

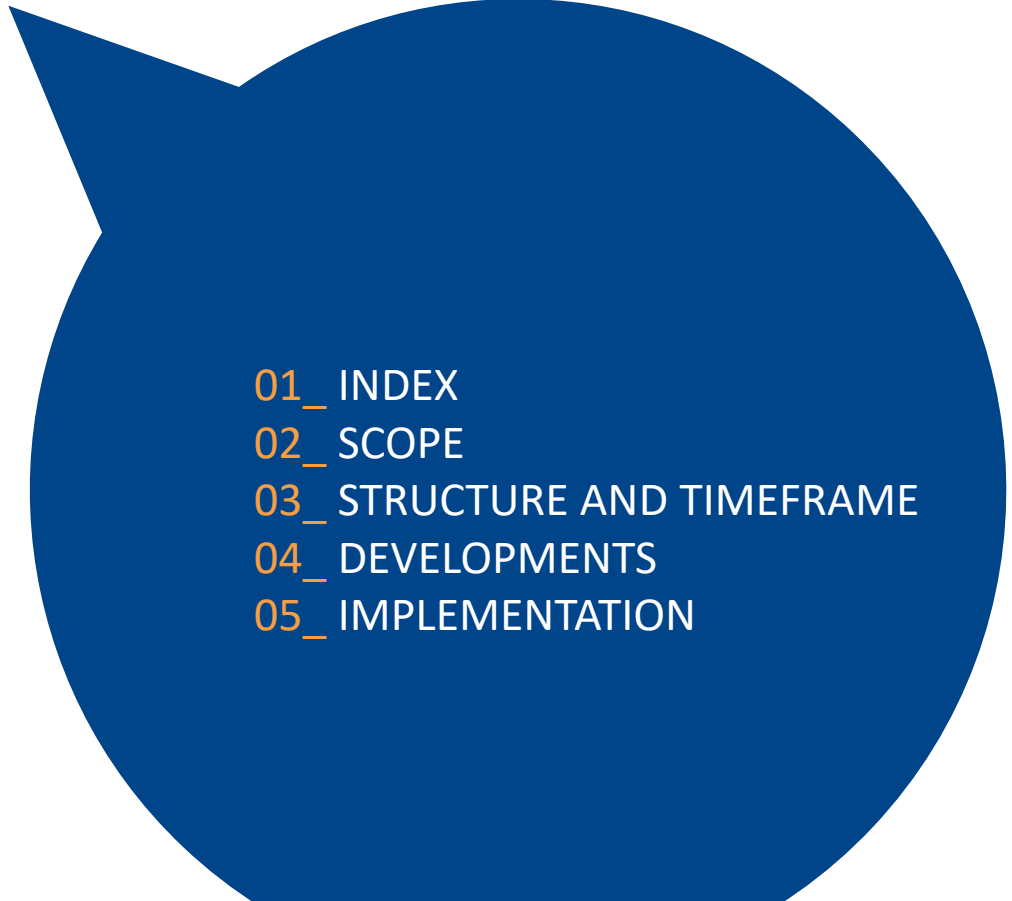
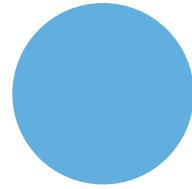
SECURITY CULTURE

