

Procedure



Security regulations for external companies (EN)

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Procedure – Security regulations for external companies (EN)

Abstract:	The purpose of this procedure (VA) is to ensure operational safety, security (personal, building and property protection) and occupational health and safety (employee and fire protection) as well as environmental protection during work by external companies on systems and buildings of Austro Control GmbH. These instructions apply to all companies and their employees who are employed in the course of work on systems and buildings (e.g. construction sites, assembly) on the ACG company premises. If you have any further questions please contact: security@austrocontrol.at
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0. Updates to the previous version

Editorial changes were made for better understanding and clarification concerning:
Change to the FO_SQ_SE_00244_conformation form for external companies and the
FO_SQ_SE_00296 proof of on-site instruction.

In the chapters:

- 3.0 verifiable knowledge specified and prepared in tabular form
- 4.2. Behavior in the event of an incident or *unexpected problems (supplemented)*
- 4.3. Non-disclosure, confidentiality, and *data protection (supplemented)*
- 4.4. Security check of external company employees, regarding support and records

1. Purpose

The purpose of these regulations is:

- to ensure operational safety and security requirements encompassing all types of work by non-company persons in and at Austro Control GmbH (ACG) buildings, sites, premises, or facilities as well as:
- to ensure fire, employee and environmental protection during the course of this work.

These procedural instructions (VA) serve as an appendix to ACG orders and contracts and is published in the currently valid version on the Internet (see section: "Company/Purchasing") so that external companies (see "Scope") can familiarize themselves with the safety-related precautions prior to and in the course of their dealings with ACG.

2. Scope

These instructions apply to:

- all external service providers during the course of providing services, construction and installation such as maintenance, cleaning, security tasks, system installations, etc.

The same applies to:

- Subtenants renting ACG premises and facilities.

In addition to these instructions, there may be additional site-specific rules.

3. General

This regulation is part of all employment and sublease contracts entered into by ACG. Compliance with the requirements and regulations listed below regarding operational safety, security, employee protection and environmental protection is mandatory. If these are not observed, the contract will be deemed to have not been properly fulfilled and ACG reserves the right to make claims for damages. In addition, contractors and subtenants are liable for all personal injury and damage to property caused by them and their employees. Failure to comply may lead to consequences in terms of civil or criminal litigation.

When carrying out all work or during an ongoing sublease, contractors and subtenants are obliged to comply with all national legal regulations. In addition, employee protection and environmental protection regulations (including waste avoidance, waste separation and professional disposal, avoidance of energy waste) and the published regulations of ACG must be observed. ACG has the right to issue further additional specific instructions and regulations if ACG deems this necessary.

Each contractor or subtenant **must nominate a supervisor** who is responsible for their own working groups and employees as well as towards ACG.

The form FO_SQ_SE_00244_conformation form for external companies and the form FO_SQ_SE_00296 proof of on-site instruction must be provided. The following table shows which proof is required and when.

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	external company accompanied	Construction, assembly, service activities on behalf of ACG accompanied	Construction, assembly, service activities on behalf of ACG unaccompanied or partially unaccompanied	Sublease at ACG sites	Remarks
FO_SQ_SE_00244 Page 1	X	X	X	X	before starting work for the first time
FO_SQ_SE_00244 Page 2		X	X		
FO_SQ_SE_00296 On Site			X	X	

Note: The forms are published in the currently valid version on the ACG website in the section [Austro Control GmbH - Procurement](#).

Employees of contractors and their subcontractors must have a valid work permit for Austria and be properly registered in accordance with social security and tax regulations. **Commissioned subcontractors** must be reported to the person responsible for ACG implementation.

4. General conduct on the ACG premises

4.1 Avoidance of misconduct

It is expressly pointed out that non-compliance with regulations can have serious consequences on air traffic control systems!

External contractors, employees and workers are only permitted to be in assigned areas.

Instructions given by ACG on-site contacts or instructions from the local building inspectorate (ÖBA) or given by appointed construction site coordinators must be followed immediately. The ACG on-site contact person is entitled to expel non-compliant persons from ACG company premises and all facilities after one warning.

