EN 17483-1 – Briefing Note

What is EN 17483-1?

EN 17483-1 is a certifiable quality standard for private security companies that deliver services for critical infrastructure protection (CIP). It specifies service requirements for quality in organisation, processes, personnel and management.

It provides requirements on all important aspects when delivering services in CI, such as:

- Criteria that the provider must meet, for example management structure, HR, Health and Safety, Operational and financial capacity, corporate governance and IT security;
- Requirements regarding contracts, including liabilities, cooperation with other parties, subcontractors, and leased workers;
- Requirements for staff, for example terms and conditions of employment, security screening, recruitment and selection, training;
- Service delivery aspects and service level agreements.

Why is EN 17483-1 important?

- It is the foundation of a complete standards system for critical infrastructure protection, on which several sectoral standards will be built ;
- It gives the main overarching requirements for the provision of private security services for CIP;
- It guides public and private customers of private security through different key quality criteria to select a high-quality provider;
- It enables the customer establish the cross-sectoral requirements applicable to all types of CI;
- It enables contracting parties to issue clear and detailed specifications of their requirements to prospective tenderers, thus generating a higher quality response.

Is EN 17483-1 applicable for you?

Organisations in charge of security within CI can benefit from the use of the standard, as follows:

- Operators of Critical Infrastructure when selecting private security services to protect their organisation: it helps them select companies that are trustworthy and professional;
- Private Security Companies: being certified to EN 17483-1 (and in the future to the additional sectoral standards) is a clear demonstration that they are committed to meeting high quality criteria;
- Any interested parties who are directly or indirectly involved in or affected by a procurement process within CI.

Key benefits of adopting EN 17483-1

The protection of CI is based on EU and/or national legislation and/or the self-assessment of its operators. The accessibility and provision of CI is essential to the states and their societies. In order to optimise the protection through prevention this standards system guides the customers in the selection of the best possible provider for private security services.

Who has developed EN 17483-1?

An international cross-sector expert technical committee called CEN/TC 439 “Private Security Services” created the current standard and is developing the future additional sectoral standards (EN 17483-X), for example in aviation security, port and maritime security, energy, etc. in order to meet the market needs for quality standards. CEN is one of three European Standardization Organizations (together with CENELEC and ETSI) that have been officially recognized by the European Union and by the European Free Trade Association (EFTA) as being responsible for developing and defining voluntary standards at European level.