Security Training

For The Passenger Vessel Industry
What are we going to learn?

- The laws that have changed for our operation
- Security Alert systems in the US
- Security Structure of Company
- Drills and Exercises
- What each employee can do
- Reporting and communication
- Transportation Worker Identification Credential
New Regulations

“Following the tragic events of 11 September 2001, the twenty-second session of the Assembly of the International Maritime Organization in November 2001 unanimously agreed to the development of new measures relating to the security of ships and of port facilities…”

--Preamble to the International Ship and Port Security Code, to which the US is a signatory

On Oct 22, 2003 Congress passed the Marine Transportation Security Act of 2002. This new law includes a comprehensive plan for America’s ports, and requires certain vessels and facilities to complete assessments and devise a plan to respond to security incidents.

In January 2007 the Marine Transportation Security Act of 2002 was revised to include requirements for a Transportation Worker Identification Credential or TWIC.
HOMELAND SECURITY ADVISORY SYSTEM (HSAS)

- Everyone has seen this alert system, which is a nationwide system.
- The level is adjusted by the Secretary of Homeland Security as appropriate.
MARSEC Levels – Maritime Security (MARSEC) Levels are determined by the Coast Guard to communicate the extent of a threat present in a port. There are three (3) different levels. MARSEC levels also permit the Captain of the Port, the port community, and the vessel operator to plan and pre-designate appropriate security measures for each level of threat.
3 levels for MARSEC

- **MARSEC Level 1** - the new maritime security normalcy. This is the level of threat potential for which protective measures may be maintained for an indefinite period of time. In other words, these are the normal, everyday security measures.

- **MARSEC Level 2** - there is a heightened threat of an unlawful act against a port, waterfront facility, or vessel, and intelligence indicates that terrorists are likely to be active within a specific area or against a specific class of target. This risk level indicates that a particular segment of the industry may be in jeopardy, but that no specific target has been identified. Additional protective measures may be expected to be sustained for substantial periods of time.

- **MARSEC Level 3** - the threat of an unlawful act against a port, waterfront facility, or vessel is probable or imminent. Intelligence may indicate that terrorists have chosen specific targets, though it may not be possible to identify such targets. Additional protective measures are not intended to be sustained for substantial periods of time.
Why are there two systems?
The Homeland Security System is a national system, for the entire nation. The MARSEC system only applies to vessels and ports.

While the two alert systems are similar, they are not tied together. The national alert system can change without the MARSEC level changing.

How will you know when the MARSEC level changes?
Our Company has three people designated to be in charge of security. One is the Company Security Officer (CSO) and one is the Vessel Security Officer (VSO) and the Facility Security Officer (FSO). At the end of this session, you will be given the names of these people. They will assure that you know the threat level, and keep you informed as it changes. They will also be the ones you go to if you have security concerns.
Our Security Plan

- We operate under a security plan, developed after an analysis of our risks and vulnerability.

- While you will not be involved in the entire plan, you are being trained and you will practice the parts appropriate to your job, through drills.
Who is responsible for security in our Company?

- The Company Security Officer (CSO) and Facility Security Officer (FSO) has overall responsibility for our Company security plan and its implementation.
- The Vessel Security Officer (VSO) has responsibility for security with regards to the vessel(s) and crew.

(For each company, this could be one person, or it could be multiple people)
You will be participating in drills

- Just as we drill for other emergencies, we will drill for security emergencies.
- We will practice realistic scenarios that might occur on our vessel.
- We need to be ready to respond to any emergency.
- Occasionally, the US Coast Guard will come to participate in our drills.
What can I do in my job?

Observe and report people, activities and things that are out of place, out of the ordinary or just don’t seem right. You are the eyes and ears of our operation.

If it doesn’t seem right, it probably is not. Report it to your CSO, VSO, FSO or any supervisor!

Look for and report any weaknesses in the security features of the facility or vessels

- Broken fences, gates, barriers, alarms, signage or doors
- Malfunctioning locks or alarms
- Doors that are usually closed/locked are found open
- Inadequate or non-working lighting
We are all part of the solution…

- Follow Company practices and procedures
- Know your vessel and work area
- Make security sweeps part of your daily routine
- Wear proper uniform and company authorized clothing
- Carry and display company issued photo identification card as instructed
- Keep appropriate doors, gates and locks secured at all times when unattended.
- Ensure signage is obeyed by crew and passengers
- Report any unusual circumstances to your supervisor
Practice Good Housekeeping

Good housekeeping means keeping a clean and organized environment where materials and items are stored appropriately.

