



THE NETHERLANDS

SOCIO-ECONOMIC DATA ⁽¹⁾

GENERAL

TRAINING

WORKING TIME

CONDITIONS OF WORK

IMPACT OF TECHNOLOGICAL INNOVATION

Number of organisations

	1999	1998
Security companies	382	344
Guarding services	277	291
Catering sector guarding services	165	0
Guarding services focussed on the catering sector	33	0
Private Alarm centres	28	30
Cash in transit and transport of valuables	9	8
Private detective firms	292	288

Number of workers

	1999	1998
Security firms	21.426	20.830
Guarding services	3.459	3.486
Private Alarm Centres	581	607
Cash in transit and transport of valuables	1326	890
Private detective firms	610	619

(1) Annual Security Report 2001, Samson bv, Alphen aan den Rijn, 2001.
Figures based on annual reports submitted to the Ministry for Justice. Some figures are not complete, since certain annual reports are missing.

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Principal regulations governing the private security sector

Law of 24th October 1997, concerning the decision of the Law on private security companies and private detectives firms – Bulletin of Laws and Royal Decrees – Stb 1997, 500.

Regulation of 26th March 1999, on security companies and private detective firms - *Staatscourant* Stcrt 1999, n° 60.

Circular of 16th March 1999, on the application of the Law on security companies and private detective firms Stcrt 1999, 600 : valid from 1st April 1999 to the 1st April 2003.

Collective agreement on private security firms 2000-2002.

Collective agreement on private security firms 2002-2004.

3 separate collective agreements :

- Collective agreement of the VNV
- Collective Seceeurop Security agreement
- Collective agreement for security at events.

Area of application

- Security companies
- Guarding services
- Catering sector guarding services

- Guarding services focussed on the catering sector
- Private alarm centres
- Cash and valuables in transit companies
- Private detective firms.

Conditions for registration and authorisation of companies

Carrying out or offering guarding services is subject to official approval. In order to obtain and subsequently keep the authorisation, the company must meet certain criteria.

- Staff must be competent (meet training requirements).
- Staff must be reliable (meet trust requirements).
- Staff must have a certificate demonstrating their competence. All these certificates – apart from certificates for those on practical training courses – are valid for 3 years.
- Job-training for staff must be validated.
- Uniforms worn by guarding staff must meet official approval requirements.
- The alarm equipment used by private alarm centres must be certified by the *Stichting Kwaliteitsborging Preventie (Quality and Prevention Guarantee Foundation)*. The alarm equipment used by the service's customers must also meet these requirements.

- An activity report must be filed annually with the Ministry for Justice.
- Guarding companies must have their activities agreed by the police.
- The police ensure that the law is respected.
- The law makes provision for different possible forms of sanction when infractions are committed : withdrawal of official approval, administrative fine, penal sanction based on the Law on Financial Crime.

Authorisation procedure

- Security companies and private detective firms must apply directly to the Ministry for Justice for official authorisation. After receiving the application, information and opinions are sought from the Chief of Police of the region where the guarding company or detective firm is located.
- Authorisation is for a maximum of 5 years. Authorisation may be renewed each time for a maximum period of 5 years.

Criteria for staff recruitment

Age

- from 18 to 65.

Authorisation

- The law states that a guarding company or a detective firm may not recruit staff unless it has received permission from the Chief of Police, or in the case of company managers, from the minister.
- Authorisation is required for all the staff of a guarding company and not just for the guarding staff or detectives who carry out assignments.
- Authorisation for managers is granted by the Minister of Justice. Since the 1st April 1999, not only the managers are liable for testing by the minister, but also the applicant and

those who take decisions on behalf of the applicant.

Criteria for determining trust

- No conviction for any offence punishable by a fine in the course of the last 4 years.
- No conviction for any offence punishable by a prison term.

Training requirements

- Staff must have a qualification from the *Stichting Vakexamens voor de Particuliere Beveiligingsorganisaties (Exam Foundation for Private Security Company Employees)* and the ECABO Foundation or an equivalent qualification.
- Or they must do a basic training course (BOL) or a block release study course (BBL).

