



## Facility Security Awareness Workbook



Developed by:



**Maritime Institute of Technology & Graduate Studies (MITAGS)**  
**Pacific Maritime Institute (PMI)**

JUNE 2004

# CROWLEY AND SECURITY



## Crowley History



“Throughout our 112-year history, the people of Crowley have recognized the importance of safety and security in our operations, to our customers and to our employees. We also have been committed to the utmost levels of security within a broader national and global context.”

Crowley’s longstanding investments of both fiscal and human resources in development and implementation of proactive security measures in domestic and international terminals and aboard ships have furnished us a solid base upon which to build, and perhaps put us ahead of many line operators in ability to respond to the present concerns.”

Thomas B. Crowley

**CROWLEY**  
People Who Know™

New U.S. Coast Guard Maritime Security Regulations will commence on July 1, 2004. All Crowley facilities operating under the jurisdiction of these rules will have an approved "Facility Security Plan (FSP)".

The FSP outlines mandatory security Policies, Procedures and Practices that must be maintained at port facilities and terminals. All employees play a vital role in the safe and secure implementation of the FSP.

The following General Security Awareness information will improve your knowledge of security regulations and outline your responsibilities in safeguarding Crowley facilities.

Security Department  
Crowley Maritime Corporation

### Copyright Information

This publication has been developed for Crowley Marine Services and Crowley has permission to make unlimited copies.

For other individuals or companies interested in developing their own Security Awareness publication contact:

Gregg Trunnell, Pacific Maritime Institute, 1729 Alaskan Way S, Seattle, WA 98134  
(206) 441 2880, gtrunnell@mates

# TABLE OF CONTENTS

CHAPTER 1 – INTRODUCTION .....	1
The Purpose of this Workbook.....	1
How to Use this Workbook.....	1
CHAPTER 2 - MARITIME SECURITY THREATS .....	3
Common Security Threats to the Maritime Industry .....	3
Why Your Facilities and Moored Vessels are Susceptible to Criminal Activity.....	4
Techniques Used to Circumvent Security Measures .....	5
What You Can Do .....	5
CHAPTER 3 - DANGEROUS SUBSTANCES AND DEVICES THAT COULD BE USED FOR TERRORISM.....	7
Identifying Dangerous Substances .....	7
Identifying Dangerous Devices .....	8
Bombs or Explosive Devices .....	8
Weapons.....	8
What You Can Do .....	8
CHAPTER 4 - FACILITY SECURITY PLAN .....	9
The Meaning and Requirements of MARSEC Levels .....	9
The Purpose of the Facility Security Plan .....	10
Communication Methods Available.....	11
What You Can Do .....	11
CHAPTER 5 - EFFECTIVE SECURITY MEASURES.....	13
How to Recognize Suspicious Behavior .....	13
How to Recognize Suspicious Containers .....	13
Reporting Suspicious Behaviors and Activities .....	14
Effective Security Measures .....	14
Control access to the facility .....	14
Perform security patrols .....	14
Illuminate Facility .....	14
Crowd Control and Evacuation .....	15
What You Can Do.....	15
SECURITY AWARENESS QUIZ .....	17

## CHAPTER 1 – INTRODUCTION

What you will learn in this chapter:

- L · The purpose of this workbook
- L · How to use this workbook

### The Purpose of this Workbook

This *Facility Security Awareness Workbook* is designed for all employees working on at Crowley facilities.

It is meant to satisfy the USCG security awareness training requirements of 33 CFR 105.215.

It will provide you with knowledge in the following areas:

- ▶ Maritime security threats and MARSEC Levels
- ▶ Recognition of dangerous substances and devices that could be used for terrorism
- ▶ Facility Security Plan provisions
- ▶ Effective security measures
- ▶ Recognition of persons and techniques likely to threaten and circumvent security measures

### How to Use this Workbook

Read it thoroughly at least once, and then complete the 20-question quiz at the end of this book. After you take the quiz, sign that you have read and understood the workbook. Your Training Department and Facility Security Officer (FSO) will document your completion. Your FSO is available to clarify or answer any questions about the workbook information. A copy of this handbook will be available for your future reference.

