DRILL 29 } Monitoring the security of the port facility


SCENARIO:
Use the CCTV to see whether someone inside the facility is acting suspiciously.

TOOLS:
• Port security awareness handbook
• Tests in the field
• Suspect behaviour

CHECKLIST:
• Test the ability of the CCTV operator: zoom, tilt, tracking etc.
• Test communication and coordination
• Check the reaction to the situation
• Check which points are noted (description)
• Check that images are recorded and can be called up

LOCATION:
• Facility – security guardhouse – porter’s lodge – control room

PARTICIPANTS:
• PFSO
• Security guards
• Facility personnel
• Roll players

OBJECTIVES:
• Assure correct operation of the camera by personnel
• Assure good quality, usability and positioning of the cameras
• Awareness: detailed reporting of the images
• Assure correct response to the incident
• Ensure that the right persons are notified and sent to the location
“PORT SECURITY AWARENESS”

Handbook

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“Security Awareness Quiz”
PART 1/INTRODUCTION

What will You read in this part:
- The objective of this handbook
- How to use this handbook?

The objective of this handbook
This handbook has been created for all people legally active within the port and/or on a port facility.

This handbook aims to clarify the necessity of a proper port security as described within the regulation 725/2004 and the directive 2005/65 and to provide information to the reader about:
- Maritime security threats
- Recognise dangerous goods and dangerous products which may be used for terrorist activities
- Facts about the port facility security plan
- Fitting security measures
- Recognise persons and techniques who and which are aimed at circumventing security measures and might pose a threat.

How to use this handbook
Read it attentively at least once and subsequently answer the questions from the quiz. You may confirm having read and understood the handbook by entering name and date on the bottom of the quiz and sent the completed form to the Port Facility Officer.

When in doubt about certain aspects of this handbook, the Port Facility Officer can provide the necessary answers.

Coordinates PFSO

Name:
Tel:
Mob:
E-mail:
PART 2/THREATS TO THE MARITIME SECURITY

What will You read in this part:
- Common threats within the maritime industry
- Why are ships and port facilities sensitive to criminal activities
- Techniques to circumvent security measures
- How can You, as a port employee, help to prevent illegal situations!

Common threats within the maritime industry

Theft of cargo, pilferage and petty theft:

The yearly loss of revenue due to theft can amount up to several millions of Euro’s. People, gaining illegal access to the port facility may well steal personal effects from the people active on the facility (dock labour, stevedores…). Money, mobile phones and other electronic devices, identity cards…etc., but also port facility equipment and documents. Cargo theft or pilferage has a negative influence on the reputation of Your port, which may have an impact on choices made for a specific port. Petty theft and pilferage may also come from people actually having a legal job in the port.

Stowaways:

Stowaways try to get on board of a ship in order to reach the country “of their dreams”. When a stowaway is found on board of a vessel, the shipping company operating that vessel will be held responsible. It is essential that the port facility pays due vigilance during cargo operations with ships which are sensitive to such illegal actions.

Smuggling:

Your facility may eventually be used to ship/discharge illicit drugs, stolen goods, weapons… etc. It is a known fact that terrorist organisations use the vastness of the maritime industry to transport their goods. For whatever final aim, smuggling is a dubious activity with a negative impact on the reputation of the port.

Sabotage:

Action carried out by one person or a group of persons with the purpose of damaging the port and/or a port facility.

Internally:
- sabotage by a disgruntled member of personnel
- Personnel from sub-contractors who gain access to systems and/or procedures which may be used for later illegal activity on the site.

Externally:
- Terrorists may use a port facility as a base to carry out a raid on a ship or on another (more sensitive) port facility.
Terrorism:

There are over a hundred definitions of “Terrorism”, but this one is rather good:

“The use or intended use of violence against persons or material for ideological or political reasons, with the aim to reach its goal through terror, intimidation or threats.”

Terrorism is a potential threat to the maritime industry, because ships and/or port facilities may be used to:

- Hide explosives in the cargo
- Smuggle terrorists and/or weapons to the intended target
- Cause economic and/or environmental damage to the port
- Take hostages
- Serve as a diversion for a target at another location
- Steal dangerous goods for the production of explosives

All mentioned threats will additionally cause aggression, vandalism and intimidation.

