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 a 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 activity.***

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

CTPAT 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 CTPAT 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. Giving employees a test or quiz may help measure the effectiveness of the training.

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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CTPAT 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 CTPAT 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. Customs and Border Protection

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SECURITY TRAINING AND THREAT AWARENESS "MINDMAP"

SECURITY TRAINING AND THREAT AWARENESS

Business Partner Screening and Risk Assessments

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

Procedural

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

Conveyance

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

Access Controls

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

Personnel

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

Information Technology

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

Physical Security

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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