## CHAPTER 2 - MARITIME SECURITY THREATS

What you will learn in this chapter:

- L · Common security threats to the maritime industry
- L · Why your facility is susceptible to criminal activity
- L · Techniques used to circumvent security measures
- L · What you can do

### Common Security Threats to the Maritime Industry

Maritime Security Threats include:

1. Pilferage and Theft of Cargo –Annually, in the U.S., theft from cargo amounts to over \$12 billion dollars. Also, unauthorized intruders who gain access to a facility may steal personal property – money, electronics, passports, etc, as well as, facility equipment and documents.
2. Stowaways –Stowaways may board a vessel to get out of a country and enter another illegally. Often the vessel operator is held responsible for the stowaway if they are caught. Someone may also stowaway to commit terrorist activities.
3. Trafficking –Your facility may be used to transport illegal drugs, stolen goods like electronics or automobiles, smuggling aliens, or transporting weapons. Terrorist's networks move equipment worldwide via the maritime industry.
4. Sabotage –
  - Internal
    - š · Disgruntled employees – employee wanting to “get back” at the company
    - š · “Plants” – like 9/11. Are employees being hired by your company to learn systems and procedures that could be used later by terrorist?

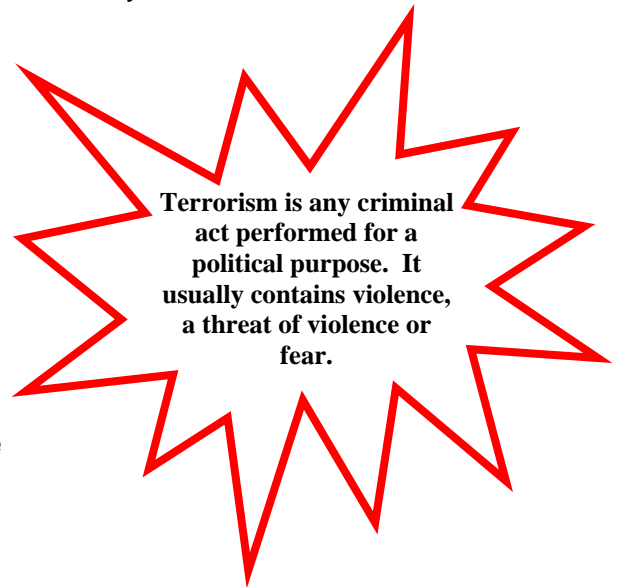
### External

Terrorists – can use this facility as a launching point for attacks on other vessels, facilities or your port area.

5. **Terrorism** – “A criminal act performed for political purposes; or the systematic use of terror (a state of intense fear) as a means of coercion.”

Terrorists pose a potential threat to the maritime industry because vessels and facilities could be used:

- ▶ As a weapon of mass destruction, depending upon their cargoes
- ▶ To smuggle terrorists or weapons to carry out an attack
- ▶ To cause environmental or economic damage
- ▶ As a platform to mount a strike
- ▶ To take hostages or hold a port hostage
- ▶ As a diversion for a larger attack



## Why Your Facility and Moored Vessels are Susceptible to Criminal Activity

The worldwide nature of maritime commerce creates lucrative criminal and terrorist targets because:

- ▶ Commercial facilities are relatively unprotected.
- ▶ Facilities and Vessels are seen to represent the United States and therefore have become symbolic targets for terrorists.
- ▶ Cargo may arrive from locations without security controls

## Techniques Used to Circumvent Security Measures

Criminals Attempt to Circumvent Security Measures by:

- ▶ Loitering in the vicinity of this facility to observe personnel and procedures
- ▶ Obtaining facility information by asking questions, photographing or making diagrams of vessels or facilities
- ▶ Impersonating workmen to gain access to facilities to repair, replace, service, or install equipment
- ▶ Making phone calls or emails to , company employees, or family members attempting to obtain information regarding the facility, personnel, or standard operating procedures
- ▶ Dropping off packages

## What You Can Do

Improving your facilities' security and security awareness and conducting security drills will help protect all facility employees from criminal and terrorist activity.