There are at least four ways how a port facility may be affected by acts of terrorism:

1. The facility is the target of a terrorist or a terrorist organisation
2. The facility (dangerous goods, products) may be used as a tool for an attempt at another location.
3. The facility loses revenue through terrorist activity in the vicinity
4. The facility may be infiltrated by radicalised personnel.

Why are ships and port facilities sensitive to criminal activities?

The global playing field and the immense quantity of goods handled are an attraction pole for criminal activity and possible terrorism alike.

- Port facilities, even properly secured as defined by the regulation, are big surfaces in which a high quantity of goods and people move around.
- Port facilities and ships may be seen as “symbols” of a “higher” class or as instruments of “super powers” and as such, form a possible target.
- Not every single piece of cargo is checked, nor at departure nor at arrival.
- A port is a concentration of many people, but mainly a great amount of good (of which a respectable part id dangerous).
Techniques to circumvent security measures

Criminals and terrorists will try to circumvent the security measures by:

> Hang around in the vicinity of the facility in order to observe personnel movements and procedures.
> Gaining information about the facility. This can be done by taking pictures, drawing out plans and/or asking questions to personnel.
> Claiming to be personnel or a sub-contractor in order to gain access to the facility.
> Sabotaging access points (gates, doors, fencing) at remote spots.
> Telephone and/or mail personnel in order to gain information about security procedures on the facility.
> Posing suspect packages in order to check the response of the personnel.
> Trying to drive along with trucks delivering cargo or sub-contractors….
> …

WHAT CAN YOU DO:

- Report security equipment failures (lightning, gates, fences, cctv…) The PFSO is responsible for properly maintaining and repairing this equipment.
- Recognise suspect and threatening situations and report to the PFSO.
- Avoid illegal access to the facility by consequently keeping doors and gates which should be locked, that way.
- Do not hesitate to ask the PFSO for further guidance.

How can You, as a port employee, help to prevent illegal situations!

Actively participate within an operational port security, including regular drills.
A proper “security awareness” is essential to protect the facility and the personnel against criminal and/or terrorist activities.
PART 3/DANGEROUS GOODS, AND PRODUCTS WHICH MAY BE USED FOR ILLEGAL ACTIVITIES I.E. TERRORISM

What will You read in this part:
- Recognise dangerous goods
- Recognise dangerous (illegal) items
- Bombs and explosives
- Weapons
- Which action can You, being active in the port, undertake!

Recognise dangerous goods

Certain dangerous goods, whether in bulk or packed (crates, barrels, pallets, containers) require extra vigilance for those handling these goods.

These dangerous goods may, in the wrong hands, be used as a weapon, either for making explosives, either to cause harm to people or to instigate environmental damage (which is also economic damage).

The maritime industry handles a huge amount of dangerous goods (HAZMAT= Hazardous Materials). These goods must be labelled. For some more sensitive materials, a specific training is required. When in doubt ask your superior to properly inform you whether there are any specific requirements.

Have due attention for strangers in the vicinity of these goods, and always wear the required protective clothing and equipment. Always warn the PFSO when suspect people and/or situations are observed in the vicinity of dangerous goods. (see also part 5)
1. Explosives: may be fixed, liquid or gas. These products may explode through shock or friction, thus not only by ignition through fire or spark. Fireworks are a an example that is commonly transported by container.

2. Flammable gasses, such as LPG.

3. Flammable liquids, such as Petrol.

4. Fixed flammable products, some of which may ignite spontaneously or even through contact with water.

5. Oxidising goods, may combined with a flammable product, form an explosive mixture (Ammonium Nitrate is an oxidising product)

6. Poisonous goods, may cause bodily harm through oral intake, inhalation or skin contact.

7. Radioactive goods

8. Corrosive goods can affect other products and cause severe burns to humans. Inhalation of the fumes is also very dangerous.

9. Diverse goods, not classed in one of the above, but which constitute a risk.
Recognise dangerous (illegal) items:

_Bombs, explosives IED (Improvise explosive device)_

Any item, package, luggage, which stands out or is located where it does not belong, should be considered as suspect.

