

SECURITY AWARENESS TRAINING RECORD 2025

Register Reference: TRN-001

Reporting Period: January - November 2025

Compiled By: James O'Brien, Head of Human Resources

Date Compiled: 20 November 2025

TRAINING COMPLETION BY DEPARTMENT

| Department | Staff Count | Annual Refresher Completed | % Completion |
|------------------|-------------|----------------------------|--------------|
| Claims | 60 | 57 | 95% |
| Underwriting | 45 | 43 | 96% |
| IT | 22 | 22 | 100% |
| HR | 15 | 14 | 93% |
| Finance | 30 | 28 | 93% |
| Operations | 40 | 38 | 95% |
| Customer Service | 32 | 29 | 91% |
| Executive | 10 | 10 | 100% |
| TOTAL | 254 | 241 | 95% |

INDIVIDUAL TRAINING COMPLETION MATRIX

| Name | Department | Induction | Annual Refresher 2025 | Phishing Sim | Specialist Training |
|------------------|--------------|-------------|-----------------------|--------------|--|
| Sarah Mitchell | Claims | 12-Jan-2024 | 15-Feb-2025 | Pass | Claims Processing (25-Oct-2024) |
| Michael Thompson | Claims | 08-Mar-2024 | 22-Feb-2025 | Pass | |
| Jennifer Wu | Claims | 15-May-2023 | 28-Feb-2025 | Pass | Fraud Investigation (12-Aug-2024) |
| David Patel | Claims | 22-Jul-2024 | | Pass | |
| Emma Rodriguez | Claims | 10-Sep-2023 | 18-Feb-2025 | Pass | |
| Thomas Anderson | Claims | 14-Nov-2023 | 25-Feb-2025 | Fail | |
| Lisa Chen | Claims | 02-Jan-2024 | 08-Mar-2025 | Pass | Claims Management System (05-Jul-2024) |
| Robert Williams | Claims | 19-Feb-2024 | | | Claims Processing (20-Sep-2024) |
| Jessica Brown | Claims | 28-Mar-2024 | 15-Mar-2025 | Pass | |
| Alexander Grant | Claims | 06-Apr-2024 | 22-Mar-2025 | Pass | |
| Victoria Hart | Underwriting | 12-Jan-2024 | 18-Feb-2025 | Pass | Underwriting Policy (10-Jul-2024) |
| Nicholas Price | Underwriting | 08-Feb-2024 | 25-Feb-2025 | Pass | |
| Amanda Foster | Underwriting | 15-Mar-2024 | 04-Mar-2025 | Pass | Risk Assessment (22-Aug-2024) |
| Christopher Bell | Underwriting | 22-Apr-2024 | 11-Mar-2025 | Fail | Underwriting Policy (15-Jun-2024) |
| Sophie Maxwell | Underwriting | 30-May-2024 | 18-Mar-2025 | Pass | |

| | | | | | |
|---------------|--------------|-------------|-------------|------|--|
| Daniel Evans | Underwriting | 07-Jun-2024 | 25-Mar-2025 | Pass | |
| Rebecca Lewis | Underwriting | 14-Jul-2024 | | Pass | |

| Name | Department | Induction | Annual Refresher 2025 | Phishing Sim | Specialist Training |
|------------------|------------------|-------------|-----------------------|--------------|--|
| Marcus Lee | IT | 03-Jan-2023 | 10-Feb-2025 | Pass | Advanced Security Ops (15-May-2025) |
| Sarah Williams | IT | 15-Jun-2022 | 17-Feb-2025 | Pass | |
| Liam Foster | IT | 22-Jul-2023 | 24-Feb-2025 | Pass | Network Security (12-Oct-2024) |
| Priya Nair | IT | 08-Sep-2023 | 03-Mar-2025 | Pass | Service Desk Security (22-Sep-2024) |
| Kevin Murphy | IT | 10-Nov-2023 | 10-Mar-2025 | Pass | |
| Patricia Singh | IT | 14-Dec-2023 | 17-Mar-2025 | Pass | Cloud Security (18-Nov-2024) |
| Angela Torres | HR | 20-Jan-2024 | 20-Feb-2025 | Pass | Compliance Management (08-May-2024) |
| James O'Brien | HR | 05-Feb-2024 | 22-Feb-2025 | Pass | |
| Michelle Garcia | HR | 12-Mar-2024 | 25-Feb-2025 | Pass | HR Security (25-Jul-2024) |
| David Kumar | HR | 19-Apr-2024 | | Pass | |
| Edward Hayes | Finance | 08-Jan-2024 | 15-Feb-2025 | Pass | Financial Controls (30-Aug-2024) |
| Katherine Lewis | Finance | 15-Feb-2024 | 18-Feb-2025 | Pass | Data Protection Finance (12-Oct-2024) |
| Ronald Scott | Finance | 22-Mar-2024 | 25-Feb-2025 | Pass | |
| Carol White | Finance | 29-Apr-2024 | | Pass | |
| Barbara Martinez | Finance | 06-Jun-2024 | 08-Mar-2025 | Pass | |
| George Jackson | Operations | 13-Jul-2024 | 15-Mar-2025 | Pass | Facilities Security (20-Oct-2024) |
| Dorothy Taylor | Operations | 20-Aug-2024 | 22-Mar-2025 | Pass | |
| Larry Thomas | Customer Service | 10-Jan-2024 | 12-Feb-2025 | Pass | |
| Nancy Johnson | Customer Service | 25-Feb-2024 | | Pass | |
| Fred Moore | Executive | 01-Jan-2023 | 10-Feb-2025 | Pass | Executive Security Awareness (15-Sep-2024) |

