



Developing a Security Training and Awareness Program

Balancing Supply Chain Security and Economic Efficiency



**One Way of Enhancing Supply
Chain Security Efficiency is
Through Security Training and
Awareness Programs**

Balancing Supply Chain Security and Economic Efficiency



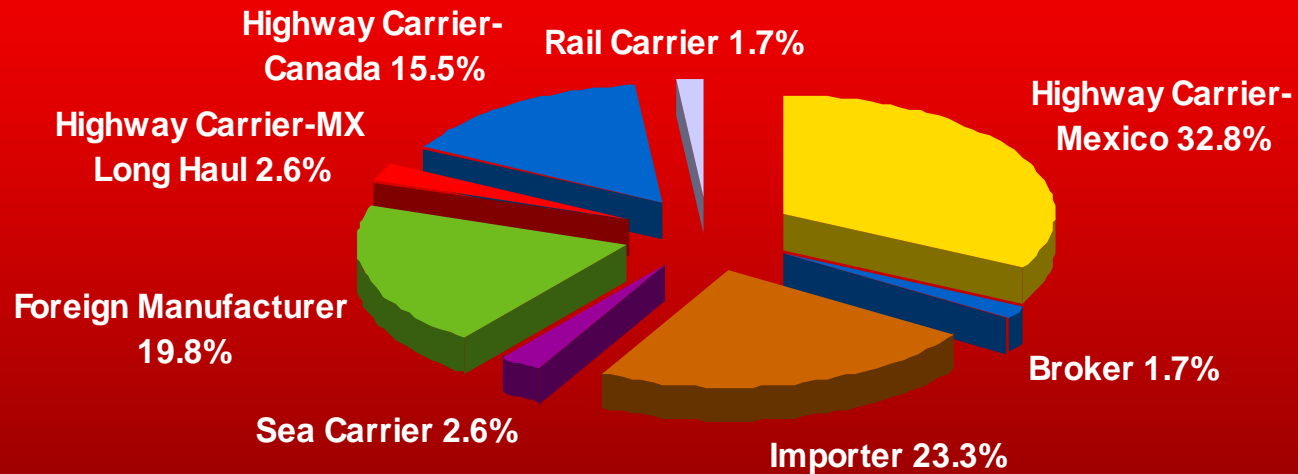
Workshop Overview

- Welcome and Introduction
- Security Breach Statistics
- Impact of Breaches on C-TPAT Status
- The Link Between Breaches and Training
- Elements of Poor Training Programs
- Elements of Effective Training Programs
- Recognized Best Practices
- Questions & Answers

Balancing Supply Chain Security and Economic Efficiency



Security Breach Statistics



Total Breaches 2006-2009 = 85

Total Number of Partners Involved = 127

Balancing Supply Chain Security and Economic Efficiency



Impact of Breaches on C-TPAT Status

- Suspension and Removal from C-TPAT
- Loss of C-TPAT related benefits
- Possibility of increased examinations
- Delays

That could lead to:

- Loss of Business
- Default on contractual obligations
- Brand name damaged or compromised

Balancing Supply Chain Security and Economic Efficiency



“The Link Between Breaches”

- It was determined through the post incident analysis of all Supply Chain Security breaches that training is a common thread and a cost effective way to enhance supply chain efficiency.
- ***20% of all security breaches involved companies with inadequate Security Training and Awareness Programs.***

Elements of Poor Training Programs

- Lack of Awareness Program
- Not Hands-on, especially for container/conveyance inspections
- Cookie Cutter Approach
- Lack of Managerial Support
- Non-recurring
- Outdated Materials
- Lacks Accountability



One Element to Improve Efficiency and Maintain Cost

Container Inspection

7-Point Container Inspection Process:

1. **Outside/ Undercarriage (before entering facility)**
2. **Inside/ Outside doors**
3. **Right side**
4. **Left Side**
5. **Front Wall**
6. **Ceiling/Roof**
7. **Floor (Inside)**



To ensure a systematic and consistent process, a checklist is used for documentation and verification. Checklists are important to establish chain of custody.

Container and Seal Inspection Sheet	
Supplier: _____	
Facility: _____	
CONTAINER NUMBER:	
SEAL NUMBER:	
High security seal (Y/N) :	
Seal affixed properly/ verified (Y/N):	
7-POINT CONTAINER INSPECTION REVIEW	
State condition: Good / Bad / Comment	
FRONT WALL:	
LEFT SIDE:	
RIGHT SIDE:	
FLOOR:	
CEILING/ROOF:	
INSIDE DOOR/ OUTSIDE DOOR:	
OUTSIDE / UNDERCARRIAGE:	
Container reviewed by: _____	Date/ Time of review: _____
Seal reviewed by: _____	Date/ Time of review: _____

