

GREECE

Population : ± 10 700 000
 Police Force : ± 49 900 ratio : 1/214
 Security force : ± 25 000 ratio : 1/428

LEGAL ASPECTS

LAW AND REGULATIONS

- Law 2518/21-8-1997 operation requirements of the private security companies
- General trans-sectoral labour legislation

COLLECTIVE AGREEMENTS

General inter sectoral National Agreement (EGSEE) signed by the Confederation of Workers (GSEE) and employers organisations (SEV, ESEE, GSVEE). Sets minimum standards on wages and other labour conditions s.a. annual leave, maternity leave, etc. in sectors that are not covered by sectoral agreements

ON A SECTORAL LEVEL

Two national sectoral agreements (2004)

- National sectoral collective agreement signed in 2002 (3-year period) signed by OIYE (Greek Federation of Private Employees) and ENEA (the Association of Security Companies) and HSIA (the Hellenic Federation of Security)
 - National agreement signed in 2003 (2 years) signed by OMYPAE (Federation of Employees Personnel Security of Greece – split of OIYE) with EOA (Employers Association)
- Both agreements set minimum wages for guards, CIT and drivers personnel and some additional wage conditions outside the sector

AREAS COVERED BY REGULATION

- Guarding of goods (static / transit)
- Guarding of persons
- CIT

RESPONSIBLE AUTHORITY

- Ministry of Public Order
- Ministry of Labour
- Police

ENTRANCE REQUIREMENTS

On company level

Mandatory operating license (issued by Greek Chief of Police remaining valid as long as requirements are met)

On personnel level

Permit issued by Greek Chief of Police after fulfilling following requirements :

- Greek citizen, Greek living abroad or member of EU
- Minimum 18 yrs old
- No criminal record
- Not having been sentenced for a crime with imprisonment for at least 6 months
- Never lost political right



- Not ever have been fired from a public function for reasons of disobedience
- Permit valid for 5 yrs and is renewable

SPECIFIC REQUIREMENTS

Uniform

- Optional
- Must be approved by Department of Defence

Identification card

Mandatory as well as identification badge

Minimum age

18 yrs

FIRE ARMS

- Prohibited except in exceptional cases when special protection is required (shops, banks,...). The permit is issued on a personnel level

K9 (DOGS)

Yes. It depends on the specificity of the contract. It is forbidden to use of dogs in all public areas and permitted inside buildings. No specific and official training

POWERS

LIMITED SEARCH AND SEIZURE

Only in airports

TRAINING FACILITIES

In-company training

CERTIFICATE OF COMPETENCY

Yes

SERVICES TO PUBLIC PERSONS

Yes

CONTROL BY AUTHORITIES

- While on duty the employees are under the control of the relevant local police authorities
- It is forbidden to provide security services during public gatherings

SANCTIONS BY AUTHORITIES

Administrative sanctions

- Withdrawal or suspension of license 1-3 months; 6 months or permanently

Penal sanctions

- Imprisonment and fines (e.g. operating without a license for company or personnel) for non compliance to the law

SOCIAL ASPECTS

TRADE UNIONS

Affiliated to UNI-Europa

- OIYE : na
- OMYPAE : 8500 / 3000 employees

EMPLOYERS' ORGANISATION

- ENEA Member CoESS. Top 5 companies with 4000-5000 employees
- EOA Member CoESS

NUMBER OF COLLECTIVE AGREEMENTS IN FORCE

2 Collective Bargaining Agreements

AREAS COVERED

- Salaries
- Fringe benefits

CATEGORIES AND SALARY

Salaries are based on experience

EQUAL OPPORTUNITIES

- General provisions : none
- Specific measures : none

SAFETY AND HEALTH ON THE WORK FLOOR

- Safety and health issues are covered by the General legislation
- Each company has the obligation to draw a study / plan for professional dangers and to submit it for approval to the Labour Inspection Authorities (Ministry of Labour)

ECONOMIC ASPECTS

TOTAL NUMBER OF PRIVATE SECURITY COMPANIES IN 2003

± 830 companies

SIZE

- 20-99 employees : ± 123
- 100-499 employees : ± 680
- >500 employees : ± 27

ACTIVITIES

- Electronic security
- Static guarding
- Monitoring (electronic surveillance)
- Cash in transit
- Airport security
- Protection of persons (VIP, ...)

TOTAL NUMBER OF PERSONNEL

± 25 000

RECRUITMENT METHODS

Advertisements

TRAINING

- Duration of training : 2 weeks
- Organised by company : yes
- During initial period : yes

UNIFORMS

- Optional
- Approved by Department of Defence

YEARLY TURNOVER

± € 230 700 000 (total market)

MARKET GROWTH

- 27,5%
- 2003 : ± € 230 700 000
- 2002 : ± € 191 700 000
- 2001 : ± € 158 000 000
- 2000 : ± € 126 000 000

WORKING HOURS

- 40 hrs / week : 8 hrs x 5 days = 40 per week
- or 6 hrs and 40 min x 6 days = 40 per week

Daily maximum

9 hrs

Weekly maximum

43 hrs

Overtime

(41st -43rd hr is called peculiar overtime 3 hrs / wk. Employee has to stay on when asked and is paid 25% extra)

From 44th and up overtime is reimbursed + 50%

Weekends and nights

- Nights : between 0.00 and 6.00 am : additional 25% of working hour
- Sundays and official holidays : + 75%



PANORAMIC OVERVIEW PRIVATE SECURITY

AUSTRIA

Population : ± 8 200 000
 Police Force : ± 30 000 ratio : 1/273
 Security force : ± 6 790 ratio : 1/1208

LEGAL ASPECTS

LAW AND REGULATIONS

General commercial law with relevance § 249-256 (security companies) and § 254-256 (guarding companies)

COLLECTIVE AGREEMENTS

On a sectoral level

AREAS COVERED BY REGULATION

- Protection of goods
- Guarding of persons
- Guarding of transport of valuables and CIT

RESPONSIBLE AUTHORITY

County administrative board

REQUIREMENT

Mandatory license awarded by Province governor (Landeshauptmann)