You should:

- ▶ Report problems with security equipment (area lights, fences, cameras, etc...). The facility security officer will arrange any testing, calibration or maintenance needed.
- ▶ Identify likely threats to your facility.
- ▶ Ask the person designated as the security officer at your facility about your special security duties and responsibilities.
- ▶ Report any and all suspicious activity to your supervisor, FSO or private security immediately.

## CHAPTER 3 - DANGEROUS SUBSTANCES AND DEVICES THAT COULD BE USED FOR TERRORISM

What you will learn in this chapter:

- Identifying dangerous substances
- Identifying dangerous devices
- What you can do

### Identifying Dangerous Substances

Under the international and U.S. Maritime Security regulations, certain dangerous cargoes (CDCs) in bulk, like oil products, explosives, and other certain dangerous cargoes require extra vigilance on the part of the crew to ensure their security is maintained.

These cargoes could be utilized as weapons of mass destruction as explosive devices, or released into the air or water causing environmental disasters, or harm to persons.

The maritime industry carries many types of HAZMAT cargo including CDCs.

Examples of CDCs include:

- ▶ Gasoline
- ▶ Diesel
- ▶ Chlorine
- ▶ Butane
- ▶ Propane
- ▶ Ammonia
- ▶ Sulfur Dioxide



## Identifying Dangerous Devices

### Bombs or Explosive Devices

You should assume that any unattended, irregular or suspicious item, object, package, baggage or mail is an explosive device and report it immediately to your supervisor. Rule of Thumb: If you can't identify an item, consider it suspicious and report it.



### DO NOT:

- ▶ Remain near the item
- ▶ Use a cell phone near the item
- ▶ Use a walkie-talkie or radio near the device – it could trigger a detonation.
- ▶ Touch or move anything you can't identify

Security will conduct bomb search response. Be sure you understand your facility search and emergency evacuation procedures. When Security is searching within your department, they will be looking for suspicious, out of place or unusual items. You can report to them anything that does not belong in your work area.

**REPORT ANY SUSPICIOUS ITEM, OBJECT, PACKAGE,  
BAGGAGE OR MAIL TO YOUR SUPERVISOR, FSO, OR  
SECURITY SEARCH TEAM.**

### Weapons

Examples of dangerous weapons or items include:

- ▶ Guns
- ▶ Knives, razors, box cutters
- ▶ Explosives, pipe bombs

### What You Can Do

- ▶ Know what types of equipment cargoes are on site
- ▶ Report any suspicious objects or packages immediately
- ▶ Report anyone who is carrying or might be carrying a dangerous weapon

## CHAPTER 4 - FACILITY SECURITY PLAN

What you will learn in this Chapter:

- L · The meaning and requirements of MARSEC levels
- L · The purpose of the Facility Security Plan
- L · What you can do

### The Meaning and Requirements of MARSEC Levels



Homeland  
Security

**U.S. COAST GUARD**



MARSEC stands for MARitime SECurity. MARSEC is the maritime threat awareness level similar to the color coded Homeland Security Advisory System (HSAS) levels.

In the U.S., the MARSEC Levels are directed from the U.S. Coast Guard in Washington, DC. They are based on threat level intelligence. Do not confuse the Homeland Security color-coding with MARSEC Levels. Ports and Facilities ONLY use MARSEC definitions to identify increasing levels of security.

Although somewhat related, the MARSEC Level may be specific to individual ports. For example, JAXPORT may be in MARSEC 2, while the Port San Juan, Philadelphia or Port Everglades may remain at MARSEC 1. Furthermore, specific facilities (Passenger, Oil, or Cargo) within a major port can have a different MARSEC Level from the rest of the port users.