17-06-2021





01 INDEX



- 01_ INDEX
- 02_ SCOPE
- 03_ STRUCTURE AND TIMEFRAME
- 04_ DEVELOPMENTS
- 05_ IMPLEMENTATION



02 SCOPE



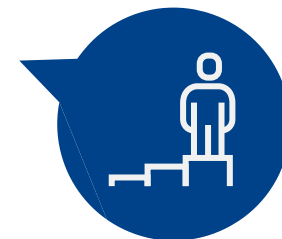
SECURITY



EFFICIENCY



CUSTOMER



DEVELOPMENT

AIRPORT COMMUNITY

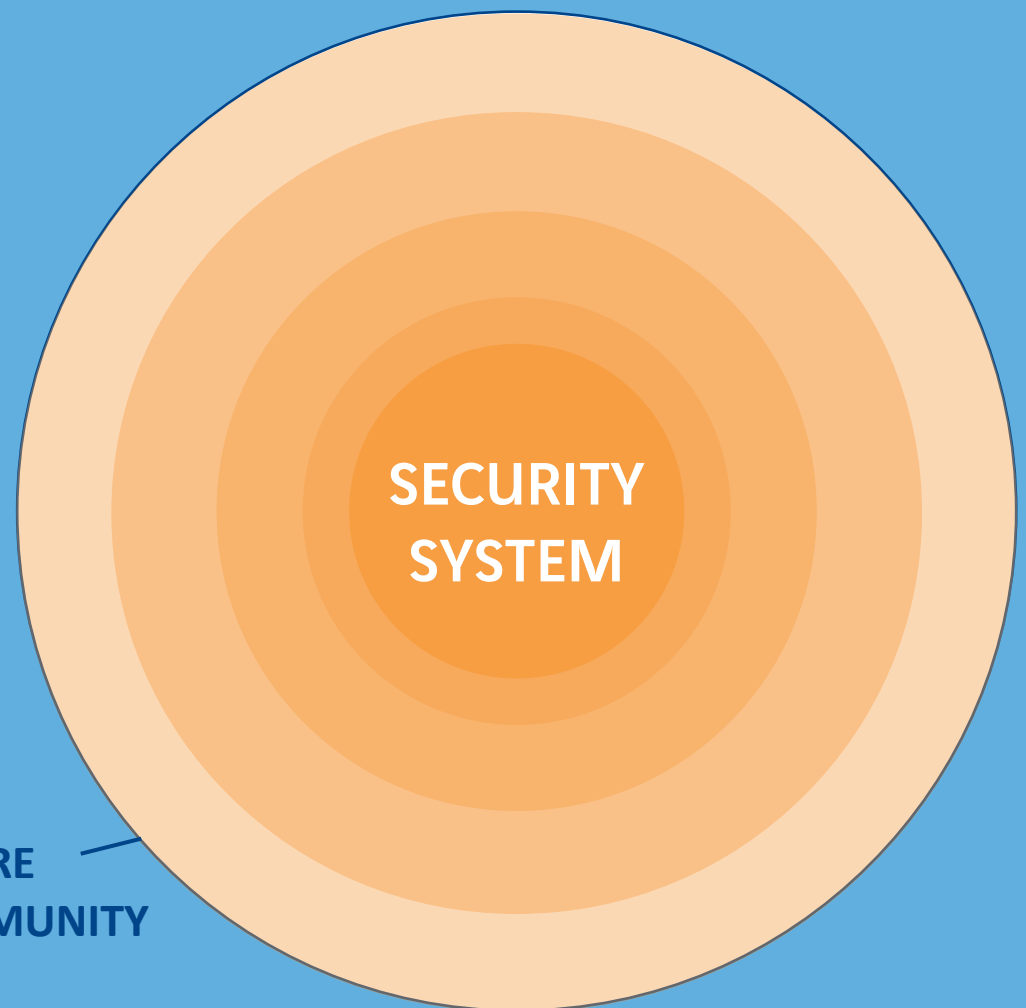
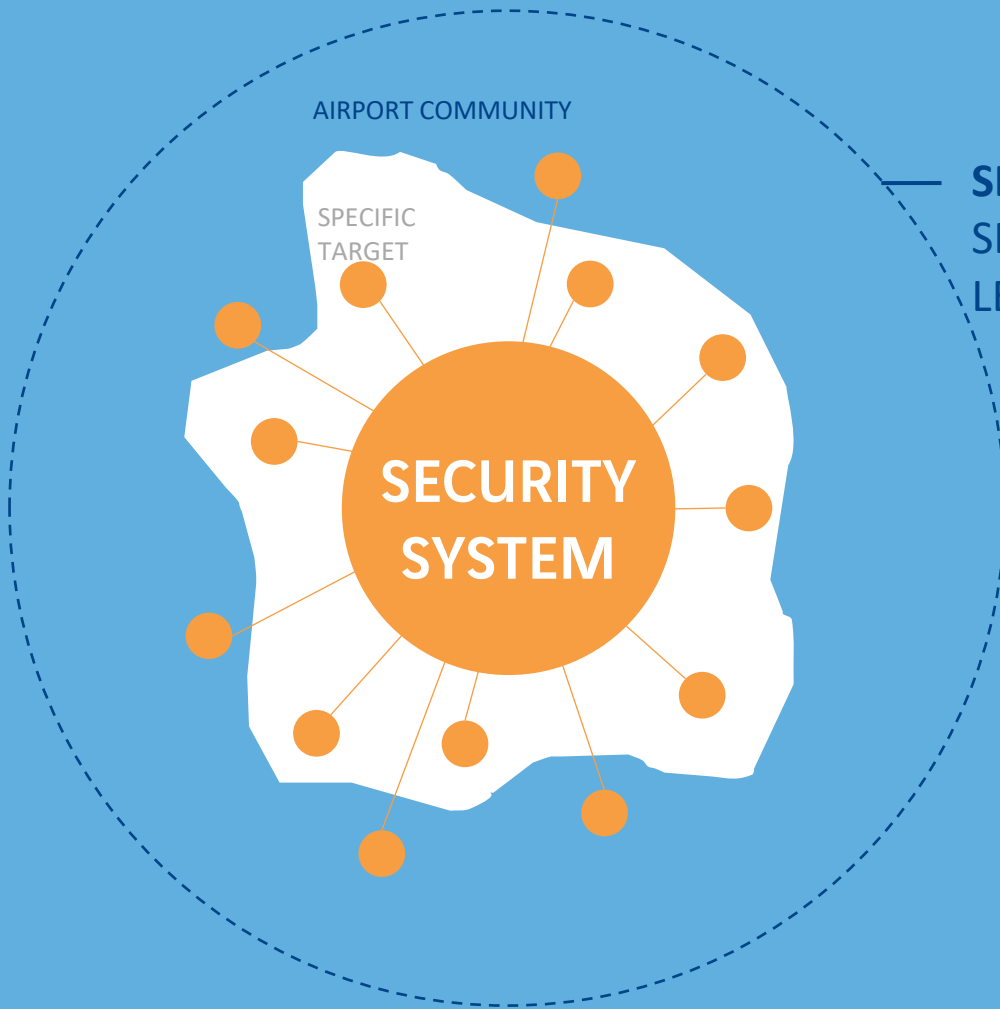
SPECIFIC
TARGET