4.2 Action taken in the event of an incident or unforeseen problems

Despite preventative measures and cautious work, unforeseeable incidents can occur. For this reason, the following principles must be observed:

Any damage or impairment of air traffic control systems or infrastructure must be reported immediately to your ACG contact person or SCC Tel.: 051703 / 3115.

What to do in the event of a security incident:

- Incidents - such as noticing unauthorized access, attacks on property or people, loss of data, loss of confidentiality of data, theft, etc. – resulting in potential impairment of air traffic control or damage to air traffic control systems or parts thereof must be reported immediately to:
 1. The ACG Local Contact and if not reachable
 2. The ACG person responsible for contract implementation and if this person is not reachable,
 3. The ACG Service Control Center (available 24/7) - SCC Tel.: 051703 / 3115

What to do in the event of an accident at work or sudden illness:

- In the event of an accident at work or a sudden illness of an external company employee, the general "Conduct in First Aid cases / accidents" of the respective external company applies.

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- A sufficient number of trained first-aiders and suitable first-aid equipment (ÖNORM Z1020) must be available at each work session. Defibrillators are available at ACG air traffic control centers (main locations at airports). The supervisors of each respective work group must familiarize themselves with local ACG first aid facilities.
- In the event of an accident at work or sudden illness, the external company themselves are responsible for raising the alarm, calling for an ambulance and for reporting the incident to the local ACG contact person.

What to do in case of fire:

- In the event of a fire, the applicable fire protection regulations or the notice “What to do in the event of fire” apply on the site.
- On ACG sites, fire protection equipment (such as push-button alarms, fire extinguishers) are available at designated locations. The supervisors of the contractor's respective work section must familiarize themselves with the local details of the ACG fire protection systems.
- In the event of fire, each company itself is responsible for raising the alarm and calling the fire brigade (push-button alarms may be available).
- Every case of fire must immediately be reported to:
 1. the ACG Service Control Center (availability 24/7) - SCC Tel.: 051703 / 3115 AND
 2. the ACG on-site contact person and in case of non-reachability
 3. the ACG person responsible for implementation

In the event of an environmental incident:

- In the event of an environmental incident, each company itself is responsible for raising the alarm and calling emergency services.
- Environmental incidents include, for example, the leakage of hazardous substances, oil, fuels or lubricants, solvents, refrigerants, etc. or the leakage of wastewater into the ground and the resulting immediate danger to water streams/streams or groundwater.
- Environmental incidents must also be reported to:
 1. the ACG on-site contact person and, if not reached
 2. the person responsible for ACG implementation.

4.3 Secrecy, confidentiality, and data protection

With regard to secrecy, points 5.4 and 5.5 apply in accordance with the General Terms and Conditions of ACG, as well as in point 7.3 the event of a breach of confidentiality obligations. If necessary, these regulations are further detailed via confidentiality agreements or non-disclosure agreements (NDA).

External companies and their employees are obliged to keep secret all information obtained from ACG or from other ACG documents during the execution of the job and to store it securely, protecting it from loss and unauthorized access.

Photography and filming are prohibited on the entire company premises of ACG. Exceptions are possible by arrangement and with approval of the pictures taken by the ACG on-site contact person.

4.4 Security check of contractor employees

Since July 1, 2023, employees of contractors who work fully or partially **unaccompanied** in security-relevant zones require a **"background check"**. It can be:

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- either a valid reliability check “Zuverlässigkeitsüberprüfung”, ZÜP, on behalf of the highest Civil Aviation Authority, (Luftfahrtgesetz §134a)
OR
- a valid security check “Sicherheitsüberprüfung”, SÜP, category "Confidential", according to the Security Police Act (*Sicherheitspolizeigesetz § 55 SPG*)
OR
- a valid military reliability check “Militärische Verlässlichkeitsprüfung”, VLP (Militärbefugnisgesetz §23).

Information on how external companies obtain a background check, a guide can be found on the ACG website in the section [Austro Control GmbH - Procurement](#) .

Security-relevant zones are all those areas of ACG that have been declared as such in advance by the ACG person responsible for implementation.