ENTRANCE REQUIREMENTS**On company level**

Professional qualifications for company head and management

On personnel level

Management obtained professional qualifications

RESTRICTIONS ON BACKGROUND OF OWNERS AND STAFF

- No relevant criminal record check
- A morality exam (Verlässlichkeitsprüfung) for all newly hired personnel by regional police

SPECIFIC REQUIREMENTS

- No restrictions on cumulating with other activities
- Professional qualification is mandatory

Uniform

- Mandatory
- No resemblance with public police

Minimum age

18 years

FIRE ARMS

- Optional use of fire arms
- License required
- Mandatory training
- Permission appointed at individual level
- After hours storage of fire arms in secured area or room
- Mandatory register on fire arms

K9 (dogs)

- No specific training

POWERS**Limited search and seizure**

Only with consent of the searched person

TRAINING FACILITIES

- Employer organises training
- Duration and content decided on company level
- Follow up training is voluntary
- No legal provisions for continuous training

VSÖ requires from its members a ÖZS certified basic training course of 3 days in the first months of the employment and based on the EU manual

SERVICES TO PUBLIC PERSONS

Government buildings or persons, embassies, military domain,...

CONTROL BY AUTHORITIES

- Industry Authorities
- Police

SANCTIONS BY AUTHORITIES**Administrative sanctions**

By responsible authority

Penal sanctions

Withdrawal of commercial license

SOCIAL ASPECTS

TRADE UNIONS**Affiliated to UNI-Europa**

- HTV (Union of Commerce, Transport and Traffic)

LEVEL OF SYNDICATION

HTV (Gewerkschaft Handel, Transport, Verkehr) is a member of ÖGB

EMPLOYERS' ORGANISATION

- Chamber of Industry and Trade
Membership : mandatory
Density : 100%
- VSÖ (Verband der Sicherheitsunternehmen Österreichs)
Member CoESS

Membership : optional

Density : 70 - 80%

NEGOTIATION

Collective Bargaining Agreement (CBA)

SECTORAL SOCIAL DIALOGUE

Yes, security sector (HTV + VSÖ)

NUMBER OF COLLECTIVE AGREEMENTS IN FORCE

1

AREAS COVERED

Guarding and transport of valuables and CIT

CATEGORIES AND SALARY

Regulation in CBA in view of the different professional categories

EQUAL OPPORTUNITIES

- General provisions : yes, commission for complaints
- Specific measures : no

SAFETY AND HEALTH ON THE WORK FLOOR

Regulations according to the 'employee protection law'

ECONOMIC ASPECTS

TOTAL NUMBER OF PRIVATE SECURITY COMPANIES (IN 2003)

± 200 companies

SIZE

- 1-4 employees : ± 160
- 5-19 employees : ± 20
- 20-99 employees : ± 10
- 100-499 employees : ± 6
- >500 employees : ± 4

ACTIVITIES

63% of static guarding

TOTAL NUMBER OF PERSONNEL

± 6790

TURNOVER RATE OF STAFF

Between 30% and 200%

RECRUITMENT CRITERIA

Reliability, personal qualities

RECRUITMENT METHODS

Depends on the individual company

CAREER OPPORTUNITIES

Yes

UNIFORMS

Yes, mandatory

DOGS

Occasionally

YEARLY TURNOVER

± € 200 000 000 (2001)

MARKET GROWTH

Averaging 2% to 3% annually
(information VSÖ)

TYPE OF CONTRACTS

- Private : yes
- Public : yes
- Corporate : yes

TYPE OF ACTIVITIES OTHER THAN SECURITY

In concordance with facility management

WORKING HOURS

Daily maximum

12 hrs

Weekly maximum

60 hrs

Overtime

40 hrs – 60 hrs

Depends on business use and application of funds

Weekends and nights

Yes

Stand-by

Yes

EQUAL OPPORTUNITIES (EO) POLICY

Yes



AUSTRIA

ESTONIA

Population : ± 1 400 000
 Police Force : ± 3600 ratio : 1/389
 Security force : ± 4900 ratio : 1/286

LEGAL ASPECTS

LAW AND REGULATIONS

- Security Act of October 8th 2003 entered into force on May 1st 2004
- Gov. Decree on CIT
- Gov. Decree on Security Installations

GENERAL LAWS

Corporate Law, Law on Vocational Qualifications, Arm Law etc.

COLLECTIVE AGREEMENTS

2

AREAS COVERED BY REGULATION

- Security consulting
- Guarding and protection of movable and real property (incl. CIT)
- Personal protection
- Maintaining order at an event or a guarded object
- Operation of a monitoring centre
- Planning, installation and maintenance of security equipment

RESPONSIBLE AUTHORITY

National Police Department

ENTRANCE REQUIREMENTS

On company level

Licence for security services specified in Security Law

On personnel level

- At least one security manager per company with a specified qualification (the same requirement for self-employed persons)
- Security agents staffs that is fulfilling the requirements of law

RESTRICTIONS ON BACKGROUND OF OWNERS AND STAFF

- The Government may in the composition of the assets of security firms, restrict the amount of capital belonging to citizens or legal persons outside the European Economic Area
- It is prohibited for a person to work as a private security agent if he or she
 - has restricted active legal capacity
 - Is serving a sentence for a criminal offence or
 - if information concerning a punishment for a criminal offence committed by him or her has not been expunged from the punishment register
 - is a private detective
 - Is bankrupt

SPECIFIC REQUIREMENTS

Uniform

Yes

Identification card

Yes

Minimum age

- 19 yrs
- 21 yrs for CIT and for those who maintain order at an event held at a public place

FIRE ARMS

- Mandatory permit
- Mandatory training
- Permission appointed at personal level
- Storing of fire arms after hours : on the companies' premises
- Mandatory register on fire arms
- Limitations concerning the type of weapon and the number of weapons
 - no shotguns and automatic machineguns
 - no limitation on number

K9 (DOGS)

Basic training for dogs (obedience to its handler)

POWERS

Limited search and seizure

- To apprehend any person who enters or has entered a guarded object, stays there without appropriate permission or without other legal grounds, endangers the guarded object or other persons at the guarded object, or hinders the security guard from performing his or her duties
- When apprehending a person, to carry out a security check on the person and the objects held by him or her in order to verify that the apprehended person is not in possession of objects or substances with which he or she could endanger him / herself or others