SECURITY
SYSTEM

SECURITY CULTURE – TAKE THE
SECURITY SYSTEM TO THE NEXT
LEVEL

SECURITY
SYSTEM

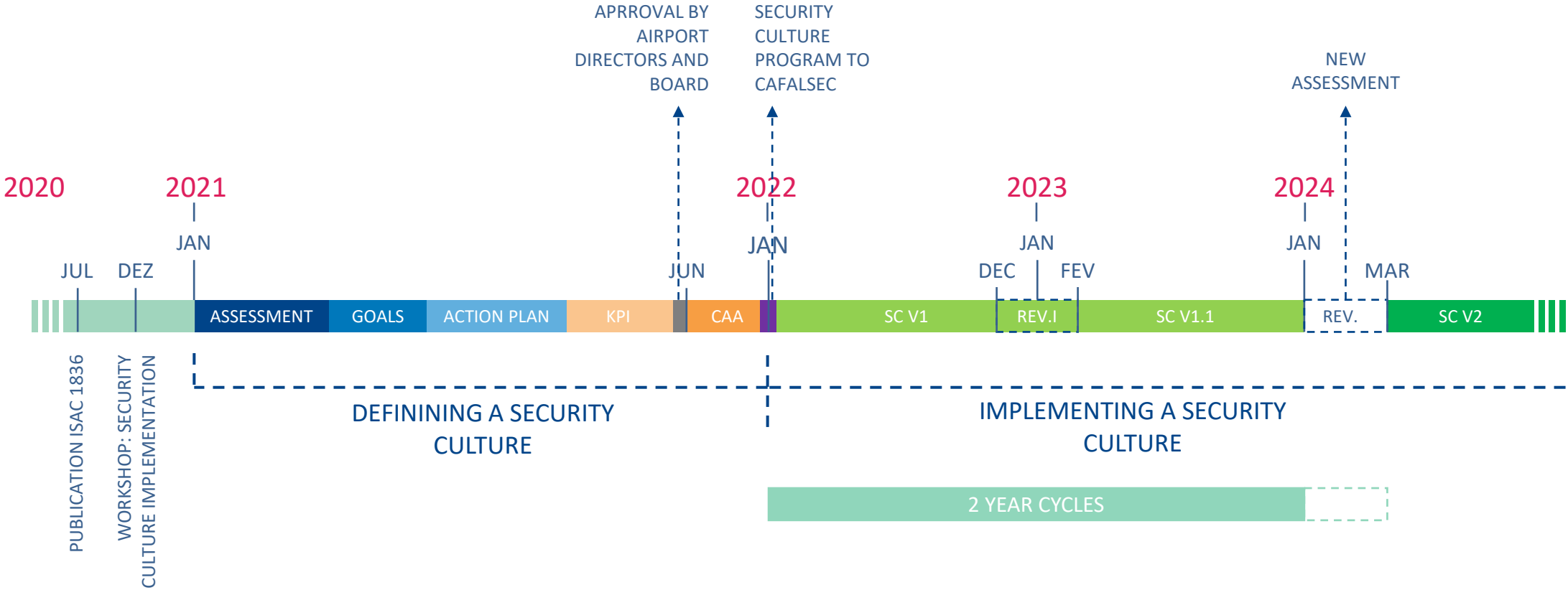
EFFECTIVE SECURITY CULTURE
WITHIN THE AIRPORT COMMUNITY



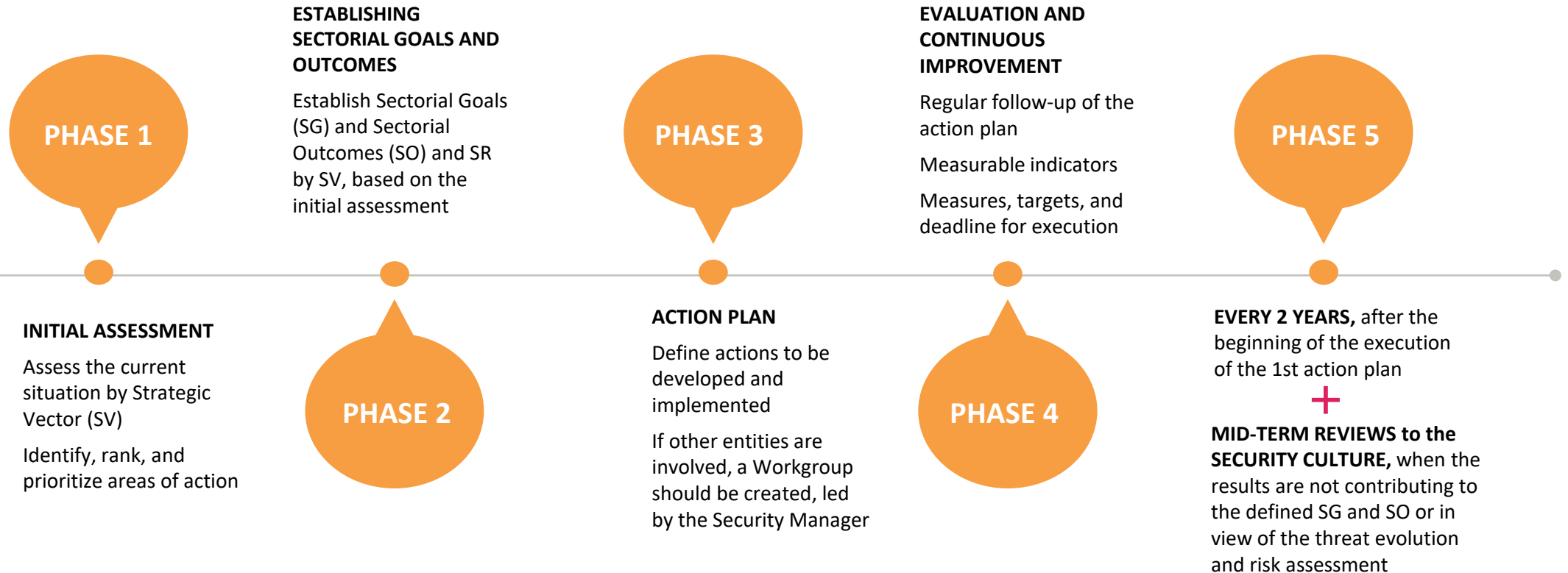


03

STRUCTURE AND TIMEFRAME












STRUCTURE AND TIMEFRAME





03

STRUCTURE AND TIMEFRAME

| | | | | |
|--|--|--|--|--|
| <p>VECTOR 1 </p> <p>Positive work environment Work environment that fosters a positive security culture in organizations</p> | <p>VECTOR 2 </p> <p>Leadership commitment and leadership by example</p> | <p>VECTOR 3 </p> <p>Training Initial and ongoing training that raises staff awareness</p> | <p>VECTOR 4 </p> <p>Threat perception Awareness and sensitivity of personnel to internal and external threats within the organization and to civil aviation</p> | <p>VECTOR 5 </p> <p>Vigilance Promotion of attitudes that encourage vigilance, the capacity to question and report, and the ability to identify suspicious behavior</p> |
| <p>VECTOR 6 </p> <p>Communication and Report effective communication and reporting systems; and ensuring the effective and appropriate handling of reported occurrences</p> | <p>VECTOR 7 </p> <p>Response to incidents Ensuring capacity and adequate response to security-related incidents and/or occurrences</p> | <p>VECTOR 8 </p> <p>Protection of Sensitive Information Protection and Awareness of Personnel for the protection of sensitive information</p> | <p>VECTOR 9 </p> <p>Evaluation and continuous improvement Evaluation of effectiveness and continuous improvement of the internal security culture policy</p> | |



