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# ICAO European and North Atlantic Regional Security Culture Seminar 30 June – 1 July 2021

## Agenda Item 3: ICAO Security Culture Tools and Information

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# What is Security Culture?

- *“A set of norms, beliefs, values, attitudes, and assumptions that are inherent in the daily operation of an organization and are reflected by the actions and behaviours of all entities and personnel within the organization”*

ICAO Toolkit on Enhancing Security Culture



# ICAO Security Culture Website

## ICAO Security Culture website

[www.icao.int/Security/Security-Culture/Pages/default.aspx](http://www.icao.int/Security/Security-Culture/Pages/default.aspx)

- Articles, guidance, toolkits, videos, FAQs, training links, quizzes
- YOSC promotional material
- Shared security culture best practices by the international aviation community
- Self-assessment tool





# ICAO Security Culture Toolkit

- Available in all ICAO languages
- Describes what you can do to implement a strong and effective security culture
- Highlights the desired outcomes and tools to use





# ICAO Security Culture Campaign 'Starter Pack'

- Available in all ICAO languages
- Describes how you can implement a strong and effective security culture
- Key principles and practical actions
- Customizable resources





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## Poll Question 1

- Are there posters around your airports promoting positive security behaviours e.g. reminding staff and visitors to remain vigilant and to report suspicious activity immediately? YES / NO



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## Poll Question 2

- Do you think that the people who work in the civil aviation sector see security (and a strong security culture) as a priority?

YES / NO



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# Is Security Culture a Priority?

**When a strong security culture is implemented:**

- it enhances AVSEC countermeasures in place
- encourages optimal security behaviour
- creates a stronger, more resilient organization
- provides a deterrence factor
- supports business goals, operations and processes





## Benefits of a Strong Security Culture

- Security breaches are much less likely to happen
- Staff are less vulnerable to manipulation
- Staff are more vigilant to possible behaviours of concern - 'eyes' and 'ears'
- Helps reduce the possibility of an insider attack (insider threat)



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## Positive Work Environment

- Helps create a strong security
- Tools include:
  - Clear and consistent policies and procedures
  - Proper equipment, space, time and resources
  - Communications
- Rewards and recognition



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## Poll Question 3

- Do you believe that your work contributes to the overall security of your organization / airport and its users? YES / NO



# Security is Everyone's Responsibility

- Security should be everyone's responsibility - from the ground up and top down
- Vigilance: security embedded in day-to-day duties of all staff
- All of us are responsible for protecting our airports and organizations (security awareness campaigns can help)



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## Poll Question 4

- **Do your senior managers promote an effective security culture? i.e. leading by example and visibly endorsing and executing security initiatives? YES / NO**



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## Importance of Leadership

- **Lead by example** and support staff in implementing security measures:
  - Abide security rules at all times
  - Promote the importance of security measures
- **Advertise effective security** to staff:
  - Leadership briefings
  - Support security awareness campaigns
  - Involvement in security-related events



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## Poll Question 5

- Are processes in place to enable and encourage staff to report security-related incidents (with the option of anonymity)?

YES / NO



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# Reporting Systems

- Facilitates deterrence and detection of possible attacks
- Allows reporting to be confidential
- Brings to attention incidents that may compromise security
  - enables any potential security gaps to be closed quickly
- Supports quality control efforts on aviation security





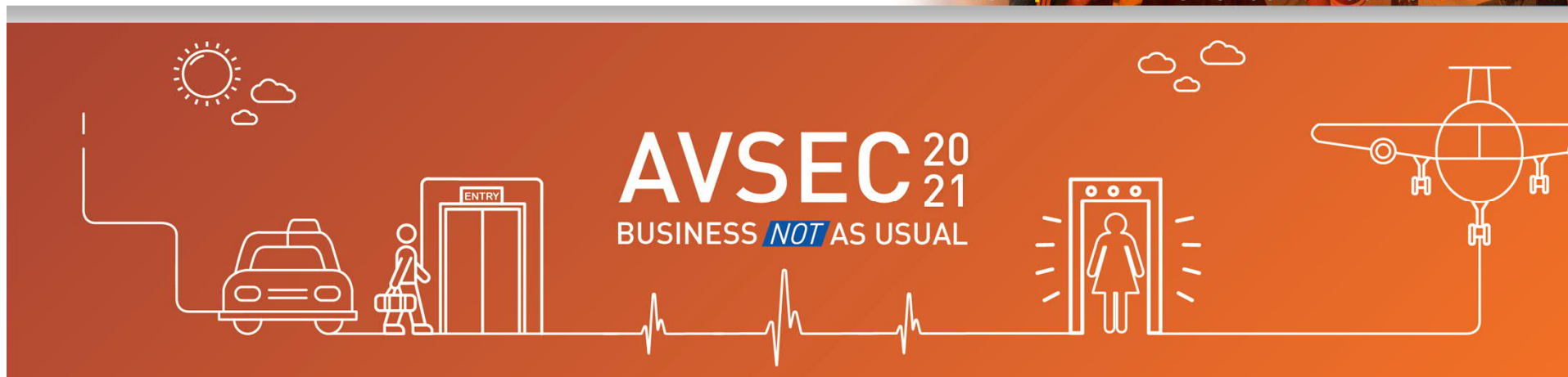
# Training

- Importance of training and continuous learning
  - Why is good security needed
  - What can staff do to ensure it's implemented
- **ICAO Security Culture Workshop** and other courses





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# ICAO Global Aviation Security Symposium 2021 (AVSEC2021)

Virtual event from 8 - 10 September 2021





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**2021 | THE YEAR OF SECURITY CULTURE**