TRAINING FACILITIES

The training of security agents is based on a specific training licence issued by state authority

TRAINING

- Initial training of 16 hrs
- Pre-qualifying basic training for security guard 50 hrs
- Security managers 80 hrs
- Obligatory yearly in-service training 16 hrs for every security agent

CERTIFICATE OF COMPETENCY

- Vocational Qualification standards :
 - Security guard level I
 - Security guard level II
- Managing Security Officer

MEDICAL AND PSYCHO-TECHNICAL (PSYCHOLOGICAL) EXAMINATION

- Good physical and mental fitness on general basis
- Physical examination

SERVICES TO PUBLIC PERSONS

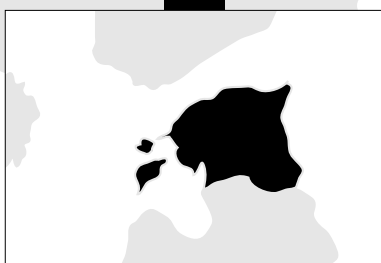
Government buildings or persons, embassies, military domain,....

CONTROL BY AUTHORITIES

Police inspections

SANCTIONS BY AUTHORITIES

Administrative sanctions



- Decisions on the issue
- Refusal to issue, extension, amendment, suspension and revocation of licences is taken by the National Police Commissioner

Penal sanctions

- In the event of failure to comply with the precept, the supervisory official may impose a penalty payment pursuant to the procedure provided for in the Substitutive Enforcement and Penalty Payment Act. The upper limit for a penalty payment of this section is 10 000 kroons (€ 640)

- A legal person who obstructs state supervision, refuses to submit documents or information necessary for supervision or fails to submit such documents or information on time, submits false information or submits documents or information in a manner which does not permit supervision to be exercised shall be punished by a fine of up to 20 000 kroons (€ 1278)

SOCIAL ASPECTS

TRADE UNIONS

Non-affiliated to UNI-Europa : 1

EMPLOYERS' ORGANISATION

- **Confederation of Estonian Employers Organisations**
Member CoESS
Members : 18 / Density : 85%

NUMBER OF COLLECTIVE AGREEMENTS IN FORCE

2

EQUAL OPPORTUNITIES

General provisions : yes

SAFETY AND HEALTH ON THE WORK FLOOR

Regulated by law and other legal acts

ECONOMIC ASPECTS

TOTAL NUMBER OF PRIVATE SECURITY COMPANIES (IN 2003)

± 70

SIZE

- 1-4 employees : na
- 5-19 employees : na
- 20-99 employees : ± 30
- 100-499 employees : ± 4
- >500 employees : ± 2

TOTAL NUMBER PERSONNEL

- Management : (and other personnel) approx. 440
- Operational : ± 4900 security agents holding qualification licence

TURNOVER RATE OF STAFF

40%

CONTRACT TYPE

- Full time
- Long term contract

RECRUITMENT CRITERIA

- Compliance to the requirements as prescribed in the regulations with respect to
- Training
- Certification of qualification
- General physical fitness
- Clean criminal record

UNIFORMS

Yes

DOGS

Yes

YEARLY TURNOVER

± € 40 000 000 (2001)

MARKET GROWTH

Guarding
2003 : 7,4%
2002 : 8,5%
2001 : 9,1%

WORKING HOURS

40 hrs / week (with a maximum of 12 hrs / day equals 48 hrs / week)

Daily maximum

12 hrs

Weekly maximum

40 hrs

Overtime

8 hrs per week (200 hrs a year)

Weekends and nights

Not affecting shift schedules

Stand-by

30 hrs per month (paid)



ESTONIA

DENMARK

Population : ± 5 400 000
 Police Force : ± 14 000 ratio : 1/386
 Security force : ± 5250 ratio : 1/1010

LEGAL ASPECTS

LAW AND REGULATIONS

- Law of March 16th 1999 on security services
- Act n° 963 of December 23rd 1986 (implementing law) modified by
- Act n° 611 of June 22nd 2000 on the legal ground of the private security

Indirectly this sector is also covered by penal code, laws on the administration of justice, weapons, discrimination, restaurants and the public order and the Privacy Act

COLLECTIVE AGREEMENTS

On a sectoral level

AREAS COVERED BY REGULATION

Covers all security activities carried out on private areas and private areas accessible to the public

- Protection of goods (private as well as public)
- Guarding of persons
- Guarding of transport of valuables, CIT
- Management of alarm systems

RESPONSIBLE AUTHORITY

The local police authorities can carry out a control of the activities at any time

REQUIREMENT

- License required valid for 5 yrs
- Renewable
- Awarded by police authorities

ENTRANCE REQUIREMENTS

On company level

Mandatory license valid for 5 yrs

On personnel level

Mandatory individual license issued by the local police

- Management
 - Mandatory vocational training
 - Financial means to run the business
 - No criminal record
 - Never have been in a state of insolvency
 - No debts exceeding € 6732,5
 - Possess the Danish nationality
- Operational staff
 - No criminal record
 - Either completed or in process of completing 111 hrs training

RESTRICTIONS ON BACKGROUND OF OWNERS AND STAFF

No criminal record

SPECIFIC REQUIREMENTS

Uniform

- Mandatory
- No resemblance with uniform from public police
- Insignia 'security' in a visible place
- Uniform needs to be approved by police commissioner

Identification card

- Mandatory
- Issued by police authorities
- To be carried while on duty

FIRE ARMS

Prohibited

K9 (dogs)

- Optional
- Approved by police commissioner
- Mandatory training for dog handlers of at least 16 hrs

TRAINING FACILITIES

State schools

TRAINING

- Mandatory
 - Basic training of 111 hrs
- No mandatory, follow up training

CERTIFICATE OF COMPETENCY

After examination

SERVICES TO PUBLIC PERSONS

Are allowed

CONTROL BY AUTHORITIES

Local police authorities

SANCTIONS BY AUTHORITIES

Administrative sanctions

- Withdrawal of license by the police authorities

Penal sanctions

- According to the penal code



SOCIAL ASPECTS

TRADE UNIONS

Affiliated to UNI-Europa

- **DFF-S** Dansk Funktionærforbund Serviceforbundet

LEVEL OF SYNDICATION

85%

* includes fire services and emergency services

EMPLOYERS' ORGANISATION

- **VÅBA/HTS-A** (Federation of Employers for Security Appliances and Services in Denmark). Member CoESS

