

Technical Specification Group Services and System Aspects
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Together with the other European Standards Organizations, ETSI has received from the European Commission a draft mandate to produce standards relating to the reduction of crime risk in the design of products. The mandate, produced very recently by Directorate-General for Justice and Home Affairs, is annexed to the present document.

The matter may be discussed in the Commission at the next meeting of the Committee on Standards and Regulations (the 98/34 committee) at their meeting on 24 June, though due to the very recent appearance of the mandate, this is not certain.

The obvious areas where 3GPP is active are in relation to

- IMEI registration and the ability to block mobiles reported as stolen; and
- Location services, enabling stolen mobiles to be found

which are already being dealt with in appropriate 3GPP working groups. But there may of course be other areas. 3GPP may wish to comment, via ETSI, on the contents of the mandate.



EUROPEAN COMMISSION
JUSTICE AND HOME AFFAIRS DIRECTORATE GENERAL
The fight against economic, financial and cyber crime Unit D2

Brussels,

COMMITTEE ON STANDARDS AND TECHNICAL REGULATIONS
(98/34 COMMITTEE)

Aspect :

Rules on Information Society Services	<input type="checkbox"/>
Technical Regulations	<input type="checkbox"/>
Standardization	<input checked="" type="checkbox"/>

DOCUMENT TITLE

Mandate addressed to the European Standardisation Organisations for the elaboration of European standards to identify and reduce crime risk in products and services

Document for :

Information **Discussion** **Consultation**

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**DRAFT PROGRAMMING MANDATE ADDRESSED TO THE EUROPEAN
STANDARDISATION ORGANISATIONS FOR THE ELABORATION OF
EUROPEAN STANDARDS TO IDENTIFY AND REDUCE CRIME RISK IN
PRODUCTS AND SERVICES**

1. SCOPE

This programming mandate concerns the elaboration of a methodology and system to identify and take due account of the crime risk which may be inherent in certain types of products and services with a view to the possible establishment of a European standard for a voluntary industry code of conduct. Such a standard would be largely aimed at 'criminogenic' products and services, i.e. products or services with a propensity to become the targets or the tools of crime. The mandate covers existing and future standardisation activity.

2. BACKGROUND

It is well established that certain products and services have a tendency to become the target or instrument of crime. Criminologists have suggested various means of identifying those products likely to display these tendencies. For example, the 'CRAVED' acronym¹ is a well established model for assessing the extent to which a product type might be at risk from theft. According to this model goods are more likely to be stolen if they are Concealable, Removable, Available, Valuable, Enjoyable and Disposable. Once a product has been identified as displaying certain characteristics indicating a propensity to be the target or instrument of crime, the next step in a European 'product proofing' standard would be to assess what steps can be taken to reduce the crime risk associated with a given product, product type or service.

It will never be possible to remove crime risk altogether. If a European product proofing standard is elaborated, compliance with the standard could not be deemed to give any kind of guarantee that 'crime proofed' products will not be targeted by criminals. The aim of 'product/service proofing' should essentially be twofold. First, it should aim to raise awareness among identified interest groups of the crime risk that may be associated with

¹ Professor Ron Clarke devised this model which is further explored in the 'SECURED BY DESIGN' paper (Professors Clarke and Newman) produced by the Jill Dando Institute of Crime Science for the UK Foresight Crime Prevention Panel.

certain product/service types. Second, product/service proofing should seek to take account of and, where possible, attempt to reduce the level of crime risk associated with any relevant product, product type or service. For this purpose identified interest groups are principally manufacturers, related industry bodies and consumers.

There are various examples where industry has taken innovative steps to design crime out products. These include 'chip and PIN' technology in credit cards, immobilisers in cars and measures taken (for the time being only in a minority of Member States) to block mobile phones which are registered as stolen, from being used over any national mobile phone network. These and other measures like them have tended to be *in response* to a crime wave and often as a result of governmental or regulatory pressure.

The objective of product proofing would be *to avoid* the circumstances which might give rise to a crime wave by assessing, wherever possible in advance of new product/service launch, the crime risk inherent in products/services and integrating into those products or services relevant crime prevention measures. There may be cases where the integration into criminogenic products or services of crime prevention aspects is not feasible. Even in these cases, an understanding that certain products may carry an inherent crime risk, would at least facilitate a degree of consumer awareness possibly encouraging changes in the way consumers use certain products to reduce the likelihood that they are a victim of crime.