**All port facility and vessel responses and plans are  
based on MARSEC Levels only**

## Comparison of Homeland and MARSEC Levels

MARSEC	HSAS	Definition
Level 3	Severe	<u>Exceptional: probable or imminent risk of a security incident</u>
Level 2	High	<u>Heightened: heightened risk of a security incident</u>
Level 1	Elevated	<u>Normal: normal level of operation for port &amp; vessels</u>
	Guarded	
	Low	

### The Purpose of the Facility Security Plan (FSP)

The facility will establish a security plan to help control access, improve security, monitor safety, protect persons authorized to be in the facility, protect vessels using the facility and certain security areas and equipment within the terminal including electronic security systems, computers and information, buildings, offices and cargo.

Crowley Security will conduct U.S Coast Guard required, screening of visitors, vendors and contractors, including their trucks and cars, seeking access to the facility. Cooperate with Security in all facility screening activity.

Your facility security response will be specific and may vary greatly depending on:

- ▶ The vessels moored at your facility
- ▶ The cargoes your facility has on site
- ▶ The likely threats that may be encountered
- ▶ The security level

It is important for you to know your facility security MARSEC levels and response.

## Communication Methods Available

Each facility will have methods to alert and communicate threats and MARSEC Level changes.

To communicate problems to the authorities and employees, management and security will use different alert methods such as:

- ▶ Phones – either land lines or mobile - and portable radios
- ▶ E-mail
- ▶ Signs, Bulletins and Postings
- ▶ Verbal alerts from your Supervisors, FSO and Security

## What You Can Do

As you go about your day you can monitor your surroundings for suspicious objects and people, inspect equipment to ensure it is working properly, and ensure that security controls are being followed.

- ▶ Know the MARSEC Level
- ▶ Know your security responses at each MARSEC Level
- ▶ Participate and ask questions during any training sessions and drills, so that you will be prepared to properly respond at the various MARSEC Levels.

## CHAPTER 5 - EFFECTIVE SECURITY MEASURES

What you will learn in this chapter:

- L · How to recognize suspicious behavior
- L · How to recognize suspicious containers
- L · Reporting suspicious behaviors and activities
- L · Effective security measures
- L · What you can do

### How to Recognize Suspicious Behavior

Take note of:

- ▶ Inappropriate clothing for the weather
- ▶ Conscious or unconscious “re-adjusting” of clothing
- ▶ Suspicious “shapes” in clothing
- ▶ Attempts to bypass security systems
- ▶ Attempts to access company property or buildings
- ▶ Any “out of the normal” activity



### How to Recognize Suspicious Containers

A small percentage of the containers that arrive in the U.S. are actually inspected by U.S. Customs. Therefore, containers are ideal vehicles for carrying potentially harmful products, stowaways, devices of mass destruction, or trafficked goods.

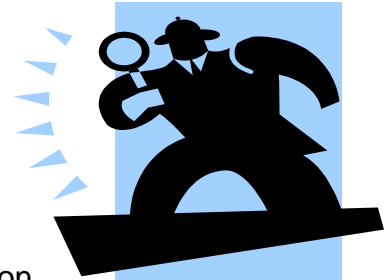
You can help by reporting suspicious containers by looking for:

- ▶ Unusual noises or odors coming from containers
- ▶ Evidence of food or garbage around a container
- ▶ Holes or patches in a container
- ▶ Container numbers that don't match the manifest
- ▶ Inappropriate HAZMAT labels for the listed cargo
- ▶ Missing locks or seals



## Reporting Suspicious Behaviors and Activities

A national database of reported suspicious persons, behaviors or activities is being created. The individual or vehicle you see today may have been seen before at another port or facility. Timely information from the general public can help the authorities identify and track suspicious persons and activity.



**DO NOT CONFRONT** suspicious persons. If the person is on Crowley property, you should call security or ask them to identify themselves and why they are present. If they become belligerent or refuse to answer, you should back off immediately.