These objects will be placed near:
- Public places, because they are easily accessible and disposing of the package has less chance of being noticed
- Places where a maximum of damage can be caused, near mess rooms, in the vicinity of dangerous goods

At the least doubt, contact the PFSO for further instructions.

What You shouldn’t do:
> Stay near the object
> Use your cell phone, Walkie-Talkie or other transmitting device in the vicinity of the object.
> Touch or remove the object to another location

The PFSO will alert the authorities, who will take further action as appropriate.
Make sure that You are familiar with the facility’s evacuation procedures.

“Rule of thumb; If you cannot identify the item, report it.”

_Weapons_

Within the EU, laws and regulations concerning the carriage of weapons is very strict. For most weapons, a license is needed to own the weapon. Some (automatic) weapons are definitely forbidden.
In most EU countries only the police, the military and some private security (money transport) are allowed to carry a weapon.
Ask your PFSO which laws are applicable.
People, not belonging to one of the above, may be assumed to pose a threat.

Weapons include:
- Fire arms, automatic weapons, handguns…
- Knives, daggers, throwing stars…..
- Explosives (grenades..)

**WHICH ACTION CAN YOU, AS A PORT EMPLOYEE, UNDERTAKE!**

- Know which kind of cargo is a normal commodity in Your facility
- Immediately report suspect items
- Report people carrying forbidden weapons (almost everybody except the police)
The definition of the threat levels and consequent requirements:

- **Security level 1**: means the level for which minimum appropriate protective security measures shall be maintained at all times.

- **Security level 2**: means the level for which appropriate additional protective security measures shall be maintained for a period of time as a result of heightened risk of a security incident.

- **Security level 3**: means the level for which further specific protective security measures shall be maintained for a limited period of time when a security incident is probable or imminent, although it may not be possible to identify the specific target.

Level 1 is not intended to actually stop a terrorist, but it will turn the target (your port facility) into a harder target. A potential terrorist will have to prepare a lot more and eventually spend more in the process. This increases the exposure and the possibility of being noticed by the intelligence community.

Level 1 is the everyday level. The decision to increase the level is taken by the National Authority responsible for port facility security and port security. On threat levels 2 and 3, the security efforts are gradually increased and an active participation from the authorities is included.

The three threat levels are the common denominator throughout the port facility security plan.

**LEVEL 1**
- Minimum set of fitting security procedures and measures.

**LEVEL 2**
- Additional security procedures and measures during increased threat.

**LEVEL 3**
- Strict security measures in case of imminent, concrete threat.
The objectives of the port facility security plan

> Ensure fitting access control procedures
> Improve and follow-up security on the site
> Protect employees and visitors
> Protect the ships moored alongside
> Protect the port facility and the equipment
> Protect the cargo

It is important to be aware of the security level at which Your port facility is operating!

Means of communication

The port facility has the necessary means to alarm and communicate during an increased threat level.

Communication systems:
> Telephone
> Cell phone
> E-mail
> Signals
> Walkie-talkie
> Loudhailer (for smaller facilities)

WHAT IS YOUR TASK, AS A PORT EMPLOYEE

While carrying out Your normal tasks, You should be attentive for unusual (suspect) items and/or persons at your professional location.

Ensure that the material with which You are working is in a good condition, and that the necessary checks are being carried out.

Know the security level of the facility

Know your tasks at each security level

If You are unsure about Your tasks or You have a question, contact the PFSO.
PART 5/FITTING SECURITY MEASURES

What will You read in this part:
- Recognise suspect behaviour
- Recognise suspect containers
- Report suspect behaviour and/or suspect activities
- Fitting measures
- Access control
- Security rounds
- Illumination
- Evacuation, crowd control
- What is Your input, being active in the port

Recognise suspect behaviour

Following elements may be considered suspect behaviour

> Wide clothing not appropriate to the season/weather conditions
> purposefully adapting the clothes when being observed
> Suspect forms within the clothing (hidden weapon)
> taking pictures of the facility, drawing plans, observing
> Aiming to avoid the security system
> Aiming to get access to the facility
> Questioning people about the security measures
> Any activity which does not fit in the normal professional pattern of the area
Recognise suspect containers

There are already international initiatives in place to track suspect containers, but this does not mean that alertness is superfluous.