It enhances the overall security and safety of the vessel by:

- Making it easier to locate unusual objects or items that are out of place
- Makes it tougher for someone to hide something
- Aiding first responders by making it easier to search for suspected devices
- Enabling quicker rescue efforts

During daily work routines, check passenger walkways, vehicle loading areas, facility entrances, and exits for suspicious activity, packages or devices. Be alert to items that are clearly out of place. These checks will enable you to monitor potentially vulnerable areas and prevent threats and incidents.
Be observant of people and events around you

- SUSPICIOUS ACTIVITY IS:
  - Where someone is
  - When they are there
  - What they are doing there

- Avoid ‘profiling’ and observe where people are, when they are there and what they are doing

Maintain your focus on where someone is and what he/she is doing. These are the indicators of a suspicious person.

- SUSPICION IS NOT BASED ON
  - Race, Ethnicity, nor gender

Our passengers, regardless of their ethnicity, native language, or manner of dress, are first and foremost our guests and should be treated as such. Something or someone that seems unfamiliar or ‘foreign’ to you, does NOT equal suspicion.
Who is suspicious

PEOPLE WHO ARE:
- In an unauthorized or restricted area
- In the wrong place or appear lost
- Loitering, staring or watching employees and customers
- Pacing, nervous, or jumpy
- Acting in a disorderly manner, alarming or disturbing others
- Quickly exiting an area after abandoning a package
- Taking photos of equipment and secure areas
- Carrying weapons or suspected weapons
- Expressing an unusual level of interest in operations, equipment, and personnel
- **Unfamiliar** vendors, repair personnel, or utility crews who are on the dock.
- Cars, trucks, motorcycles, and bikes parked or standing in out-of-place or strange locations, overloaded or sagging vehicles.
What is a suspicious package?

- Suspicion is based upon the type and location of the package. NOT all lost and found items are suspicious packages. Usually those items left in conspicuous areas such as seats, in a restroom, next to a phone booth or vending machine or on the dock are simply forgotten items.
A suspicious package or device is one that:

- Is left or intentionally placed in an out-of-the-way location where it is not readily visible
- Matches something described in a threat or has a threatening note attached
- Is an abandoned item or container such as a thermos, propane canister, fire extinguisher or piece of pipe
- Has visible wires, batteries, a clock or timer, or has bottles, tanks or bags attached
- Is abandoned by someone quickly leaving the area
- Includes a bag, box, or package emitting an odor, mist, or oily liquid
- Is a bottle filled with unusual colored liquid or has strange objects inside
Security Sweeps of the vessel

- We will conduct sweeps of the vessel prior to boarding any passengers when the vessel commences service each day.
- Look for the following:
  - Scratches on cabinet and door locks or jams
  - Open or disturbed compartments or cabinets
  - Evidence of forced entry into spaces

- Always search from floor to ceiling. Sample places you might look:
  - Trash receptacles
  - Vending machines
  - Furniture and fixtures
  - Cabinets and closets
  - Life rafts
  - All doors and locks
  - Galley area
  - Car decks
  - Fueling stations
  - Below seats
  - Under tables
  - Fire stations
  - Drop ceilings
  - Lifejacket boxes
  - Heads
  - Elevators
The most important contribution you can make to the system?

Communication!

If you see or hear something you think looks odd or suspicious, tell someone right away.
So you see someone suspicious?

- **ONLY** approach someone if you are comfortable doing so. Establish your presence in a comfortable, confident and controlled manner, give a friendly greeting that suggests both concern and caring and calmly:
  - Step 1: Acknowledge to the person what you have observed them doing
  - Step 2: Ask open-ended questions to gather information (Who? What? Where? When?)
  - Step 3: Listen and observe the response, remaining silent long enough for them to compose and deliver an answer
- **Avoid:**
  - Approaching threatening or dangerous persons
  - Being aggressive, confrontational, abusive or offensive
  - Detaining or holding a person by any means

Stay alert and observe their location, activity, behavior, and physical characteristics. Try to keep them in your sight at all times. Remember you are attempting to determine whether or not an individual’s behavior is suspicious or not and whether a report is warranted. Your tone and approach should convey care and concern NOT suspicion and antagonism. Be patient and maintain your ‘presence.’
What to report

- Report any incidents of suspicious behavior or activity to the Facility Security Officer (FSO)/Company Security Officer (CSO), Vessel Security Officer (VSO) or, in their absence, the designated manager/supervisor on duty through the proper channels (in person or VHF radio). They will then notify the appropriate local, state, or federal authorities.
- Include the location in which you found the individual, particularly if it is a secure area that may have been compromised. If they do leave the area, attempt to keep them in your scope of vision and report information to FSO.
- If they have left the premises, note their direction of travel, description of vehicle and license plate.