Certificate of Competence

- The grey certificate of competence is conferred on qualified security guards.
- In the past, trainees who did their practical vocational training with a guarding company were given a green certificate of competence. Today, they also receive a grey coloured certificate, which is valid in their case for 1 year. The Ministry of Justice requires practical training to be carried out in these twelve months.
- The yellow coloured certificate of competence is for individuals authorised to carry out detective work and in possession of a qualification.
- The blue coloured certificate is for people who can carry out the guarding activities described for a company which has restricted authorisation.
- All the certificates of competence are valid for 3 years (except for the certificate of competence for trainees).

New training

The centre for recognition of vocational training ECABO, the Association of Private Security Companies (VPB), the Exam Foundation for Private Security Company Employees (SVPB) and the unions De Unie, FNV Bondgenoten et CNV Dienstenbond have developed a new training programme and this qualifications structure in the private sector. The level of existing training has been increased and the content is wholly updated, based on a detailed survey of professional profiles.

Level	New training	Starting date
5	Surveillance – Advanced vocational training	
4	Specialist / Surveillance supervisor	1/9/2003
3	Professional surveillance guard + special variations	1/9/2003
2	Surveillance guard (= former ABM – general surveillance guard) Wholly independent operation of activities + special operations for shops, individuals, mobile operations, cash in transit and transport of valuables	1/9/2002
1	Assistant security guard Security guard Journey recognition guard	1/9/2002

From autumn 2003, the qualifications structure may be extended and further added to by specialisations in mobile surveillance, shop surveillance and personal protection. There are projects to provide training in levels 3 and 4 in the future also, which will increase the career options for security guards.

The MBO security guard training devotes more time to social and communicative responsibilities and also includes a module on using ICT.

Furthermore, it is important that trainees learn the practical aspects of the job of security guard, and, for this reason, training

starts as soon as the guarding job begins. The extent of the training depends on the choice made by the trainee.

There are two options :

- Basic vocational training (BOL) : In this case, trainees spend most of their time studying at a training centre and generally devote one or two days a week to practical aspects ;
- Block release training (BBL) : In this case, trainees learn the job mainly while working. The practical component is usually 4 days per week. The firm employing the trainees must be recognised by the Ministry of Justice as a guarding company and, in addition, by ECABO as a training entity.

Under new guidelines from the Ministry of Justice, training institutions will soon not be able to use practical simulation as a replacement for the practical vocational training. For this reason and at the request of the branch, from autumn 2002, ECABO is going to accompany training entities. This measure is to improve quality.

The consultants will, for example, discuss tasks and responsibilities of practical trainers and assess the work and workplace of each trainee. The ECABO consultants will test the quality of the training entities during visits to the firm. The practical vocational training in guarding companies will in this way, provide a more uniform way of working and a more professional influence. The SVPB will organise a practical exam at the end of the training period.

Centres, like firms, continue to be responsible for the vocational training of trainees.

Continuing vocational training

- There is a Training Fund Foundation for the security branch – SOBB. The employer is liable for a contribution of 0.05% of salaries to the benefit of the Foundation.

General regulations governing working time and rest periods

The normal duration of the working week is 40 hours, on average. The number of days of reduced working time is set at 13 per year.

Uninterrupted period of weekly rest

- At least 36 hours for each uninterrupted period of seven times 24 hours or at least 60 hours for each uninterrupted period of 9 times 24 hours (this rest period may be reduced just once to 32 hours for each period of 5 consecutive weeks).

Daily period of continuous rest

- At least 11 hours for each continuous period of 24 hours (this may be reduced just once to at least 8 hours for each consecutive period of 7 times 24 hours).

Sunday working

- There must be at least 16 free Sundays per 52 week period.

