



SIEMENS

Security Awareness Training Case Study

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Siemens is a global technology powerhouse that has stood for engineering excellence, innovation, quality and reliability in the UK for more than 170 years.

Siemens and Securitas

The company is active in more than 200 countries, focusing on the areas of electrification, automation and digitalisation. One of the world's largest producers of energy-efficient, resource-saving technologies, Siemens is No. 1 in offshore wind turbine construction, a leading supplier of combined cycle turbines for power generation, a leading provider of power transmission solutions and a pioneer in infrastructure solutions and automation and software solutions for industry.

The company is also a leading supplier of medical imaging equipment – such as computed tomography and magnetic resonance imaging systems – and a leader in laboratory diagnostics as well as clinical IT.

In 2012, Siemens put its UK and North European security requirements out to a competitive tender. The company was impressed by the strength of Securitas' pitch which included proposals for improving physical security measures, service restructuring and training.

Securitas was appointed to provide security solutions across the UK, Ireland, Scandinavia, Baltic States, Denmark, Netherlands and Poland.

The Securitas Service

In the UK, around 140 full time Securitas staff provide security services at various locations including headquarters, regional offices, depots and small to major manufacturing facilities. From manned guarding to monitoring and remote services, officers ensure the safety of employees and keep the sites secure from intruders.

Securitas also provides intruder alarm and patrol response to smaller, more remote locations, as well as an unlock and lock service and first alarm responses.

Siemens AEO Requirements

Authorized Economic Operator, or AEO, is something that all Siemens UK sites are applying for through HMRC and CAA 'Known Consignor'. Some Siemens locations already hold AEO status if they deal with passenger cargo shipments.

AEO is defined as: "a party involved in the international movement of goods in whatever function that has been approved by or on behalf of a national Customs administration as complying with World Customs Organisation or equivalent supply chain security standards".

Employees that have access to AEO areas require specific Civil Aviation Authority (CAA) training.

The Purpose of the CAA Scheme

The Known Consignor scheme is voluntary. There is no legal requirement for any air cargo to be despatched from the shipper as SPX (Secure) cargo; insecure cargo may still be shipped, although it will be subject to additional security measures before it can be allowed to fly.

The Validator will look at recognise procedures that are already in place, perhaps for anti-theft, stock control or quality assurance purposes, and look at existing access control measures to the warehouse and other relevant areas.

However, once approved the Known Consignor, must comply with the requirements outlined in the Regulations.

On approval, Known Consignors are permitted to ship cargo as SPX from source. Such cargo may be transported by air without the need for any further security measures being applied.

Civil Aviation Training

The aim of training Air Cargo security staff and employees that have access to areas under AEO is to ensure that all persons have the relevant skills to allow them to carry out their duties effectively.

To ensure that those who handle Air Cargo and those with specific responsibilities for its security, are aware of their responsibilities, know how to exercise them and understand the DFT / CAA requirements. This is demonstrated by completing the UK Air Cargo Training Course **Module 1 - parts 1 through 5** 

Security Awareness Training - Case Study

During the past 6 months the Securitas National Account Manager (Adam Collins) and Securitas Aviations Training Manager (Chris Jones) have been working in partnership with Siemens to develop a Security Awareness package for **employees** that do not require the CAA training. 

The purpose of the training is to raise awareness and responsibilities for Siemens employees and their 3rd party providers in a number of security topics. These range from set security procedures and processes to Siemens and site specific as detailed below.

Set Security Processes and Procedures

What is AEO?

What Is the CAA?

Workplace Security Awareness

Building Access & Egress

- Entry & Exit
- Identification (wearing of & challenging)

Reporting Incidents

Responsibilities

Sensitive Information

- Data Protection

Physical Assets

Site Specific

Securing the Workplace

Ownership of ID Cards

Clear Desk

Meeting Rooms

Securing Personal Property

Close Calls

What Can You Do?

Site Policies and Procedures Database





Securitas delivered a Security Awareness package to Siemens employees and their 3rd party service providers in February 2015.

Matt Pett the Siemens Warehousing & Logistics Manager and Site Security Manager of Siemens Healthcare Diagnostics Manufacturing Limited said, "For me I felt the course ran extremely well and developed over the sessions".

Each Session ran for approximately 1 hour. As we progressed through the sessions there was more interaction, whereby the attendees were being pressed to take part and were actively engaging with the training team.

This is something Matt Pett agreed with saying "I would definitely encourage the attendees getting more involved going forward. We have had some really good feedback from the attendees who have raised some excellent suggestions to make processes more efficient".

Matt then went on to say "I know that much of the topics covered were somewhat familiar to attendees as there are many online courses that Siemens require they attend. However I fully support as would HMRC and CAA that the formal group training from Securitas our Security Professionals with active participation as opposed to just pressing buttons on the keyboard".

Since the completion of the Security Awareness trial, Securitas have developed the training package which now includes information of 'Who are Securitas? What is AEO? What is the CAA? What can you do?' and a short  multiple questions test, which can be held with the employees training files.

Matt was then asked what he finally thought of the Security Awareness training, his response was "In all, I felt the course was very worthwhile and I would definitely recommend that other Siemens locations follow suit.

Securitas is now looking at delivering the successful Security Awareness training across all Siemens AEO sites in the UK.

Adam Collins - National Account Manager