The accompaniment can be provided by:

- An on-site ACG person who has consciously taken on this task, or
- A commissioned security service person, or
- A supervisor of an external company himself (e.g. foreman, site manager). At least this person needs a valid background check and must consciously take over the accompaniment. Such a supervisor, if he or she has taken on this task, may also accompany other external companies/sub-companies.

The control of the background check is done by:

- The ACG person responsible for implementation (already in the context of the awarding of the contract), or
- The ACG on-site contact person (at the start of the work). For this purpose, the form FO_SQ_SE_00296 "Proof of on-site instruction" has been revised.

The following are considered as verification documents:

- ZÜP: valid airport ID card,
- SÜP: positive declaration of security by the Federal Ministry of Internal Affairs, BMI.
- VLP: positive 'Simple Statement of Reliability' of the Federal Ministry of Defence, BMLV.

4.5 Arrival/Access and Entry to ACG Sites.

Each person must sign-in upon entering an ACG site and sign-out upon completion of the work.

For sites with a reception desk (ACG Headquarters) or security (ATCCV, LOWW), sign-in and sign-out shall be performed at these sites.

For all other sites, this will be done by the ACG on-site contact person.

For subleases at off-site locations, the agreed upon access rules apply.

Depending on the location and the activity or work to be performed, visitor cards will be issued for passing through the ACG access control systems.

Visitor cards must be worn in a clearly visible manner and returned to the issuing office as soon as the site is vacated. Visitor cards will not be issued at off-site locations.

Only those areas may be visited in which the relevant work is being performed or which are sublet.

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Access, parking, and storage facilities will be determined in consultation with the ACG on-site contact person.

Unless explicitly exempted, the Road Traffic Regulation ("Straßenverkehrsordnung", StVO) apply at all ACG locations.

4.6 Use of ACG Equipment and Facilities

The contractor is not permitted to utilise ACG equipment (except equipment for first aid or firefighting). If the use of ACG equipment has been authorised by the ACG on-site contact person, the use of the equipment shall be at the contractor's own risk. The contractor is fully liable for these items and their use and assistance.

4.7 Fire prevention

General and special fire prevention measures must be observed in accordance with all local fire protection regulations.

In particular, blocking escape routes and emergency exits or fire extinguishing equipment is strictly prohibited. Fire doors must never be blocked or obscured.

4.8 Smoking ban

Smoking (including e-cigarettes) is absolutely prohibited at all ACG sites. Smoking is only permitted in the designated smoking areas.

4.9 Use of Alcohol / Drugs

There is an unconditional ban on alcohol or drugs at all ACG sites. Bringing or leaving alcohol or drugs on ACG premises is also prohibited.

4.10 Weapons Prohibition

Weapons are expressly prohibited at all ACG locations (see definition of 'weapon' according to the Austrian "Weapons Act"). Bringing onto or leaving weapons on the premises is also prohibited. Weapons owners must store their weapons appropriately outside the ACG company premises. Service providers (e.g. security guards) and tenants (e.g. military) whose tasks require weapons require an exemption from the CSO.

5. Additional Regulations of Construction and Installation Activities

5.1 Unimpaired Air Traffic Control Operations

Maintaining undisturbed air traffic control operations has top priority. Potential interference with air traffic control operations due to construction and installation work must be reduced to the absolute minimum and coordinated with the ACG person responsible for implementation (e.g., avoid dust pollution and noise, plant clearance shutdown or switchover only by the ACG on-site contact person responsible for the operation in each case, etc.).

5.2 Construction Site Facilities

The setting-up of the required construction site equipment (e.g., construction containers, toilets, etc.) shall be carried out in agreement with the ACG on-site contact person. Construction site equipment and facilities are to be maintained by the contractor and safeguarded against unauthorized use and theft. After completion of the work, equipment/facilities are to be dismantled and removed without delay. If ACG sites have their own changing, washing and rest rooms in the vicinity of the construction

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site, these may be used by agreement. Living and spending the night at ACG sites / the construction site facilities is prohibited.

5.3 Risk Assessment (Evaluation)

According to the Austrian Employee Protection Act (“*ArbeitnehmerInnenschutzgesetz*” ASchG) and all associated regulations, risk assessments (evaluation) of the contractor must be available for all activities of the contractor.

The ACG on-site contact person and the person responsible for ACG implementation are entitled to inspect the evaluation documentation at any time.