Night work

- Maximum of 9 hours per night shift and for each period of 13 consecutive weeks, on average 45 hours per week.
- For each period of 13 consecutive weeks :
 - No more than 32 night shifts (35 for workers on mobile surveillance operations).
 - If work finishes before 2 a.m., no more than 52 night shifts.
 - In a consecutive period of 2 weeks, a maximum of 20 hours may be worked between midnight and 6 a.m. (max. 38 hours for workers on mobile security operations).
- After night shifts : There must be a period of at least 14 hours continuous rest (this may be reduced to at least 8 hours once for each consecutive period of 7 times 24 hours).
- After a series of a minimum of 3 and a maximum of 7 working periods on night shifts, there must be a continuous rest period of at least 48 hours.

Overtime

- Overtime may reach up to a maximum working duration of 176 hours per period.
- A worker on a part-time contract may not be forced to work overtime.

Holidays

- In total, all staff on full time contracts have the right to 200 hours' or 25 days' holiday determined annually (1.92 days' or 15.38 hours' holiday per 4 weeks).
- The employer agrees on the days' taken and the duration of the holidays with the employee, bearing in mind the interests of the company and, in so far as it is possible, the wishes of the employee.
- For each period of 5 consecutive weeks worked in the employ of the same company an additional days' holiday is granted.
- From the 1st April 2002, the worker may sell extralegal days' holiday from that point. Moreover, a measure will be introduced to allow 5 extra days' holiday to be bought each year.

Flexibility

Stand by : This is a period between two consecutive shifts or during a break, when the worker must be available to respond to any call made upon him or her and to carry out necessary work in the case of unforeseen circumstances.

- There may not be stand by shifts during two consecutive periods of seven times 24 hours for each period of 4 consecutive weeks ;
- Workers may not be on stand by during a rest period directly preceding or following a night shift.
- The worker may not be required to carry out stand by duties for periods of longer than 1 week. For each two-week period, a maximum period of 1 weeks' stand by is imposed. There may only be stand by duty between midnight and 6 a.m. once every three weeks.
- Workers aged 55 and over may only do stand by on a voluntary basis (Private Security Firm collective agreement 2002-2004) ;
- Workers on stand by receive a stand by allocation.

Career perspectives

1 OBJECT SECURITY GUARD / RECEPTIONIST	Trainee security guard A Trainee security guard B Security guard A,B,C,D,E.
2 MOBILE SURVEILLANCE	Trainee surveillance operative A Trainee mobile surveillance operative B Mobile surveillance operative A,B,C,D,E.
3 SHOP SURVEILLANCE OPERATIVE	Trainee surveillance operative A Shop trainee surveillance operative B Shop surveillance operative A,B,C,D,E.
4 FIRE-FIGHTING SQUAD	Trainee surveillance operative A Fire-fighting squad trainee B Fire-fighting squad A,B,C,D,E.
5 CASH AND VALUABLES IN TRANSIT GUARD	Trainee security guard A Trainee transit guard B, Transit guard A,B,C,D,E.
6 CONTROL CENTRE OPERATIVE	Trainee surveillance operative A Trainee control centre operative B Control centre operative A,B,C,D,E.

The first functions in each group of functions are on the same operative level. The employee obtains a higher function level according to experience and knowledge.

The last functions in each group of functions include, in addition to operational tasks, other supplementary management and organisational tasks.

Wage rates

Wage scale

- Each group of functions is part of a pay structure which includes a wage scale based on periods for each function. For workers under the age of 18, the calculation is done in years instead of periods.
- Employees who have reached an agreement with employers under the Law for Vocational Education and Teaching (BBL/BOL) are paid a basic salary equivalent to 50% of the basic salary in the wage scales during the period of the first four weeks' training only.
- The basic salary is reassessed once per year, through the granting of an additional period as long as the scale ceiling has not yet been reached.
- The basic salary varies from 1386.39 euros (scale 2 with 0 period) to 2067.17 euro (scale 7 with 16 periods).

N.B. : Minimum wage 1,207 euros (Eurostat 2002).

Salary adjustments

- On the first day of the first period of 2003, salaries will be increased by 4% ;
- On the first day of the first period of 2004, salaries will be increased by 1%, in addition to the increase proportional to the consumer price index.

