WHY SECURITY TRAINING AND THREAT AWARENESS IS CRITICAL

As a company grows in size and complexity, it needs a documented security training plan and records of employee completion to ensure everyone receives essential information. Further, the more specialized employees become within the company, the more specialized training should become. Don't waste company time and resources on a one-size-fits-all training program. For example, does a receptionist need to know how to conduct trailer inspections? Does a warehouse materials handler have to know how to conduct site security surveys at business partner premises? The answer to both questions is no, so resources need not be expended on such training.

Likewise, if only office personnel at a small highway carrier company have access to the computer system, drivers need not be instructed on password requirements. ***No matter the size of the company, all personnel need to be aware of what actions to take when an unknown/unauthorized person or persons are found on the premises, as well as how to report any type of suspicious incident.***

In creating an effective security and threat awareness program, keep these issues in mind:

Secure Commitment from the Top

Security buy-in from top management is crucial. Top corporate leaders must embrace training enthusiastically in corporate communications, business plans, and individual performance goals. If personal development is part of the formal appraisal, your staff will know that a direct correlation exists between training, acquiring new skills, and their career success.

Training Must Be Aligned with Company's Goals

C-TPAT Partners are committed to ensuring the security of the supply chain. A company's supply chain security, and how security protects a company's image and brand name should be critical components of a company's overall goals. Training should help employees develop the knowledge to succeed in effectively implementing the C-TPAT program's minimum security criteria.

Needs Analysis

Focus on what security-related tasks your various types of employees conduct. The inside of this document shows how training relates to various minimum security criteria. It lists examples of what types of employees might receive what types of specialized training. This will vary based on your company's business model. If your sales personnel do not visit business partners, but quality control personnel do, then the latter personnel should be trained on conducting outreach to business partners and conducting site security assessments. If, as an importer, you do not physically handle freight, but use a third party warehouse as a distribution center, you would not train your company's personnel on seal and container inspections — you would ensure that appropriate personnel at your business partner's warehouse receive such training.

Delivery Options

Training may be delivered in a variety of ways — on-the-job, classroom instruction, mentoring, and computer-based training. Choose the most effective delivery method for each member of your team, given their individual jobs and responsibilities.

Follow Up

Talk to your employees to ensure the training was valuable and gave them the skills they require. Underscore your commitment to training and solicit future training needs.

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C-TPAT Security Training and Threat Awareness

Training is a critically important element in any organization because it results in fewer mistakes, better employee-management relations, and a better final product or service. Having a well-trained team ultimately leads to a more profitable and efficient workplace.

A comprehensive security and threat awareness training program has a positive impact on safety and communication issues and boosts employee morale and retention. When employees feel their managers are interested in their personal growth and success, they are more loyal to their companies and their jobs. Security and threat awareness training is part of the minimum security criteria for all C-TPAT business types. Although listed as a "should," this is primarily to avoid requiring very small companies to document every element on security that passes informally between employees.