5.4 Coordination

Depending on the nature of the work, the requirements of paragraph 8 of the “*ArbeitnehmerInnenschutzgesetz*” ASchG regarding coordination of commencement of work must be agreed upon between the ACG person responsible for implementation and the contractor and recorded in writing in the form of a coordination protocol.

For work/construction sites that fall under the Austrian Construction Work Coordination Act (“*Bauarbeitenkoordinationsgesetz*”, BauKG), the legal requirements under the Construction Work Coordination Act (BauKG) and the Construction Worker Protection Ordinance (“*Bauarbeiterschutzverordnung*” BauV) must be complied with in addition to the principles of hazard prevention pursuant to Section 7 of the ASchG. The contractor shall appoint a properly qualified supervisor for construction work.

5.5 Interruption of Work in Case of Acute Dangerous Situations

ACG personnel, in consultation with the ACG on-site contact person, may request that work be stopped immediately in the event of acute hazardous situations.

In principle, when an acute hazardous situation arises, work must always be interrupted immediately until the hazard has been eliminated. This means that work may be resumed as soon as all unsafe conditions have been eliminated.

All costs incurred because of work interruptions due to hazardous situations for which the Contractor is responsible shall be borne by the Contractor.

5.6 Safety, Order and Cleanliness

Contractor's employees shall keep their work areas, storage areas and stores in an orderly and clean state. All contractors shall ensure that any unnecessary residual material lying around in their entire area (construction debris, boards, glass wool, cable remnants, packaging material, food leftovers, etc.) is removed as soon as possible and disposed of properly.

The workplace in buildings is to be kept in a broom-clean condition and the grounds of our locations (storage areas, workplaces, access roads) are to be kept and handed over in a clean condition. ACG does not provide waste collection points. Each company is itself responsible for the disposal of its own waste at its own expense. Waste must be separated according to type and disposed of properly. Special care must be taken when disposing of hazardous waste. Burning of waste is strictly prohibited on the premises.

In the event of a violation, cleaning or waste disposal of the area in question will be carried out at the expense of the polluter or, if the polluter cannot be identified, the costs will be divided among all contractors who are involved.

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All contractor employees are responsible for ensuring that there are no flammable materials stored in their area that could ignite during hot work. There shall be no risk of accidents or obstruction of movement due to the use of cables, wires, hoses, etc.

Storage of highly flammable and explosive materials requires the express approval of the ACG Fire Prevention Officer.

Gas cylinders may only be stored and placed properly (i.e., not below ground level, secured to prevent rolling and falling over, capped, and not placed in full sunlight). Only as many bottles may be brought along as are required for the work in question.

Traffic routes and escape routes must always be free of storage or waste.

All tools and materials must be put away after use and stored safely. As a matter of principle, all work and operating equipment must be switched off, disconnected from the mains, made safe or stored immediately after the end of the work and during breaks.

5.7 Tools and Auxiliary Equipment

Tools and auxiliary equipment shall be provided by the Contractor for the specific work, unless otherwise agreed in the contract.

Only suitable, approved and regularly inspected working and operating equipment may be used.

5.8 Breaking Through Fire Compartments

If fire compartments have to be breached in the course of the work order (e.g. lines, pipes), these openings must be closed at least provisionally at the end of the work day and proper fire compartmentation must be established upon completion of the work.

5.9 Hot Work

Hot work (welding, soldering, scarfing, etc.) and all cutting work involving the production of sparks must be reported to the ACG on-site contact person and approved by means of a release certificate. Work that may generate dust, smoke or heat must be reported for the purpose of local deactivation of the fire alarm system. The completion of the work must also be announced.

5.10 Personal Protective Equipment (PPE)

The Contractor shall provide its employees with adequate quantities of PPE based on the protective measures specified in the risk assessment and shall be obliged to instruct its employees on its proper use.

All persons are obliged to use the prescribed PPE. Failure to do so will result in expulsion from the site.

5.11 Non-Routine Work with Increased Risk Potential

Prior to the performance of any work with identifiable increased risk, a risk assessment (Last Minute Risk Assessment - LMRA) must be carried out and documented by the contractor's work supervisor immediately before the start of work. Any protective measures specified in the assessment must be taken and maintained by the contractor. Special protective measures, the implementation of which requires the cooperation of ACG, shall be notified by the Contractor.