When you observe suspicious premises, observe and report as many of the person’s following characteristics as you can remember:

- **General Appearance:** Neat, sloppy, clean, dirty
- **Hat:** Color, style, how it is worn
- **Eyes:** Color, shape, eyelashes and eyebrows
- **Ears:** Size, shape
- **Mouth / Nose:** Size of lips, shape and nostrils
- **Forehead:** Skin texture
- **Hair / Facial Hair:** Color, length, texture, hairline, clean-shaven, bearded or mustache
- **Cheeks / Chin:** Flesh texture, bone structure, shape, type of chin (cleft, dimpled)
- **Neck:** Adam’s apple, hanging jowls, length, width
- **Complexion:** Skin, color, texture, pores, pockmarks, acne, rashes, scars, birthmarks, bumps
- **Body Shape / Size:** Height, weight, build
- **Coat:** Color, style, length
- **Oddities / Tattoos:** Shape, size, color, location on body
- **Accessories:** Purses, briefcases, backpacks
If you find a suspicious package...

- Remain calm
- Notify the FSO/CSO/VSO or the designated Manager/Supervisor on duty through appropriate channels (in person or VHF radio)—give a description of the package or device and its location (See Note below)
- Attempt to isolate and secure the area (Keep passengers and pedestrians away)
- If there is immediate danger, remain calm and evacuate the area
- **Do not** use a radio or cell phone near the vicinity of a suspected explosive device
- **Do not** touch, move, or cover the object
- **Do not** re-enter once you have secured the area
Remember the 4 W’s: Who, What, Where, When

- **When reporting your message...**
- Remain calm
- Identify what needs to be reported
- Formulate your message
- Determine how you will send it and use the best means available
- Stay focused on the task. Don’t second guess your instincts

- **Report**
- Your location and condition
- Existing or potentially dangerous conditions (dangerous people and their weapons, dangerous objects, devices, and or substances)
- Types of injuries or symptoms
- Victim locations and positions
What’s TWIC all about?

- A credential for all workers that need to access secure or restricted areas in a marine facility or a vessel.
- Proof that the person carrying the card has passed a background check and has demonstrated that they pose no risk to transportation.
- A standardized card that has a photo and an electronic chip with an imbedded fingerprint.
Do I need a TWIC, you’re asking

- If your job requires you to access spaces that are defined as a restricted space or a secure space, you will need a TWIC.
- If you possess any credential issued by the Coast Guard (license, merchant mariner document, certificate of registry, etc.) you will need a TWIC.
- On passenger vessels, passenger areas and those crew that work in those areas are exempt from having a TWIC.
Where are restricted and secure spaces?

- A *restricted area* is an area that needs more limited access and higher security. For example, the pilothouse would be a restricted area.

- A *secure area* is any area that has security measures that control access.

- In these areas, a person must either have a TWIC card or must be escorted by a card holder.
Passenger Vessel Operation are different!

- Because passengers do not have TWIC cards, we have special designations for areas where passengers are allowed.
- These areas are not secure, and are never in a restricted area.
- Public Access Areas and Passenger Access Areas are those areas where passengers are allowed.
- Employee Access Areas are those areas that support the passenger access areas, such as galleys, sculleries, gift shops.
Your vessel will have a drawing like this:
What will TWIC mean to YOU?

- Your supervisor will tell you if you need a TWIC, and how to get one.
- You may be required to check TWIC for entry.
- Assure that you know where the secure/restricted areas are.
Summary Questions

- What is a MARSEC level?
- What is the MARSEC level today?
- Who is your VSO?
- What is a restricted area?
- How will you know when the MARSEC level changes?
Remember...

- By promoting awareness we can limit our vulnerability to terrorist acts.
- Prevention works hand in hand with awareness
- Crew Awareness is Our Number One Priority
- Safety First
- Don’t Take Risks
- Think Before You React