The Commission services believe that European standardisation in this area, will contribute significantly to establishment of an industry-wide approach to the issue of product or service related crime risk. One possible form this approach could take is a check list of factors to be taken into account at an appropriate stage in the product/service development process. This check list would constitute the European reference and would be likely to vary from one industry or product/service type to another. Compliance with such a mechanism could be on a voluntary basis with relevant industry/trade associations overseeing and monitoring the extent to which companies take account of crime risk factors identified in an appropriate checklist. Products and services would be assessed in terms of their crime risk and, in appropriate cases, design or other modifications introduced or recommendations could be made concerning the use of such products/services taking account of identified crime risk. Such products or services could then be marketed as having been 'crime proofed'.

A 'crime proofed' marking would not give any guarantee that such products or services could not become the target of criminal attention. It would, however, mean that such products or services had been subject to a crime risk assessment and, in appropriate cases, that measures had been taken to reduce identified crime risk. Over time such a mechanism could become a competitive marketing tool in much the same way as safety features have become important selling points in the automobile sector.

A key aspect of product proofing is to encourage a greater degree of social responsibility on the part of industry in terms of user/consumer protection from crime associated with certain products and services. In addition to being able to identify products and services which may have a tendency to be targeted for criminal purposes, effective 'product/service proofing', should also entail a mechanism to promote active industry participation in designing crime out of products and services.

The Commission services consider that an approach based on voluntary participation of industry should be fully explored in the first instance. In practice, this is likely to mean a

degree of partnership between public and private sectors would be needed to establish a working framework and promote active industry participation.

The European Commission's Directorate General for Justice and Home Affairs organised a conference on designing Crime out of Products and Services on 26th September 2003 as part of the activities of the EU Forum for the Prevention of Organised Crime. The conference was attended by a cross section of industry, public sector and academic participants. The minutes and the conclusions of the meeting are available on the Europa website at

http://europa.eu.int/comm/justice_home/fsj/crime/forum/fsj_crime_forum2003_en.htm

One of the conclusions of the September 2003 meeting was that the European standardisation process could represent an important means of promoting greater industry awareness of what can be done to reduce crime risk associated with use of their products/services. This request for a programming mandate is the next step in exploring the scope for CEN/CENELEC/ETSI to help play a role in this area.

3. DESCRIPTION OF THE MANDATE

In order to promote 'product and service proofing' by means of standardisation, the European Standardisation Organisations are mandated to execute the following tasks :

- a) Undertake a stocktaking of the current standardisation on 'product and service proofing' at national, European and international levels;
- b) Study the potential for European standards to enhance 'product and service proofing' in European industry;
- c) Identify areas, features, processes, interfaces where standards can be of support in facilitating effective 'product/service proofing' ;
- d) Identify the availability of stakeholders in the EU with a view to associate them when necessary in the standardisation process regarding 'product/service proofing'.
- e) Provide recommendations on the further priorities for European standardisation in this area and a roadmap in view of the potential contribution of European standardisation in promoting an effective mechanism whereby industry actively participates in the assessment of crime risk associated with products and services and adopts appropriate measures to take account of/reduce the level of crime risk in products and services. The European Standardisation Organisations must also identify areas where international and/or European standardisation work is needed to bring about such a mechanism.

CEN, CENELEC and ETSI are invited to submit a work programme indicating the subjects for standardisation, the appropriate types of deliverables, such as European standards with associated target dates for adoption.

When preparing the standardisation work programme, CEN, CENELEC and ETSI will take account of relevant specifications and standards currently available or being prepared at the national, European and international levels.

The resulting work programme should:

- Include all deliverables (e.g. EN, TS, CWA, WA) offered by the standardisation process;
- Include both horizontal items (i.e. standards that can be used by more than one sector) and vertical items (applying to only one sector or service/product type).

An impact assessment view should be taken when listing the work items. In particular consideration will be given to the timing of the standards (e.g. too early/late), the potential users, the levels of use, the benefits and any negative consequences of producing a European standard. The resulting work programme must reflect the need to protect users of products and services from crime risk.

When setting target dates for specific standards, a risk assessment approach should be taken so that only those projects which are feasible and which can be completed in an acceptable timescale are listed.

The European Standardisation Bodies shall notify the Commission of any further standards or projects, which it approves for addition to its work programme, that may fall within the area of product/service proofing covered by this mandate.

4. BODIES TO BE ASSOCIATED

A key part of the background work to fulfil the mandate will be the development of a strategy for building up relations and contacts between industry associations, relevant Government bodies and consumer groups, among others. The execution of the mandate should be undertaken in cooperation with a wide range of interested groups: International Standards bodies, Government and other public sector bodies, Industry bodies, Consumer Associations, Insurance companies, , Trade Unions, ECOs.

5. IMPLEMENTATION OF THE MANDATE

CEN, CENELEC and ETSI will submit the standardisation work programme to the Commission as soon as possible and no later than 12 months following the acceptance of this mandate. A mid term report is expected 6 months after acceptance of the mandate.