You can help by reporting suspect containers by watching for

- Unusual smell and/or sounds
- Traces of food and/or domestic rubbish in the vicinity of the container
- Holes in the container or adhesive tape on the container (hiding holes)
- Container numbers that does not match the manifest
- Wrong HAZMAT label for the declared cargo
- Seal missing or damaged

HAZMAT LABEL

Report suspect behaviour and/or suspect activities

Within port areas, the PFSO’s should report security incidents to the authorities. Suspect persons or cars noticed today, may already have been noticed before and give rise to establishing a pattern.

Proper and timely information by the port facilities is helping authorities to identify and prosecute illegal activities.

Whenever You are underway to or from the port facility, it may happen that you observe something suspect (even an abandoned car), report this to the authorities.

When in doubt while observing people behaving suspiciously, always think about Your own safety first. When the person does not belong
on the facility, alert the security guards and/or the PFSO.
When the situation is safe You may inquire about the person’s business. At the least sign of unruliness refrain from insisting and take a distance.
When You have a colleague nearby, it is good practise to ask him/her to observe from some distance.

In case it is safe to inquire about the person’s business, remain calm and ask open ended questions.

Example:
- Good Question: Where do you come from?
- Bad Question: Are you coming from (name of ship)?

In the bad question, the answer may simply be “yes”, leaving no room for further questions without raising suspicion.

**Fitting measures**

*Access control*
> Supervision of doors and gates
> Identity checks
> Check of luggage, toolboxes, ...
> Report lost access identification cards

*Security rounds*
> Supervision on the key, warehousing and at ship’s berth
> Check remote places on the facility which may be hiding places
> Be clearly present and alert

*Lighting*
> A proper lighting on the whole facility is a very good deterrent for illegal activity.

**Evacuation, crowd control**

The port facility has evacuation procedures
> Know the emergency exits and an alternative route
> In case of alarm, proceed promptly to your allocated assembling point
> Remain calm, react promptly and helps your colleagues when required
> Do not return unless clearly allowed by the authorities and the facility’s management.

**WHAT IS YOUR INPUT AS A PORT EMPLOYEE**

- Integrate safety and security into your daily activities
- Report suspect behaviour and/or suspect objects immediately
- Be alert!
1/ Try to gain access to the facility by getting a lift with a truck driver.

2/ Look for places where the perimeter fence is damaged, in order to get in.

3/ Try to impersonate somebody at the reception.
   Try to use someone else’s identity card/access pass.
   Plant a dummy access pass at the reception area.

4/ Use some sort of excuse to gain access to the facility. For example:
   • Use the internet to find out the name of someone who works there. Say that you have a present for him or her.
   • Set up a website for a fake company, giving yourself a false identity as a member of the company. Use this to arrange a visit to the facility, and try to gain access this way.

5/ Try to drive in by tailgating another vehicle.

6/ Try to gain access at the reception, knowing perfectly well that you will be refused. Act upset and challenge security, eventually simulate that you are speaking another language.
7/ Leave a briefcase, package or other object behind at the reception area.

8/ Show undue interest in the facility: take photographs, use binoculars, hang around, ask specific questions about the working of the facility, etc.

9/ With one or more other people, get someone to start a conversation with the security guards/reception in order to divert attention, while another person tries to get in without registering, e.g. by slipping under the barrier.

10/ “Infiltrate backwards”: try to get in by working your way against the flow of people coming out, during an evacuation or when a shift is coming off duty.

11/ At security level 2: get one person to drive in, registering normally, but with another person hiding behind the seats or in the boot.

12/ At a smaller entrance or turnstile (not the main entrance/, try to get someone to badge you in, with the excuse that you have lost or forgotten your own badge.

13/ Observe the rail entrance to the facility. Use the time between the train entering and the gate closing behind it in order to nip into the facility.

14/ Try to get more than one person into the facility (on foot or by vehicle/ by badging in with only one access pass. For example, use the blind angle of the camera, if there is one.