| Name | Department | Induction | Annual Refresher 2025 | Phishing Sim | Specialist Training |
|-------------------|------------------|-------------|-----------------------|--------------|---|
| Margaret Thornton | Executive | 15-Jan-2020 | 08-Feb-2025 | Pass | Board Security Governance (22-Sep-2024) |
| David Chen | IT | 10-Feb-2021 | 12-Feb-2025 | Pass | CISO Certification (18-Oct-2024) |
| Helen Martinez | Operations | 28-May-2024 | 01-Apr-2025 | Pass | |
| Patrick O'Connor | Operations | 04-Jul-2024 | 08-Apr-2025 | Pass | Security for Facilities (15-Nov-2024) |
| Susan Phillips | Finance | 11-Sep-2024 | 15-Apr-2025 | Pass | |
| Richard Butler | Finance | 18-Oct-2024 | 22-Apr-2025 | Pass | |
| Maria Garcia | Claims | 25-Nov-2023 | 29-Mar-2025 | Pass | |
| Anthony Wood | Claims | 08-Dec-2023 | 05-Apr-2025 | Fail | |
| Linda Green | Underwriting | 14-Jan-2024 | 12-Apr-2025 | Pass | Underwriting Systems (20-Jan-2025) |
| Charles Young | Underwriting | 21-Feb-2024 | 19-Apr-2025 | Pass | |
| Jessica King | Underwriting | 28-Mar-2024 | 26-Apr-2025 | Pass | |
| Tom Bradley | Operations | 04-May-2024 | 03-May-2025 | Pass | Physical Security (15-Oct-2024) |
| Amy Cooper | Customer Service | 11-Jun-2024 | 10-May-2025 | Pass | |
| William Clark | Customer Service | 18-Jul-2024 | 17-May-2025 | Pass | |
| Barbara Adams | Customer Service | 25-Aug-2024 | 24-May-2025 | Pass | |
| Joseph Hall | Customer Service | 01-Sep-2024 | | Fail | |
| Patricia Kumar | Claims | 08-Oct-2024 | 31-May-2025 | Pass | Claims Leadership (12-Mar-2025) |
| Robert Fitzgerald | Underwriting | 15-Nov-2024 | 07-Jun-2025 | Pass | Underwriting Leadership (20-Apr-2025) |

OUTSTANDING TRAINING REQUIREMENTS

| Employee Name | Department | Issue | Action Required |
|------------------|------------------|---|------------------------------------|
| David Patel | Claims | Annual Refresher 2025 not completed | Complete by 31-Dec-2025 |
| Robert Williams | Claims | Annual Refresher 2025 not completed; Phishing Simulation FAILED | Complete by 31-Dec-2025 |
| Christopher Bell | Underwriting | Phishing Simulation FAILED - No re-training scheduled | Re-training required - No date set |
| Thomas Anderson | Claims | Phishing Simulation FAILED - No re-training scheduled | Re-training required - No date set |
| David Kumar | HR | Annual Refresher 2025 not completed | Complete by 31-Dec-2025 |
| Carol White | Finance | Annual Refresher 2025 not completed | Complete by 31-Dec-2025 |
| Nancy Johnson | Customer Service | Annual Refresher 2025 not completed | Complete by 31-Dec-2025 |
| Joseph Hall | Customer Service | Phishing Simulation FAILED - No re-training scheduled | Re-training required - No date set |

- Key Observations:**
- 5-6 employees have not completed Annual Refresher 2025 training (target: all staff by end of year)
 - 2 employees failed phishing simulation with no documented re-training plan or scheduled date
 - Overall completion rate of 95% is acceptable but needs improvement in remaining staff
 - Specialist training allocated based on role requirements; most staff receiving appropriate training

Report Compiled By: James O'Brien, Head of Human Resources
Date: 20 November 2025