NEGOTIATION

Yes

PANORAMIC OVERVIEW PRIVATE SECURITY OF DENMARK

SECTORAL SOCIAL DIALOGUE

Yes

NUMBER OF COLLECTIVE AGREEMENTS IN FORCE

- Approximately 40
- 95% of the entire turnovers are agreement related

AREAS COVERED

Covering salaries, holidays, work time, uniforms and work clothes, termination of contract

CATEGORIES AND SALARY (hourly rate) CBA January 1st 2004

- Minimum salary : € 17,87
- Two categories

Group A

Group B

EQUAL OPPORTUNITIES

- General provisions Law N° 459 of June 12th 1996 prohibition to discriminate on race, colour of skin, gender, believe, political conviction or sexual disposition
- Specific measures sometimes positive discrimination based on gender (female)

ECONOMIC ASPECTS

TOTAL NUMBER OF LICENSED PRIVATE SECURITY COMPANIES (IN 2002)

413 companies

SIZE

- 1 employee : 36,32%
- 2 employees : 48,43%
- 5-19 employees : 12,11%
- 20-99 employees : 2,42%
- > 100 employees : 0,73%

AVERAGE AGE

- Male : 37 yrs
- Female : 32 yrs

GENDER

- Male : 85%
- Female : 15%

TURNOVER RATE OF STAFF IN %

Estimated to be between 40% and 50%

CONTRACT TYPE

- Full
- Part time
- Long term contract
- Temporary contract

TRAINING

- Duration of training : 111 hrs basic training
- Organised by company : only internal training
- Organised externally by AMU security training institute for the theoretical training or by technical school
- Before obtaining a license (requirement to qualify for a license) or during the initial period of hiring

WORKING HOURS

- 37 hrs / wk
- Monthly : 154 hrs
- When evening, night or holiday shifts are included monthly working hours are reduced to 140 and 2/3 hrs

Daily maximum

1 hr lunch break when shift > 4 hrs

Overtime

+ 50 % of basic allowance

Stand-by

- An additional contract is negotiated for the extra time that the employee needs to be available on stand by
In that case the employee receives an availability bonus
- In case he is actually called in he receives his normal allowance



DENMARK

SPAIN

Population : ± 40 280 000
 Police Force : ± 193 450 ratio : 1/208
 Private Security force : ± 89 449 ratio : 1/450

LEGAL ASPECTS

LAW AND REGULATIONS

- Law 23/1992, of July 30th, 1992 on Private Security, modified by Royal Decree-Law 2/1999 of January 29th, 1999
- Provides a legal framework for the security sector and is further detailed in Royal decrees, Ministerial decrees and Orders

COLLECTIVE AGREEMENTS

On a sectoral and national level

AREAS COVERED BY REGULATION

- Assets protection
- Protection of goods
- Transport of valuables and CIT
- Central alarm systems
- Planning, installation and maintenance of alarm systems
- Rural areas guarding activities
- Private investigators

RESPONSIBLE AUTHORITY

Ministry of Home Affairs

REQUIREMENT

License obtained through Police forces, both at company and individual level

ENTRANCE REQUIREMENTS

On company level

- Exploitation only through legal persons
- Legal persons nationality of European Union or EEE
- Minimal capital share
- Paid-up share capital
- Lodge security

On personnel level

- Ad hoc authorisation from Home Office (professional ID)
- 18 yrs old
- National of EU or EEE
- Clean criminal record
- No sanctions in the previous last 5 years regarding privacy, secret postal ballot or other fundamental rights
- No sanction in security matters in the 2 or 4 previous years of request of licence (depends on importance of breach)
- No incompatible activities (private investigator, public service, etc)
- No public functions two years prior request to obtain license

RESTRICTIONS ON BACKGROUND OF OWNERS AND STAFF (COMPANY ADMINISTRATORS)

- Exclusionary clause (private investigators, public service) in the previous 2 years
- No criminal records
- Never having been expelled of army, security forces or any other force

SPECIFIC REQUIREMENTS

Necessary requirements for the use of fire arms, in specific cases when arms are requested

Minimum age

18 years

Uniform

Mandatory. Use restricted to working time. Uniform must be clearly differentiated from public security forces uniforms. Guards must also wear the enterprise logo and the official distinction identifying them as guards

Identification card

Obtained in the context of authorisation ad-hoc

FIRE ARMS

- Mandatory permit
- Specific training bi-annual
- Limited to certain activities such as CIT, Ministry of Defence premises, protection of high risk installations and other specific places under police specific authorisation
- Permission appointed at personal level (guards)
- Gunsmiths either on working place or on company premises
- Mandatory register on fire arms
- Type of weapons are specified by Ministry of Home Affairs. In general Revolver 38 calibre, special 4 inches

K9 (DOGS)

- Mandatory training, identification and documentation of dogs
- Accomplishment of health legislation
- Guards must have expertise in dogs training

EDUCATION

Minimum certificate of elementary school

TRAINING CENTRES

- To be approved by Secretary of State for Home Affairs
- Strict guidelines regarding facilities and staffing
- May be organised by security companies

TRAINING

- Mandatory
- Regulated by Ministry of Home Affairs
- Theory at least 180 hrs (6 weeks)
- Practice 20 hrs in working place
- Follow-up training 20 hrs/year
- Follow-up training financed by security companies

CERTIFICATE OF COMPETENCY

Examination and certification (guard, security responsible or director)

MEDICAL AND PSYCHO-TECHNICAL (PSYCHOLOGICAL) EXAMINATION

Psycho-technical aptitude test must be passed when getting the ad-hoc authorisation
 If arms are used, every five years (every two years, being older than 55 years), a psycho-technical analysis must be passed

POWERS

- Identity controls
- No special powers
- Every person committing a crime must be put at the disposal of public security forces
- Co-operation with public security forces



