to go for the highest quality criteria and selecting a provider on the basis of price solely rather than on an efficient and effective combination of price into relation with quality. The existing competition within the private security services sector encourages some providers to cut their prices to the detriment of the quality of their services, despite the fact that quality, especially in civil aviation, is recognized as an important and necessary element.

- The standard is also designed to guide customers through key quality criteria when selecting a services provider. It helps them distinguish between the requirements of different sites and private security tasks and it enables the contracting parties to issue clear and detailed specifications of the requirements imposed on prospective tenderers, thus generating a higher quality response.

- The standard, if applied, will strongly enhance the "best value" principle and will encourage customers to choose quality above low prices. In this respect, ASSA-I recently launched a Best Value Manual ("Selecting best value - A manual for organisations awarding contracts for private aviation security services"). This manual and its assessment tool incorporate, amongst other, the key quality criteria from CEN standard EN16082 and thus provide a concrete aid to draft quality-oriented tenders and assess bids on their quality and not solely on the price criterion. See: http://www.topqualityforaviationsecurity.org

- The CEN Standard EN16082 is also a first step towards a much needed and still non-existent European legal recognition of the quality aspect. CoESS and ASSA-I will highly invest in turning the content of the present voluntary standard into a mandatory standard, imposed upon a legal basis.

2.5. Possible solution for the issue of Third Party Liability of the Aviation Security Services Providers.

A private subcontractor responsible for carrying out certain specified security services tasks in accordance with instructions from responsible authorities and clients and in line with applicable regulations cannot reasonably assume the full risks of all the perils and calamities generated by a possible terrorist attack.

Clearly, a professional security services provider must take responsibility for the quality of the services it provides under a service contract. There must, however, be a fair and acceptable distribution of responsibilities and risks between the authorities and other parties responsible for security on the one hand, and the private security company to which security services have been outsourced, on the other.

CoESS and ASSA-I believe that as far as the responsibility of security services providers is concerned, these providers have an important but nevertheless limited role as one link in the entire security chain. In contradiction with this fact, the reality is that the exposure of security providers to liability in case of a catastrophic terrorist attack is potentially unlimited. The private aviation security services providers often do not have any other choice than to sign contracts with liabilities that go far beyond a possible insurance coverage.

Private security services companies execute the legal rules that have been set by authorities and governments and execute the directives defined by clients. On top of these obligations, the security services industry itself has heavily invested – and continues to do so - in additional high-quality standards. One example of such investment is the present CEN Standard EN16082.

CoESS and ASSA-I remain deeply convinced that if security services providers choose to continuously invest in and promote high quality services on a voluntary basis, they should receive the necessary protection and limitation of their liability in case of an act of war or a terrorist attack.

More information

- For further information regarding CEN and the European standardization process, please consult the CEN website (http://www.cen.eu)
- For all information on how to obtain Standard EN 16082, please get in touch with the national CEN members (the list of CEN members can be consulted on http://www.cen.eu/cen/Members/Pages/default.aspx)
- For further information on the ASSA-I Best Value Manual ("Selecting best value - A manual for organisations awarding contracts for private aviation security services") and the accompanying assessment tools, please visit: http://www.topqualityforaviationsecurity.org

Conclusion

CoESS and ASSA-I believe that increasing the quality of the security services provided to airports and airlines will benefit all players in civil aviation as well as other industries as it makes an important contribution to the creation of a more secure environment.

CoESS and ASSA-I therefore also invest heavily in convincing the customers to give the necessary consideration to quality when contracting out security services, and not to base their awarding solely on the price criterion. If quality is effectively taken into account by buyers, the pressure on European and national competent authorities and airports will increase to concentrate on and to give higher importance to the quality aspects of the security procedures such as recruitment procedures, training of personnel (including training records), working conditions, contingency planning, etc.

ASSA-I and CoESS call for a strong initiative by the European Commission regarding the recognition of the fundamental role of quality in in aviation security services delivered at European airports and to airlines. In this respect, it is quintessential to recognise that quality of security services first of all addresses quality of the human factor (manpower) and not only the deployment of equipment and technology.

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NOTE:

Private security today is a huge, complex and highly segmented industry. The main components of this industry can be roughly listed as follows: providers of technologies and equipment, providers of security services (in essence manned guarding services, in combination or not with handling of equipment and technologies), the conglomerate of end-users, operators, customers and the corporate security world.

Each of these segments is represented by recognised, representative and mandated organisations. Although these speak and act on behalf of a specific segment, their overall goals is to work towards joint proposals and positions if and when possible where joint interests exist and where complementary positions reinforce a global defence of the private sector as a whole.

White Paper by ASSA- I and CoESS

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