

MPS 12 – Reliable People

Domain: People and Culture

Description

Defines the intent, required actions, and guidance for ensuring that organisations recruit, vet, train, and retain reliable, ethical, and competent personnel who support a strong security culture and minimise operational risk. This includes structured screening, onboarding, training, SOPs, consequence management, and exit controls to ensure all personnel understand and meet security, integrity, and ethical expectations.

Standardized Criteria

Requirement 1: Organisations must implement pre-employment screening and ongoing vetting processes that comply with legal requirements and assess suitability for risk-sensitive roles.

Evidence 1: Evidence of approved screening and vetting policy and role-based implementation records.

Requirement 2: A formal vetting framework must be in place, detailing required checks based on role risk profiles.

Evidence 2: Defined vetting matrix and documented verification procedures (e.g., ID, employment, address, integrity).

Requirement 3: Induction processes must clearly communicate security expectations, procedures, and role-specific responsibilities.

Evidence 3: Documented induction content and attendance records referencing security and ethics briefings.

Requirement 4: Personnel in security-sensitive roles must receive initial and refresher competency-based training.

Evidence 4: Training records and training content demonstrating security control instruction.

Requirement 5: Standard Operating Procedures (SOPs) must be available for all tasks and simplified for high-risk work areas.

Evidence 5: Published SOPs and visual job aids accessible at point-of-work in high-risk zones.

Requirement 6: Key behavioural expectations must be clearly defined and communicated to all personnel.

Evidence 6: Documentation of Golden Rules or equivalent, including distribution and briefing records.

Requirement 7: A consequence management framework must define disciplinary actions and be acknowledged by personnel.

Evidence 7: Records of acknowledgement and formal disciplinary framework documents.

Requirement 8: Exit procedures must ensure HR and security coordination and post-employment responsibility reminders.

Evidence 8: Evidence of secure exit communications, exit interviews, and confidentiality reminders.