5.12 Working at Heights

All safety measures in accordance with ASchG and BauV must be taken to avoid accidents as best as possible.

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Work at locations where there is a risk of falling (higher than 2m) may only be carried out for short periods and with the use of suitable rope protection. For longer periods of work, stable locations with fall protection must be established (e.g. mobile scaffolding).

Stand-alone support structures for transmission equipment (antennas) as well as support structures on roofs, masts or antenna platforms must not be climbed by unauthorized persons. These facilities must be safeguarded against unauthorized use. If climbing of masts, roofs or antenna platforms is permitted by the ACG on-site contact person, PPE against falling must be used if there is a risk of falling. If necessary, appropriate anchor points and rails (Söllschienen) are available or, if required, fall protection devices must be manufactured.

5.13 Scaffolding Work

Scaffolding must comply with the relevant regulations and standards. The manufacturer's specifications and operating instructions must be observed. Scaffolding (7th section of the Construction Worker Protection Ordinance / *"Bauarbeiterschutverordnung" BauV*, §§55-73) must be of stable design, stably erected and provided with a safe means of access.

A scaffold inspection report must be available for stationary scaffolding.

5.14 Crane Work

Cranes (apart from truck loading cranes) may only be set up in consultation with the ACG on-site contact person. Cranes must be inspected after installation in accordance with the Work Equipment Ordinance (*"Arbeitsmittelverordnung", AM-VO, §7*). Cranes may only be operated by trained and properly qualified persons, provided that no further statutory training is required.

When working in the vicinity of air traffic control systems, the lifting and rotating movement must be limited in such a way that a sufficient safety distance is ensured.

Never stand or walk under hoisted work equipment or loads!

5.15 Working in Containers/Confined Spaces

When working in containers and confined spaces, special attention must be paid to the safety of the personnel performing the work. If necessary, an entry permit (to confined spaces) with clearance measurement of the container must be obtained.

5.16 Working in the Proximity of Antennas

When working in the proximity of antennas, safety distances may have to be observed due to the danger of electromagnetic radiation. The appropriate markings or barriers must be respected. The required safety distance is made known to the contractor's coordination partner (contractor's supervisor) in the course of the coordination meeting. If safety distances cannot be maintained, a shutdown of the radiation source must be arranged in consultation with the ACG on-site contact person.

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6. Records and archiving

6.1 Records

Description	Contact/Area	Place of Archive	Archiving period	Comments
Records of access to the buildings (access cards, keys, alarm system, etc.)	PFM	PFM	7 Years	
Confirmation of instructions / briefings	PFM AES ACG-employee, who performed the verification	PFM AES ACG-employee, who performed the verification	1 1/4 Years	Archiving period at least until completion of the work!
Completed release certificate for fire hazardous work at ACG	BSB	BSB	1 Year	

6.2 Archiving

7 years

7. Applicable Documents

- General Terms and Conditions of Contract of ACG (see website <https://www.austrocontrol.at/en>)
- Proof of knowledge of the security regulation for external companies (see website <https://www.austrocontrol.at/en> Austro Control GmbH - Procurement)
- Data protection declaration (see website <https://www.austrocontrol.at/en>)

8. Glossary and Roles

<https://services.win.austrocontrol.at/glossar>

8.1 Roles

ACG Person Responsible for Implementation:

This can be the project manager or, within the scope of a line task (project), another person responsible for implementation. The ACG person responsible for implementation negotiates the content and/or technical aspects of the contract with the contractual partner, irrespective of whether it is a rental contract, service contract, construction and installation contract or supply contract.

External person responsible for implementation:

This is the external person who negotiates the content and/or technical aspects of the contract with ACG, regardless of whether it is a lease, service, construction and installation or delivery contract.

ACG Local Contact Person

This is usually an AES or PFM employee who is familiar with the local conditions of the property/site and acts as the contact person for the project or lease.

Supervisor of the Contractor

This is the external person named by the contractor as the on-site contact person and who is responsible for supervising the contractor's employees.