15/ Observe the facility and try to discover which barge is moored there. Claim to have some relationship with the bargee or the barge company: family member / insurance agent / surveyor or whatever, in order to gain access.
Criminals, including terrorists, cannot be recognised by age, gender, colour of skin or religion. Selection based on these criteria is also illegal. Criminals, including terrorists, may be recognised by their behaviour.

Organised crime such as terrorism, is based on preparation. Targets will be observed in order to find out the security procedures. When these actions are being noticed, compelling the criminal to suspend his actions, the relevant information will be an added value to proper law enforcement. Additionally it may well have averted the criminal’s plans.

Suspect people can be recognised through the way they behave. In many cases, suspect people stand out, people tend to have a “feeling” about situations without being able to define why someone is suspect. There are a number of behaviour patterns which may draw the attention, however, one should keep on using sound judgement.

- Appearance. Clothing may be not be in line with the actual weather conditions (baklava during summer, sunglasses while it is raining…) or with the environment (no proper safety clothing…). Very wide clothing, showing forms that indicate something is hidden. Persons equipped with tools which clearly do not belong in the environment (wire cutters, shovel, big bags…). People in the process of changing appearance (with a beret, sunglasses, coat, change of hair style…) without a proper reason.

- Conspicuous behaviour. This may include; taking pictures, drawing plans of the facility, observing the facility during an extended period (from a car), eventually with the use of binoculars. There is also a possibility that criminal observers will try to test the alertness of the security in place by attempting to enter the facility (bumper busting, using someone’s badge, crawling under or dodging the barriers…). Unfamiliar people walking around on the facility are obviously to be considered suspect. People on the facility or in the vicinity ignoring safety requirements (such as telephoning near a chemical installation where it is clearly marked as forbidden). Any other activity which is out of line with the common activities.

- Implicit conspicuous behaviour. This may include; Nervousness, aggressive behaviour. This can be observed:
  • Looking around continuously
  • Slightly shaking
  • Avoiding eye contact
  • Sweating

It is obvious that not everybody who is acting nervously has to be considered a suspect. But when nervousness combined with the fact that the person is not familiar with the surroundings occurs, it is advisable to inquire about the purpose of the visit with some open questions, as indicated below.
Address person:
When a person shows suspect behaviour, an employee can, when considered safe to do so, address the person. When two employees are in the vicinity, it is advisable that one of them stays at a distance and observes the conversation. If there are signs of aggressive behaviour, the observer should call for assistance and help his colleague.

A short conversation may clarify a suspect situation. It is good practice to calmly ask open ended questions.

NOT open ended: Are You coming from the ship alongside our quay?

Open ended: Where do You come from?
Can I help You?
Can You find Your way around?
Do You have an appointment?

Do not give an indication that you are suspecting something. When the situation during the conversation evolves towards aggression from the interviewed person (may start with person being irritated), remain friendly and calm, take a distance and warn the PFSO. Avoid aggression and certainly do not respond to it.

Persons with legitimate reason for being on the Port facility will normally respond calmly and will remain polite. During the conversation, some peculiarities may be observed, indicating a suspect situation:
- The person interviewed is not making eye contact, he/she may be looking around a lot or may be staring or looking at the interviewer but fixing on another part of the body (chin, arms, chest).
- The person does not give a clear answer, changes the subject, is absent minded.
- Takes with an abnormally high voice, is stammering or quivering. Loses the subject.
- The person makes a change of stance. This can be taking a step backward (may indicate fear) or a step forward (may indicate aggression) and or clenching and unclenching the fists.
- Some other indications from the person may be: breathing harder, sweating, changing facial colour (red or white), shaking, producing a “tick” and/or arteries in the throat region and/or the face which start to throb notably.
- The whole facial expression may indicate that the person interviewed is ill at ease with the situation.

In short, behaviour that clearly deviates from what is common during a normal conversation should be noticed, but also the context must be taken into account (if this is a candidate waiting for an application interview, it might be normal that he/she is nervous). When in doubt, report to the PFSO. The information given to the PFSO should be as complete as possible; colour of hair, stature, average age, eventual scars....

Their main purpose is to protect the port facility, the ship and all legitimate people present on the premises, as well as the cargo and the personal effects from the people.