SERVICES TO PUBLIC PERSONS

Authorised by law

CONTROL BY AUTHORITIES

- Intensive and permanent control of activities, company premises, contracts must be provided to police forces, register books must be kept
- Specific requirements for CIT operations
- Annual report submitted to police authorities detailing

activities and change in staff (management)

SANCTIONS BY AUTHORITIES

Administrative sanctions

Defined in Private Security Act. Depends on the degree of the violation (extremely serious, serious, no serious). Ranging from fines, suspension or even withdrawal of licence

Penal sanctions

According to Criminal Code provisions

SOCIAL ASPECTS

TRADE UNIONS

Affiliated to UNI-Europa

- **Fes-UGT** Members in sector : 15 000 / Density : 22%
Collective Bargaining : yes / Collective Agreement : no
- **FE de AADD-CCOO** Members in sector : 10 000 / Density : 15%
Collective Bargaining / Agreement : yes
- **FETA-ELA** Members in sector : na / Density : na
Collective Bargaining / Agreement : no

Non-affiliated to UNI-Europa

- **FTSP-USO** Members in sector : 6 000 / Density : 9%
Collective Bargaining / Agreement : yes
- **CIG-Servicios** (Galicia) Members in sector : 550-600
Density : 0,8% (15-20% in Galicia) Collective Bargaining : yes
Collective Agreement : no

EMPLOYERS' ORGANISATION

- **Aproser** Member CoESS Membership : 14 companies / Density : 1,5%
67 000 employees / Density : 75% / Collective Bargaining / Agreement : yes
- **Acaes** Membership : 86 companies / Density : 9,5%
7.000 employees / Density : 8% / Collective Bargaining / Agreement : yes
- **Fes** Membership : 104 companies / Density : 11,5%
9.000 employees / Density : 10% / Collective Bargaining / Agreement : yes
- **Ampes** Membership : 51 companies / Density : 5,5%
6.500 employees / Density : 7% / Collective Bargaining / Agreement : yes
- **AES** Membership : security systems and alarms specialisation / Density : N/A
Collective Bargaining / Agreement : no

NEGOTIATION

Collective agreements are negotiated by trade unions and enterprise associations

SECTORAL SOCIAL DIALOGUE

- Health and safety issues, follow-up of accomplishment of Collective Agreement provisions, interpretation of Collective Agreement provisions,...
- Training issues National agreement on training private security commission

NUMBER OF COLLECTIVE AGREEMENTS IN FORCE

Collective Agreement 2002-2004

AREAS COVERED

Organisation of work, working conditions, personnel categories, salary and wages, health and safety, sanctions, social benefits, workers representation conditions

CATEGORY

- Management personnel
- Administrative personnel
- Supervisory personnel
- Operational personnel
- Electronic and mechanic
- Miscellaneous
- Operative employees

SALARY

- Basic wages ranging from € 13 173 to € 17 333 / year
- Average salary, including additional bonuses, ranging from € 17 000 to € 22 000 / year

MINIMUM WAGE PER HOUR

Average wages per hr ranges from € 9,04 to € 11,66 / hour

SAFETY AND HEALTH ON THE WORK FLOOR

- Mandatory use of uniform
- Necessary qualifications and permits for fire arms
- Regular fire arms training

ECONOMIC ASPECTS

TOTAL NUMBER OF PRIVATE SECURITY COMPANIES (IN 2003)

± 998 companies

SIZE (DATA 2002)

- 1-20 : ± 801 companies
- 21-200 : ± 154 companies
- 201-500 : ± 18 companies
- 501-1000 : ± 15 companies
- more than 1000 : ± 10 companies

TOTAL NUMBER PERSONNEL : ± 89 449

- Management : ± 3892
- Operational : ± 85 557

AVERAGE AGE

- < 30 yrs : 26%
- 30 yrs - 45 yrs : 64%

GENDER

- Male : 88%
- Female : 12%

TRAINING

- Initial training gives access to profession
- Continuous training on a yearly basis

NUMBER OF ARMED GUARDS : 18 590

ARMOURED CARS

Compulsory for CIT operations
Specific technical requirements

YEARLY TURNOVER

Private security market € 2 610 000 000 (2002)
Aproser represents about 75%

WORKING HOURS

1788 hrs / year (2004); 162 hrs 33 minutes / month

Overtime

- Fringe benefit (supplementary payment or compensating freetime)
- Up to 80 hrs / year
- Guards € 6,64 / hour (labour days); € 7,10 / hour (no-labour days) (2004)

Weekends and nights

- Incentive earnings
- Weekends : € 0,71 / hour (2004)

- Nights : € 0,88 / hour
- Guards (2004)

Stand-by

- Incentive earnings + salary
- No provision

EQUAL OPPORTUNITIES (EO) COMPANY POLICY

- Legal and Collective Agreements provisions are followed



SPAIN

PANORAMIC OVERVIEW PRIVATE SECURITY OF FRANCE

EMPLOYERS' ORGANISATION

SNES (Guarding)

Membership : 100 comp. / 28 000 employees
Collective Bargaining / Agreement : yes
Membership : UFISS and CoESS

USP (Guarding)

Membership : 20 companies / 53 000 empl.
Collective Bargaining / Agreement : yes
Membership : UFISS and CoESS

SYLOVAL (CIT)

Membership : 7 comp. / 4 000 empl.
Collective Bargaining / Agreement : yes
Membership : UFISS and CoESS

FEDESI (CIT)

Membership : 4 comp. / 4 000 empl.
Collective Bargaining / Agreement : yes
(related to both "Transport" and "Private security" collective agreements)

Membership : UFISS and CoESS

GPMSE (Electronic surveillance)

Membership : 95 comp. / 7 000 empl.
Collective Bargaining : no
Collective Agreement : yes (related to other collective agreements as "Metallurgy", "Syntec", "Retail trade")

Membership : UFISS and CoESS

SPESSAA (Airport security)

Membership : 17 comp. / 10 000 empl.
Collective Bargaining / Agreement : yes
Membership : UFISS and CoESS

UNAFOS (Training)

Membership : 24 companies
Collective Bargaining / Agreement : no
Membership : UFISS and CoESS

Member CoESS : UFISS (Union Fédérale des Industries et Services de la Sécurité) / SNES