U.S. DEPARTMENT OF HOMELAND SECURITY
U.S. Customs and
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C-TPAT
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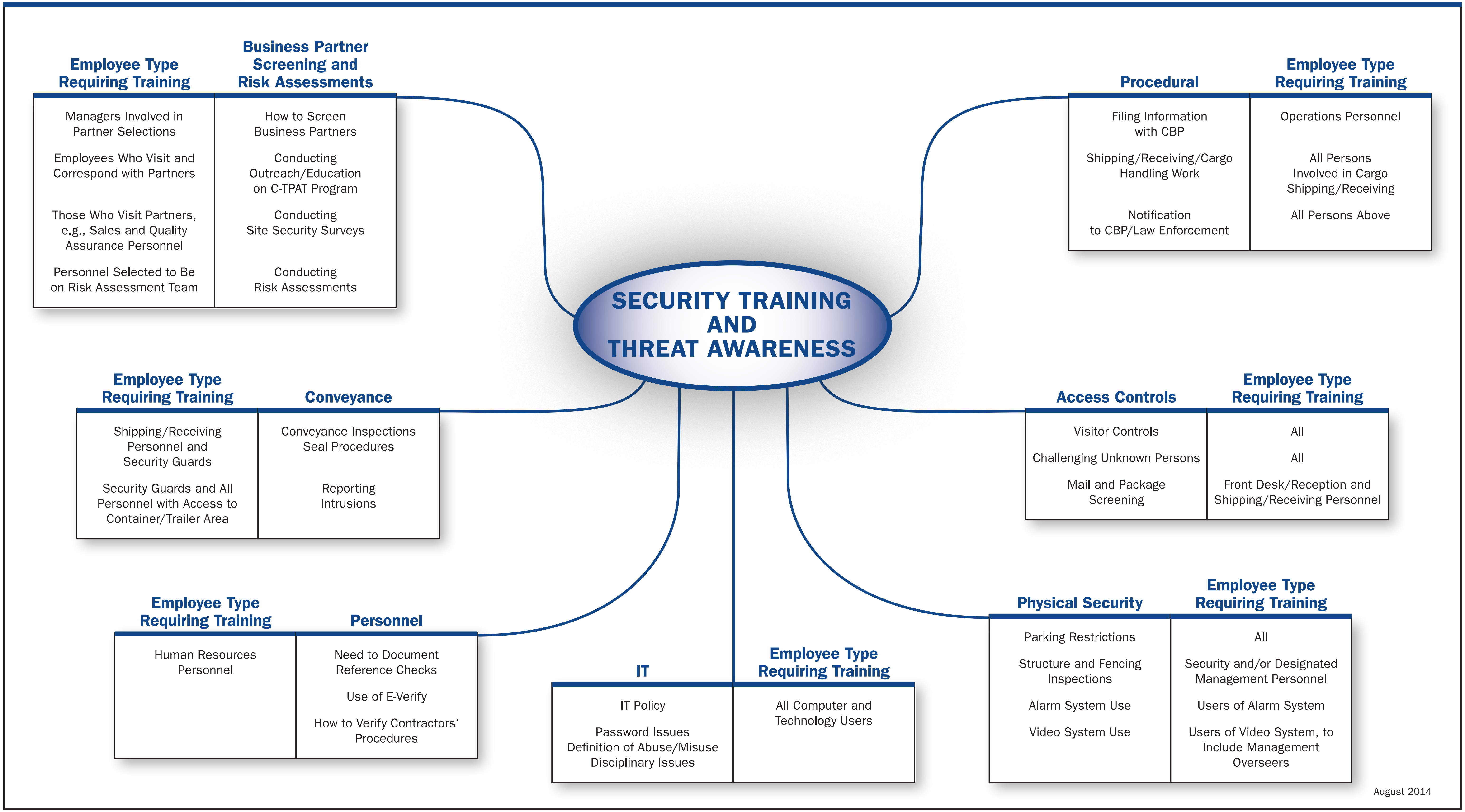

SECURITY TRAINING AND THREAT AWARENESS

Employee Type Requiring Training	Business Partner Screening and Risk Assessments
Managers Involved in Partner Selections	How to Screen Business Partners
Employees Who Visit and Correspond with Partners	Conducting Outreach/Education on C-TPAT Program
Those Who Visit Partners, e.g., Sales and Quality Assurance Personnel	Conducting Site Security Surveys
Personnel Selected to Be on Risk Assessment Team	Conducting Risk Assessments

Procedural	Employee Type Requiring Training
Filing Information with CBP	Operations Personnel
Shipping/Receiving/Cargo Handling Work	All Persons Involved in Cargo Shipping/Receiving
Notification to CBP/Law Enforcement	All Persons Above

Employee Type Requiring Training	Conveyance
Shipping/Receiving Personnel and Security Guards	Conveyance Inspections Seal Procedures
Security Guards and All Personnel with Access to Container/Trailer Area	Reporting Intrusions

Access Controls	Employee Type Requiring Training
Visitor Controls	All
Challenging Unknown Persons	All
Mail and Package Screening	Front Desk/Reception and Shipping/Receiving Personnel

Employee Type Requiring Training	Personnel
Human Resources Personnel	Need to Document Reference Checks Use of E-Verify How to Verify Contractors’ Procedures

IT	Employee Type Requiring Training
IT Policy	All Computer and Technology Users
Password Issues Definition of Abuse/Misuse Disciplinary Issues	

Physical Security	Employee Type Requiring Training
Parking Restrictions	All
Structure and Fencing Inspections	Security and/or Designated Management Personnel
Alarm System Use	Users of Alarm System
Video System Use	Users of Video System, to Include Management Overseers

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