Remuneration during special working hours

- Increase of 35% for hours worked at the weekend from midnight Friday night to midnight Sunday ;
- Increase of 20% for hours worked from Monday to Friday midnight to 7 a.m. ;
- Increase of 10% for hours worked Monday to Friday from 6 p.m. to midnight ;
- For each hour worked on New Year's Eve, wage period 9 of 2003 is used in the calculation with a 100% increase for each hour worked after 4 p.m.

Pay on public holidays

- For all work done on public holidays, corresponding to weekdays, an increase of 50% is applied to each hour in the 24-hour period from midnight to midnight, in addition to the increases given for work during special periods.
- For work done on public holidays which fall on weekends, an increase of 50% will be applied to each hour worked in the 24-hour period from midnight to midnight, in addition to the 35% weekend increase paid.

Overtime payments

- A 50% increase is paid for work done on a shift, or continuous shift, which is longer than 9 hours, ;
- For hours worked during a period in excess of 160 hours, an overtime increase is paid at 50%, in addition to the increase paid for working more than 9 hours a day ;
- If they so wish, the employer and the employee can agree to compensate the overtime hours worked by days off, but, in any case, the increase is retained.

Other provisions

- o If the employer calls in an employee and subsequently his or her services are not required, the employer is required to pay the employee 3 hours basic wages plus the appropriate travelling costs and travelling allowance. If a shift lasts less than 3 hours, the employee is paid for 3 hours worked, in any case.

Types of contracts

- Permanent contract
- Fixed term contracts
- Contract per assignment (for a set of determined operations)
- Full time contract : 40 hours / week
- Part-time contract :
 1. Fixed version (number of hours worked previously defined).
 2. Flexible version (number of hours' work varies within a maximum of 176 per period).

Policy on older workers**Workers aged 55 and over :**

- Have the right to work on an adapted shift schedule, if they submit a medical certificate ;
- May not be required to work shifts of more than 8 hours, or carry of activities the total of which exceeds 40 hours a week ;
- May not be required to work on a previously determined day off ;
- May only work on stand by on a voluntary basis ;

- When requested, they will undergo a medical examination every 2 years at the expense of the employer.

Workers aged 60 and over :

- May not be required to work night shifts.
- From the age of 57, workers on a full time contract have the possibility of working less time on the same wage. (Only for workers who have been working in the private security field for at least 10 consecutive years).

The possibility of establishing a wider policy for older workers is currently being studied and discussed: Negotiations will take place between the different partners of the current collective agreement while it is still valid.

Employment in the case of contract modification

If a contract is modified following the awarding of a contract to a new firm, the employer must try to guarantee the stability of the employment relationship in the company. To this end, a different post is offered in the company, if possible, or within the group. The employer is to negotiate with the other employer concerned in order to keep as many jobs on as possible. The workers are to cooperate in this process.

- If the guarding company which is awarded the contract offers a new employment contract to a worker employed by the outgoing company, the worker retains the conditions of his or her original contract.

Health and Safety

- It is forbidden to carry arms or carry or use handcuffs.
- Means of communication must meet the following minimum requirements :
 - Fast connection ;
 - Sufficient cover ; in normal circumstances, the meeting point must be reached ;
 - The supply must be large enough to ensure permanent communication.
- Safety management for high risk objects and procedures governing them, steps to be taken and implementation of methods are determined through agreement reached by the employer and the works' council.
- Unions negotiate workers' safety with the employer at least once per year.

Equal opportunities - Employment

The obligation already agreed upon by the employers for hiring 400 people belonging to the group of partially disabled (including REA), long-term unemployed and or foreign nationals is part of the integrated approach of the employment market.

New technologies will gradually replace a part of manned surveillance operations.

ICT is having an impact on the training of surveillance guards. ICT-use is now included in the new training programmes of the sector.

ICT is also used for communication between management and staff, through web sites and e-mail.

In the near future, some companies will also post staff schedules via internet.