SECTORAL SOCIAL DIALOGUE

- Social benefits
- Rehiring personnel
- Limiting work time for CIT (12 hrs)

- Wage agreement for airport personnel
- Undertaking
- Sunday work
- Night Work

AREAS COVERED

- Manned Guarding
- Airport security
- (Transport of valuable 1991 protocol)
- CIT

CATEGORIES AND SALARY

- Salary / hr : € 7,91
- Salary / month : € 1200, 51
- Security agent level 1

Proposal (not applicable yet) :

- Security agent with dog : € 8,02 (€ 1216, 80)
- Security agent for theft prevention : € 8,02 (€ 1216, 80)
- Fire security agent level 1 (IGH 1 and ERP 1) : € 8,14 (€ 1234, 68)
- Fire security agent level 2 (IGH 2 and ERP 2) : € 9,13 (€ 1385,08)

ECONOMIC ASPECTS

TOTAL NUMBER OF PRIVATE SECURITY COMPANIES (IN 2003)

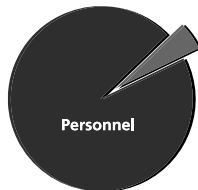
± 4700 companies

SIZE (BASED ON NUMBER OF EMPLOYEES)

- > 100 employees : ± 30
- 100 to 499 : ± 140
- 20 to 99 : ± 300
- 5 to 19 : ± 450
- 2 to 4 : ± 1180
- 1 : ± 2600

ACTIVITIES

- Surveillance : ± 75%
- Electronic surveillance (monitoring) : ±12 %
- Intervention : ± 4 %
- Installation of systems : ± 5 %
- Training : ± < 1 %
- Transport of valuables : ± < 1 %
- Body guarding : ± 2 %
- Other : ± 1 %



TOTAL NUMBER PERSONNEL

± 117 000

- Management : 5%
- Operational : 95%

TURNOVER IN FUNCTION OF PROFESSIONAL SEGMENTS

Activity	Turnover	in %
Surveillance	2 350 Mio€	75%
Electronic Surveillance (monitoring)	380 Mio€	12%
Intervention	120 Mio€	4%
Installation of systems	150 Mio€	5%
Training	20 Mio€	<1%
Transport of valuables	10 Mio€	<1%
Body guarding	70 Mio€	2%
Others*	30 Mio€	1%
Total	3 130 Mio€	100%

* Renting, leasing security systems, maintenance, document transport, audit, security consulting,...

SALARIES (DECEMBER 31st 2002)

Category based on salaries	Absolute number	Relative number in % *
> 500 employees	65 200	55,5% (55%)
100 to 499 employees	28 000	24% (22,5%)
20 to 99 employees	15 300	13% (14,5%)
1 to 19 employees	8 500	7,5% (8%)
Total	117 000	100%

* Numbers between brackets reference 2001

AVERAGE AGE : 35 yrs

GENDER

- Male : 90,5%
- Female : 9,5%

TURNOVER RATE OF STAFF : 66 %

TRAINING

- Organised by company : yes – Initial training
- Organised externally (security training school) : other training
- Organised externally (technical school,...) : other training
- Before entrance : a 2003 law sets the obligation to justify training before contract. Will apply in 2 years time

DURATION OF TRAINING

Guarding and electronic surveillance :	32 hrs
Transport of valuable :	70 hrs
Airport security :	70 hrs

DOGS

400

ARMoured CARS

1350 – transport of valuables

YEARLY TURNOVER

± € 3 300 000 000 000

MARKET GROWTH

- 2002 : 10,5%
- 2001 : 12%
- 2000 : 10,5%

TYPE OF CONTRACTS

- Private : 78%
- Public : 22%

Average working hours

35 hrs / week

Daily maximum : 12 hrs

Weekly maximum : 48 hrs (but never more than an average of 44 hrs on a 12 weeks period)

Overtime and standby : maximum overtime : 180 hrs / year

Fringe benefit (supplementary payment or additional time of)

Sundays and nights : incentive earnings

EQUAL OPPORTUNITIES (EO) POLICY

Yes



FRANCE

FRANCE

Population : ± 60 400 000
 Police Force : ± 145 000 ratio : 1/417
 Private Security force : ± 117 000 ratio : 1/516

LEGAL ASPECTS

LAW AND REGULATIONS

- Law n° 2003-239 of March 19th 2003 adjusting law n° 83-629 of July 12th 1983 regulating the activities of private surveillance, guarding and transport of valuables
- Law n° 2001-1062 of November 15th 2001 on daily security
- Decree of November 20th 2002 adjusting the decree of April 28th 2000 regarding the transport of valuables
- Specifics are stipulated in various Decrees, Orders and Circulars

COLLECTIVE AGREEMENTS

- On a national branch level
- National collective agreement of February 15th 1985 regarding prevention and security companies

AREAS COVERED BY REGULATION

- Manned guarding
- Transport of valuables
- Electronic security
- Airport security (Appendix VIII of July 31st 2002)

RESPONSIBLE AUTHORITY

- Home Office
- Social branch of Home Office for social areas

REQUIREMENT

License awarded by police authorities

ENTRANCE REQUIREMENTS

Law 2003 Pre-employment requirements

RESTRICTIONS ON BACKGROUND OF OWNERS AND STAFF

On company level

- Exclusion from all other activities i.e. private investigation

On personnel level

- Background investigation carried out by police authorities without prior consent of subject
- No criminal record
- Successfully completed mandatory training
- Not have been a member of the public police since at least 5 years

SPECIFIC REQUIREMENTS

No restrictions on cumulating with other activities
 All guarding companies are assessed annually by regional authorities

Uniform

- Mandatory
- No confusion with public police allowed

Identification card

Only on company level

Minimum age

18 yrs old

FIRE ARMS

- No except for transport of valuables
- Special permission needs to be granted
- Training mandatory

K9 (DOGS)

- Dogs must be licensed
- Handlers must be qualified

HORSES

Occasionally

TRAINING FACILITIES

- Wide range of choice in training institutions i.e. private, public or internal training programs
- Quality of the programs is determined internally

TRAINING

Initial training of 32 hrs (CBA)