7-Point Container Inspection



Balancing Supply Chain Security and Economic Efficiency



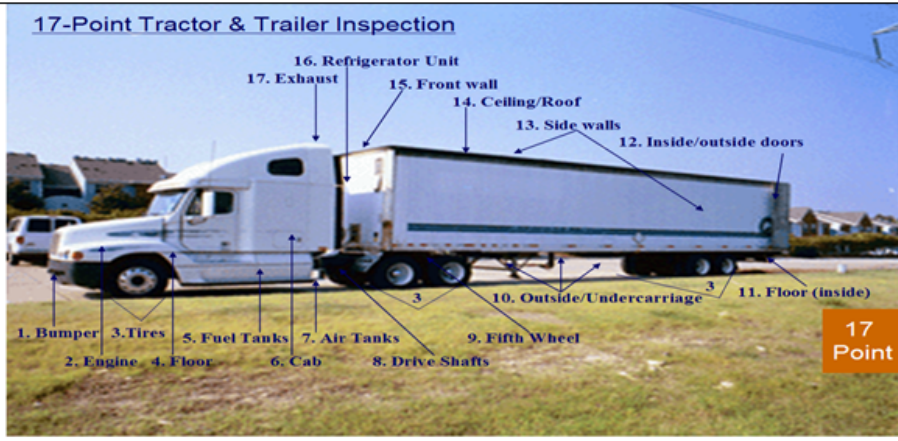
Main Elements of a Strong Security Training and Awareness Program

17-Point Tractor & Trailer Inspection

1. Bumper
2. Engine
3. Tires (truck & trailer)
4. Floor
5. Fuel Tanks
6. Cab/ Storage Compartments
7. Air Tanks
8. Drive Shafts
9. Fifth Wheel
10. Outside/ Undercarriage
11. Floor
12. Inside/ Outside Doors
13. Side Walls
14. Ceiling/ Roof
15. Front Wall
16. Refrigerated Unit
17. Exhaust

17 Point Truck & Trailer/Seal Inspection Sheet

Company: _____	
TRAILER/CONTAINER NUMBER:	
SEAL NUMBER:	
High security seal (Y/N):	
Seal affixed properly/verified (Y/N):	
<u>17-POINT INSPECTION REVIEW</u>	
<u>State condition: Good / Bad / Comment</u>	
BUMPER:	OUTSIDE/UNDERCARRIAGE:
ENGINE:	OUTSIDE/INSIDE DOORS:
TIRES:	FLOOR:
FLOOR:	SIDE WALLS:
FUEL TANKS:	FRONT WALL:
CAB/STORAGE AREAS:	CEILING/ROOF:
AIR TANKS:	REFRIGERATION UNIT:
DRIVE SHAFTS:	EXHAUST:
FIFTH WHEEL:	



INSPECTION CONDUCTED BY: _____ TIME/DATE _____

SEAL VERIFIED BY: _____ TIME/DATE _____

Balancing Supply Chain Security and Economic Efficiency



Importance of Container Inspections



Step up to get inside! Why?

Balancing Supply Chain Security and Economic Efficiency



Importance of Container Inspections



1,300 lbs. of cocaine !

Balancing Supply Chain Security and Economic Efficiency



Importance of Container Inspections



Normal block and air vent

Balancing Supply Chain Security and Economic Efficiency



Importance of Container Inspections



Short distance between block and vent. Wall colors are different!

Balancing Supply Chain Security and Economic Efficiency



Importance of Container Inspections



1,290 lbs. Marijuana. False wall.

Balancing Supply Chain Security and Economic Efficiency



Importance of Container Inspections



Balancing Supply Chain Security and Economic Efficiency

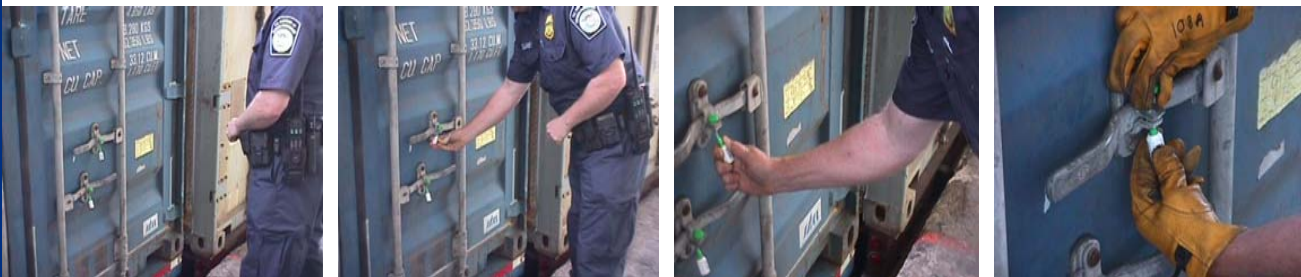


Main Elements of a Strong Security Training and Awareness Program

- Container Tracking
- Seal Inspection and Seal Controls

A seal inspection process should be implemented throughout the supply chain. The VVTT Seal Inspection Process is a good example of one:

- V** – View seal & container locking mechanisms.
- V** – Verify seal number for accuracy.
- T** – Tug on seal to make sure it is affixed properly.
- T** – Twist & Turn seal to make sure it does not unscrew.