**Immediately report all suspicious persons or items to your supervisor, Facility Security Officer or Security Guards.**

**All suspicious persons, suspicious behavior and activity, and security incidents are reported to the National Response Center (NRC). This is the same number where Oil spills are reported.**

**National Response Center - (800) 424-8802**

## Effective Security Measures

### **Control access to the facility**

- ▶ Monitor gates, doors and other access points.
- ▶ Check ID's.
- ▶ Check baggage, toolboxes, backpacks etc.
- ▶ Report lost company or port ID's, facility keys or access cards

### **Perform security patrols**

- ▶ Look around building and vessels. At night be alert at the waterside.
- ▶ Look where unauthorized persons may hide.
- ▶ Be visible and vigilant.

### **Illuminate Facility**

- ▶ Around buildings, gates, access points and the fence line
- ▶ Over the facility docking area
- ▶ On the pier

## Crowd Control and Evacuation

If a facility evacuation is called for, then Crowley Emergency Plan procedures will be implemented.

- ▶ Know your Emergency (Fire) Exit and an alternate route
- ▶ Move away from the facility to assigned assembly areas
- ▶ Remain calm, respond quickly, and help those with special needs
- ▶ Do not re-enter the area until authorities and managers signal permission

## What You Can Do

- ▶ Integrate safety and security in your daily work activities
  - ▶ Report suspicious behavior or objects immediately
  - ▶ Be vigilant
-

## SECURITY AWARENESS QUIZ

- |  |  |
|--|--|
| <p>1. <i>True or False:</i> Maritime Threats may include – Stowaways, Sabotage, &amp; Terrorism.</p> <p>2. <i>True or False:</i> Maritime facilities are not susceptible to terrorist activities.</p> <p>3. <i>True or False:</i> Facilities can store dangerous cargoes that could cause harm to people or environmental damage.</p> <p>4. <i>True or False:</i> Terrorism is any criminal act performed for a political purpose.</p> <p>5. <i>True or False:</i> All facilities are well protected from terrorist attacks.</p> <p>6. <i>True or False:</i> Criminals may gain knowledge about your facility and company by asking questions or taking photographs.</p> <p>7. <i>True or False:</i> Dangerous cargoes include explosives and oil products.</p> <p>8. <i>True or False:</i> You should call 911 if you find any suspicious item on the facility.</p> <p>9. <i>True or False:</i> A pipe bomb is an example of a dangerous weapon.</p> <p>10. <i>True or False:</i> It is recommended that you move a suspicious package to a safer location.</p> <p>11. <i>True or False:</i> MARSEC &amp; Homeland Security Color codes mean the same thing.</p> <p>12. <i>True or False:</i> All port facility responses are based on MARSEC Levels only.</p> <p>13. <i>True or False:</i> Your facility's security plan outlines security duties &amp; responsibilities.</p> <p>14. <i>True or False:</i> Each employee should know the facility MARSEC Level.</p> <p>15. <i>True or False:</i> Facility Bomb Threat searches are only conducted by employees</p> | <p>16. <i>True or False:</i> Suspicious behavior could include “Re-adjusting clothing” &amp; “Out of the normal” activities around the dock or facility.</p> <p>17. <i>True or False:</i> Containers are safe since all containers are inspected by Customs upon arrival in the U.S.</p> <p>18. What is the security level definition for:<br/><br/>MARSEC Level 1 _____</p> <p>19. What is the security level definition for:<br/><br/>MARSEC Level 2 _____</p> <p>20. What is the security level definition for:<br/><br/>MARSEC Level 3 _____</p> |
|--|--|

**ACKNOWLEDGEMENT OF TRAINING**

I have read and understand this “Facility Security Awareness Workbook” and I have completed and passed the 20-question quiz.

---

Employee Signature	Date
--------------------	------

---

Facility Security Officer's Signature	Date
---------------------------------------	------

---

Facility \_\_\_\_\_

**Write any suggestions for improving this workbook here:**