CERTIFICATE OF COMPETENCY

A certificate of competency will be mandatory 2 yrs after the publication of the application decree of the law n° 2003-239 of March 19th 2003. This decree has not been published yet

SANCTIONS BY AUTHORITIES

Administrative sanctions

- Refusal of license

Penal sanctions

- Yes (Law n° 2003-239 of March 19th 2003)

SOCIAL ASPECTS

LEVEL OF SYNDICATION : < 10%

TRADE UNIONS

Affiliated to UNI-Europa

- **CFDT-Services**
 Members : general : 865 528 / In sector : na / Density : na
 Collective Bargaining / Agreement : yes
- **FETS-FO**
- **CGT-com**

Non-affiliated to UNI-Europa

- **CFTC**
 Members general : 130 000 / Density : na
 Collective Bargaining : yes / Collective Agreement : no
- **CFE-CGC**
 Members general : 250 000 / In sector : na / Density : na
 Collective Bargaining / Agreement : yes

NUMBER OF COLLECTIVE AGREEMENTS IN FORCE

One for each union



PANORAMIC OVERVIEW OF PRIVATE SECURITY INDUSTRY IN THE 25 MEMBER STATES OF THE EUROPEAN UNION

CONCLUSIONS

The private security sector in the 25 EU Member States has experienced significant growth in the last three decades, both in terms of the number of companies and in the numbers of private security personnel.

Today, the private security workforce more or less matches the public police workforce in most EU Member States and in some Member States they even outnumber the public police. In relation to the population it can safely be stated that the representation of the private security sector averages a 1/500 ratio.

Secondly, the presence of an active social dialogue at national level can almost always be directly linked to the level of organisation of the private security sector. In Member States with a strong professional organisation and structure, the development of the sector is being closely monitored, the behavioural changes in and around the market are constantly being watched and analysed and their impact anticipated.

In addition to this observation, we have to add that the tendency to monitor the legal, socio-economic behaviour of the sector has started to be understood by most Member States.

In this respect the national social dialogue plays a major role in providing the necessary conditions to guarantee the above mentioned axioms.

Ever since the European social dialogue was introduced within the private security industry, the need for harmonisation between Member States became apparent. A lot of work has been done since. In a European context, the availability of a national social dialogue within the Member State is not sufficient. A European model must be developed to maintain and improve the acquired position of the sector.

15 MEMBER STATES BEFORE 1ST MAY 2004

LEGAL ASPECTS

Most Member States, with the exception of Austria and Germany¹, have specific legislation with respect to the private security industry. With the exception of Italy (1931) and Sweden (1973) the applied legislation has been introduced since the 1990s.

There is no consensus with respect to legal definitions. Classically, the defined activities² entail the protection of goods (mobile or immobile, the protection of individuals, cash-in-transit (CIT), monitoring within alarm centres and the design, installation and maintenance of alarm installations and systems.

The national authorities³ in charge are mainly :

- The Home Office
- The Police (national, regional or local)
- The Ministry of Justice

All Member States, with the exception of Ireland, request the possession of a license either at individual or at company level. The license has an expiry date and is renewable.

Most Member States, with the exception of the UK, set out collective agreements which are negotiated either on a sectoral or on a national level.

With the exception of Italy, all Member States demand certain requirements with respect to the company or the personnel. These usually aim at the reliability (moral and financial) as well as the availability of the necessary infrastructure.

All Member States request a clean criminal record.

Uniforms are either mandatory or optional.

¹ Austria = Commercial law, Germany = Industrial code

² Belgium, Germany, the UK have a very detailed definition of the private security activities

³ Other authorities in charge are the Ministry of Labour, Ministry of Defence, County Administrative Board

**PANORAMIC OVERVIEW PRIVATE SECURITY OF INDUSTRY
IN THE 25 MEMBER STATES OF THE EUROPEAN UNION**

Identification cards are either optional or mandatory and are issued at a personal level, at company level or both.

Minimum age is usually 18 years.

The use of firearms is prohibited in certain Member States such as Denmark, France (except for CIT), the Netherlands and the UK. The other Member States either request or make the use of firearms optional under certain conditions.

The use of dogs is usually permitted. Most Member States, however, request a special license and mandate the dog and the handler to be trained and certified. In Greece the use of dogs is prohibited in public areas or areas accessible to the public.

In general no special powers are granted to private security personnel. However, quite a few Member States allow special powers within certain well defined conditions

Approximately 60% of the Member States mandate basic training. Far fewer Member States request specialised or follow-up training. The training may be organised internally and externally. In some instances the content of the training needs to be approved by the authority in charge. The duration of the training varies significantly from Member State to Member State. Often the training centres, the courses and the trainers have to be approved by the authority in charge.

The controlling authorities often are the same authorities responsible for the sector. In some cases this responsibility is delegated to the local authorities.

Most Member States inflict administrative and/or penal sanctions ranging from withdrawal/suspension of the license to fines and imprisonment.

SOCIAL ASPECTS

In all Member States the private security employees are represented by trade unions.

The private security sector is organised into employers' organisations in all states. In a number of Member States there is only one employers' organisation. In other Member States there is more than one organisation, in these cases at least one employers' organisation is a member of CoESS.

Most countries have developed formal social dialogue.

Social agreements are negotiated mainly at national or sectoral level.

Main social issues are wages and other working conditions.

A great disparity with respect to the level of syndication ranging from 85% in some Member States to less than 10% in other Member States

Equal opportunities are mainly based on general provisions

60% of the Member States have specific provisions concerning health and safety in the workplace.



PANORAMIC OVERVIEW OF PRIVATE SECURITY INDUSTRY IN THE 25 MEMBER STATES OF THE EUROPEAN UNION

ECONOMIC ASPECTS

The private security sector is well established in the Member States.

Most private security companies are involved in static guarding.

Continuous growth of the private security sector.

The private security sector mainly employs male workers.

The private security sector is a labour intensive sector.

Average age of private security personnel is 35 years.

Remarkable differences in national turnover rates of personnel.

Most Member States have an organised training system, either externally or within the company.

Dogs are frequently used in private security activities.

Private security personnel is generally uniformed.

Average working day ranging from 8 to 12 hours.

