

KPN Security Policy



KSP – Rule

Title	Physical Security of Retail Assets	A diagram showing the hierarchy of security documents. It consists of five document icons. On the left, three icons are stacked vertically: 'Top level policy (mandatory)', 'Standards (mandatory)', and 'Rules (mandatory)'. A blue line connects these three. To the right of this stack are two more icons: 'Guidelines (supporting)' and 'Tools (supporting)', connected by a horizontal blue line.
ID	KSP-FA04-RL06	
Funct. Area	04 - Physical Security	
Date	5 February 2016	
Version	v1.1	
Status	Approved	
Owner	CSO	

Summary

This Rule applies to all KPN Retail assets.

Disclaimer

The content of this document is to describe KPN's policy on this specific topic. If and when this document is partly or fully disclosed to parties outside of KPN, it's important to hereby note towards those parties that this contains KPN's intended policy and cannot in any way be read or construed to be an explicit or implied formal guarantee or promise that its content can always be fully executed or complied to.

ID	KSP-FA04-RL06-R01
Title	<u>Roles and responsibilities</u>
Description	<p>KPN Security KPN Security must prepare and maintain this Rule. As the responsible party, KPN Security has the right to conduct unannounced random checks and to audit or commission the auditing of the process.</p> <p>KPN Retail As the party responsible for managing the Retail assets, KPN Retail must ensure that the requirements contained in this document are or will be met.</p>
Related documents	N/A

ID	KSP-FA04-RL06-R02
Title	<u>Auditing</u>
Description	<p>The party responsible for the buildings must perform an annual audit of the retail assets (for each formula) based on a representative sample, in order to determine the implementation and effectiveness of the requirements laid down in this Rule. This audit may be performed by an external party.</p> <p>The audit results must be submitted to the Security Officer at KPN Retail and to KPN Security.</p>
Related documents	N/A

ID	KSP-FA04-RL06-R03
Title	<u>Security requirements</u>
Description	All security requirements must be implemented in conformity the VRKI Guidelines.
Related documents	N/A

ID	KSP-FA04-RL06-R04
Title	<u>Certification</u>
Description	The Retail assets do not need to have a so-called Security Certificate as standard. However, the security measures must be implemented in such a manner that a Security Certificate can be issued.
Related documents	N/A

ID	KSP-FA04-RL06-R05
Title	<u>Rental or disposal of office buildings or office sections</u>
Description	<p>A risk analysis must be performed if the Retail asset differs from the retail premises that are normally rented. Such an analysis must also be performed in the case of a non-standard location or area-specific risks.</p> <p>The risk analysis must be performed by the KPN Retail security department.</p>
Related documents	N/A

ID	KSP-FA04-RL06-R06
Title	<u>Layout of retail asset</u>
Description	<p>The Retail asset must consist of two areas:</p> <ol style="list-style-type: none"> 1. Area accessible to the public This is the area where products are sold. In this area, measures must be taken to prevent shoplifting. The area accessible to the public consists of the shop floor plus any (public) toilets located outside the perimeter. 2. Area not accessible to the public This includes all areas other than the ones mentioned above under 1. 3. Areas not in use must be secured and locked.
Related documents	N/A

ID	KSP-FA04-RL06-R07
Title	<u>Site layout (if applicable)</u>
Description	<ol style="list-style-type: none"> 1. No trees, containers or similar objects must be placed near facades, as these may be used to climb walls. 2. The staff entrance must be adequately lit. 3. The installation of fencing, security bollards or natural barriers depends on the location and environmental factors.
Related documents	N/A

ID	KSP-FA04-RL06-R08
Title	<u>Organizational measures</u>
Description	<ol style="list-style-type: none"> 1. The central equipment of the security system(s) must be installed in a dedicated room. 2. The partition between KPN areas and third-party areas must be regarded as the 'outer perimeter'. Passages etc. must also be regarded as the outer perimeter. 3. Areas not accessible to the public must be locked.
Related documents	N/A

ID	KSP-FA04-RL06-R09
Title	<u>Structural measures</u>
Description	To protect the Retail assets , there has taken structural measures.
Related documents	N/A

ID	KSP-FA04-RL06-R10
Title	<u>Loading and unloading</u>
Description	Loading and unloading (delivery of goods for resale) must occur under supervision.
Related documents	N/A

ID	KSP-FA04-RL06-R11
Title	<u>Alarm dispatch</u>
Description	All alarms generated by the burglar alarm system must be dispatched to a certified private emergency service control room (<i>Particuliere Alarmcentrale</i> , PAC) using a secure line.
Related documents	N/A

ID	KSP-FA04-RL06-R12
Title	<u>Alarm response</u>
Description	Alarms must be followed up by a certified alarm response organization. Following verification of the alarm, the police must also be alerted or notified.
Related documents	Private Security and Investigation Companies Act

ID	KSP-FA04-RL06-R13
Title	<u>Burglar alarm systems</u>
Description	A burglar alarm system must be installed in each Retail asset.
Related documents	N/A

ID	KSP-FA04-RL06-R14
Title	<u>Access control</u>
Description	Doors between public and non-public areas must be equipped with an access control system, which may be managed locally.
Related documents	KSP-FA04-RL01 - Physical Access Control

ID	KSP-FA04-RL06-R15
Title	<u>CCTV systems</u>
Description	<ol style="list-style-type: none"> 1. Buildings must be equipped with CCTV systems. 2. The object size requirements laid down in section 7.6 of the NEN-EN-50132-7 standard apply to observation, recognition and identification.
Related documents	KSP-FA04-RL04 - Use of Surveillance Cameras NEN-EN-50132-7

ID	KSP-FA04-RL06-R16
Title	<u>Fire alarm systems and extinguishing agents</u>
Description	<ol style="list-style-type: none"> 1. A fire alarm system must be installed if required under the Building Decree and/or local regulations. 2. A sprinkler system must be installed if required under the Building Decree and/or local regulations. 3. If no fire alarm system is required, automatic fire alarms must be installed in kitchenettes and areas accessible to the public. 4. The automatic fire alarms referred to above under item 3 must be connected to the burglar alarm system, with alarms dispatched to the PAC. 5. Fire extinguishers must be installed and maintained in accordance with local regulations. These fire extinguishers must meet the applicable standards. 6. The small fire extinguishers must be foam spray extinguishers.
Related documents	NEN 2535

ID	KSP-FA04-RL06-R17
Title	<u>Evacuation systems</u>
Description	An evacuation system must be installed if required under the Building Decree and/or local regulations.
Related documents	N/A