Balancing Supply Chain Security and Economic Efficiency



Main Elements of a Strong Security Training and Awareness Program

Physical Access Controls

- ID's and Access
- Visitor Policies
- Procedures for Challenging and Removing Unauthorized Personnel

Procedural Security

- Documentation/Manifesting
- Cargo Discrepancies

IT Security

- Local IT Procedures



Balancing Supply Chain Security and Economic Efficiency



Main Elements of a Strong Security Training and Awareness Program

- The program must consist of all the procedures the company has in place to address a situation and how to report it.
- C-TPAT minimum security criteria is addressed
- Additional training to employees in sensitive positions
- Incentive Based
- Accountability
- Mandatory
- Reoccurring
- Web Based
- Embraces Employee Input and Feedback

Balancing Supply Chain Security and Economic Efficiency



Recognized Best Practices

Employee Participation

- On-Line/Web based training which automatically notifies employees. Webinars, graded tests, supervisor notification, training record warehousing
- Training to audit co-workers and departments
- Involvement in training videos
- Anonymous reporting procedures (hotline, suggestion box)
- Employee exchange to ensure uniform procedures (larger companies)
- Incentives for employees to report suspicious activities or potential breaches (days off, gift cards)

Recognized Best Practices

Employee Awareness

- TV or boards/posters throughout facility that display up to date security info
- Payroll inserts with C-TPAT info
- Company intranet, newsletters and e-mails
- C-TPAT security manual
- Daily musters
- Actively working with law enforcement to stay abreast of current threats and situations
- Wall of shame



Recognized Best Practices

- Outreach - Company provides on-site training to all related business partners
- Designated security liaison or C-TPAT committee
- Mock drills/exercises w/ security violations to evaluate employees
- Employees are issued wallet-sized cards with emergency contact numbers and procedures.
- Situational awareness room where security material is posted
- Company includes open source information related to current threats



Training Material

- Inspection checklists will be distributed after the workshop.
- Additional training material is available for use in the C-TPAT secure web portal. See portal public document library.



- Search ▾
- Partner ▾
- Documents ▾
 - FULL OUTLINE
 - STREAMLINED
 - 1 C-TPAT Public Document Library
 - 2 C-TPAT Partner Document Exchange
 - 3 Internal C-TPAT Partner Specific Documents
 - 4 Internal Security Assessment Documents
 - 5 Document Search
 - 6 File History
- Discussion ▾
- Tools ▾



[Home](#) / C-TPAT Public Document Library

C-TPAT, List Files

- C-TPAT Public Document Library
- C-TPAT Partner Document Exchange
- Internal C-TPAT Partner Specific Documents
- Internal Security Assessment Documents
- Document Search
- Best Practices 2009

[Anthony Orosz](#)

(anthony.orosz@dhs.gov)

Phone: 908-353-6818 x247

MINIMIZE ▲

Total Results: 74

Page Size: [5](#) | [20](#) | [50](#) | [100](#) | [Show All](#)

	FILE NAME	DOCUMENT TYPE	SIZE	UPLOADED BY	TIME UPLOADED	
Edit	2009 Seminar Workshop - Role of Trade Associations - Fair Factories Clearinghouse.pdf	Other	367.33 KB	Cherie Parsons (ZFFGT5R)	4/16/2009 1:23:19 PM	History
Edit	2009 Seminar Workshop - Role of Trade Associations in the Supply Chain - TAPA.pdf	Other	308.69 KB	Cherie Parsons (ZFFGT5R)	4/16/2009 1:23:41 PM	History
Edit	2009 Seminar Workshop - Security Breaches and Positive Corrective Actions - CSAV.pdf	Other	90.68 KB	Cherie Parsons (ZFFGT5R)	4/16/2009 1:23:52 PM	History
Edit	2009 Seminar Workshop - Security Breaches and Postive Corrective Actions - Swift.pdf	Other	2.34 MB	Cherie Parsons (ZFFGT5R)	4/16/2009 1:25:23 PM	History
Edit	2009 Seminar Workshop - Security Risk Assessments - CBP.pdf	Other	346.69 KB	Cherie Parsons (ZFFGT5R)	4/16/2009 1:25:43 PM	History
Edit	2009 Seminar Workshop - Importer Self	Other	116.97	Cherie Parsons	4/16/2009	History

Report Suspicious Activity

If suspicious cargo and/or contraband is detected, immediately contact the proper authorities and U.S. Customs & Border Protection.

1-800-Be-Alert



CBSA's Border Watch
(888) 502-9060

Balancing Supply Chain Security and Economic Efficiency



Discussion and Questions

Catherine Giarraputo

Supply Chain Security Specialist, Newark Office

Catherine.Giarraputo@dhs.gov

908-353-6818 x224

Shawn Beddows

Supervisor, Washington D.C. EAB Branch

Shawn.Beddows@dhs.gov

202-325-4651

Balancing Supply Chain Security and Economic Efficiency