10 NEW MEMBER STATES SINCE 1ST MAY 2004

LEGAL ASPECTS

With the exception of the Czech Republic and Cyprus, all new Member States have specific security legislation. Most of this legislation was established around the same period as the legislation in the "old" Member states.

As far as the definition is concerned, we notice the same characteristics. All classical activities are described. In some cases, the legal definition is described in more detail. Such is the case for Slovakia.

The authorities in charge are essentially :

The Home Office

The police (national and local)

The Ministry of Justice

The Ministry of Industry (Czech Republic)

The minimum age is usually set at 18 years with a few exceptions :

In Estonia the minimum age is set at 19 years and 21 years for CIT.

Lithuania sets the age at 21 years, but with the new law the age limit will be brought back to 18 years [?].

In Poland a licensed security officer has to be 21 years old.

In Slovakia the minimum age is 21 years.

The use of uniforms is either optional or mandatory and uniforms must not bear a resemblance to the uniform of the public police. In some cases the uniform needs to be approved beforehand by the responsible authorities or by the police.

Identification cards are mainly mandatory and issued by the responsible authority or the police.

The use of firearms can be a legal requirement and can be limited to certain activities. All Member States request a mandatory permit, which is either awarded at personal or company level. In most cases the permit is issued by the police or the Home Office. The use of firearms is limited to the work environment and these must be stored in a safe place on the companies' premises. A record of the firearms is kept either by the company or by the police.

Both administrative and penal sanctions apply, ranging from warning, suspension, and withdrawal of the license to a fine or imprisonment.

PANORAMIC OVERVIEW PRIVATE SECURITY OF INDUSTRY IN THE 25 MEMBER STATES OF THE EUROPEAN UNION

SOCIAL ASPECTS

It can be concluded that there is a near overall absence of structural social dialogue in the new Member States.

Collective agreements, if available, are generally negotiated at company level. However, it must be noted that in most new Member States, the introduction of social dialogue is on the agenda for the near future.

ECONOMIC ASPECTS

From the information provided, however fragmented, it can be concluded that the private security industry is well represented in these Member States and is experiencing a continuous increase in private security services and manpower.

With regards to working time a great variation can be observed.

COMPARISON BETWEEN THE "OLD" AND "NEW" MEMBER STATES

All Member States, with the exception of the Czech Republic, have or are in the process of preparing special provisions with respect to the private security industry.

Overall, the same authorities are in charge of regulating the private security industry.

Most Member States have developed entrance requirements for the company and for the personnel.

The private security industry is a nationally licensed sector in the European Union.

Major differences exist between the "old" and the "new" Member States with respect to the level of professional organisation and social dialogue.

It appears that the private security sector is a flourishing sector in all Member States and is experiencing continuous growth.

There is a growing awareness of the need for organisation and structure of the sector in all Member States.

GENERAL CONCLUSION

Even though major differences in the organisation of the private security industry in the 25 Member States of the European Union can be observed, the overall response and content of the replies received in the framework of the preparation of this overview, suggest that most Member States are in favour of a formal structure for the private security industry. Almost all Member States have developed a legal framework for the private security industry. There is a tendency to organise professional organisations with the intention of setting minimum standards for qualification.

Although the individual Member States approach the organisation of the private security industry differently, all relevant parties are aware that the conditions necessary to ensure quality and professional conduct within the industry, hence guaranteeing continuity, must be closely monitored and encouraged.

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PANORAMIC OVERVIEW PRIVATE SECURITY OF INDUSTRY
IN THE 25 MEMBER STATES OF THE EUROPEAN UNION

ECONOMIC ASPECTS

Total number of private security companies in 2003

Size

Activities

Origin

(Inter) national activities

Total number of personnel

Management

Operational

Average age

Male

Female

Gender

Male

Female

Average education

Staff turnover rate in %

Contract type

Full time

Part time

Long term contract

Temporary contract

Recruitment criteria

Recruitment methods

Training

Duration of training

Organised by company

Organised externally by security training institute :

Organised externally (technical school,...) :

Before entrance

During initial period

Combination with mentor

Experience

Career opportunities

Uniforms

Dogs

Horses

Armoured cars

Number of armed guards

Yearly Turnover € (or local currency)

Market growth

2003

2002

2001

2000

Type of contracts

Private

Public

Corporate

Type of Activities (combined with other than security)

Working hours (** hours / week (with a maximum of ** hours / day equals **
hours / week)

Daily maximum

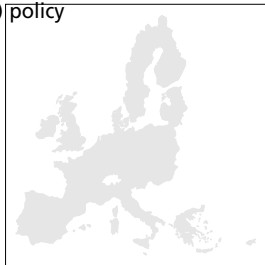
Weekly maximum

Overtime

Weekends and nights

Stand-by

Equal opportunities (EO) policy



PANORAMIC OVERVIEW OF PRIVATE SECURITY INDUSTRY IN THE 25 MEMBER STATES OF THE EUROPEAN UNION

ENDNOTE

FORMAT OF THE FILING CARD

Member State
Population
Police Force / ratio
Security force / ratio

LEGAL ASPECTS

Law
Collective agreements
Areas covered by regulation
Authority in charge
Requirement
Entrance requirements
 At company level
 At personal level
Restrictions on background of owners and staff
Specific requirements
 Uniform
 Identification card
 Minimum age
Firearms
 Permit
 Specific training
 Applicable to which activities
 Permission appointed at which level (company or personal)
 Storing of firearms after hours
 Register on firearms ?
 Limitations concerning the type of weapon and the number of weapons
 K9 (dogs)
 Specific training needed? If so what training, how long and where
Horses
Powers
Limited search and seizure
Training facilities
Training
 Certificate of competency
 Medical and psycho-technical (psychological) examination
Services to public persons
Control by authorities
Sanctions by authorities
 Administrative sanctions
 Penal sanctions

SOCIAL ASPECTS

Trade unions
 Affiliated to UNI-Europa
 Not affiliated to UNI-Europa
Membership
 Density
 Level of syndication
Employers' organisation
 Member CoESS
 Non-member CoESS
Membership
 Density
 Negotiation
Sectoral social dialogue
Number of collective agreements in force
Areas covered
Categories and salary
Equal opportunities
General provisions
Specific measures
Health and safety in the workplace