04

DEVELOPMENTS

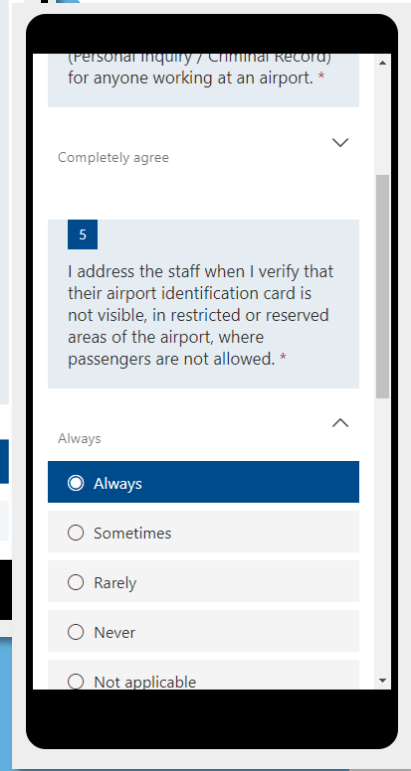
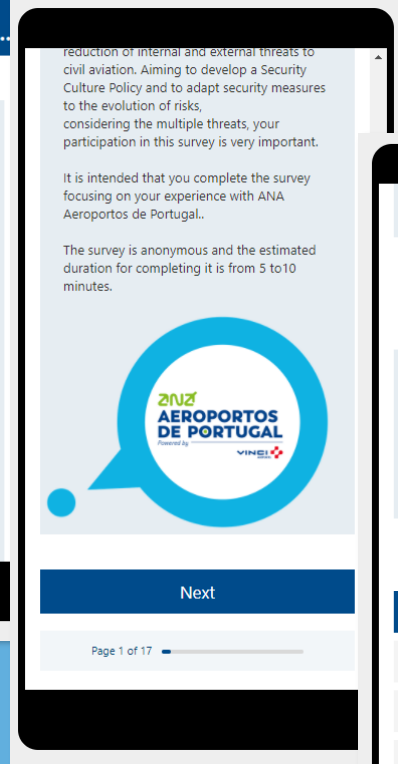
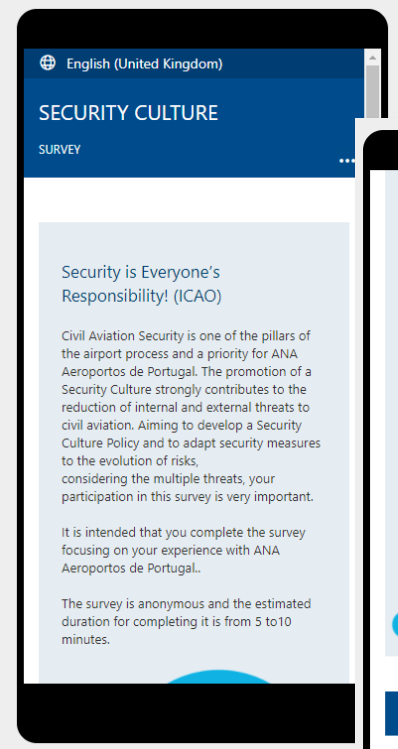
2021 >> JANUARY to MARCH

ENVOLVE TOP MANAGEMENT

DEFINE TARGET AUDIENCE

DEFINE TOOL





* Required

Select the answer that best reflects your opinion on the questions.

4 I understand the need and importance of background checks (Personal Inquiry / Criminal Record) for anyone working at an airport. *

| | | | | | |
|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Completely agree | Partially agree | Partially disagree | Completely disagree | Don't know | Not applicable |
| <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

5 I address the staff when I verify that their airport identification card is not visible, in restricted or reserved areas of the airport, where passengers are not allowed. *

| | | | | |
|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Always | Sometimes | Rarely | Never | Not applicable |
| <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6 For my job, I have access to the interior of the aircraft: *

Yes
 No

STRUCTURE (segmentation + questions, anonymous)
CONTENTS OF THE SURVEY (ICAO)
BUILD THE SURVEY

SECURITY

CULTURA DE SEGURANÇA | SECURITY CULTURE



Caro(a) colega,

Ainda está a tempo de responder ao questionário "Cultura de Segurança". A melhor garantia para o sucesso coletivo passa pelo envolvimento de todos.

Disponível até **15 de março**, aceda por [aqui](#) ou efetue a leitura do código QR:



Agradecemos a sua colaboração.

[@comunicar](#)

ANZ
AEROPORTOS
DE PORTUGAL

Powered by **VINCI**
AIRPORTS

LAUNCH SURVEY

- Specific Image
- Inbound + Outbound Communications
 - Initial
 - Reminders
- Access through link and QR code
- Mobile friendly



PHASE 2 GOALS AND OUTCOMES

2021 >> MARCH to APRIL

DEFINE GOALS AND OUTCOMES (at least 1/vector)



2021 >> APRIL TO MAY

CREATE THE ACTION PLAN (at least 1/goal)

(justification, targets, audience, resources, deadlines, timetables,

DEFINE WORKGROUPS AND RESPONSABILITIES

PHASE 3 ACTION PLAN



PHASE 4 EVALUATION

2021 >> **MAY TO JUNE**

DEFINE KPI

DEFINE EVALUATION CRITERIA

(periods, responsibilities, tools, procedures when gaps exist between planing and results, when to revise and procedures, adjustments, procedures to register and document changes)

FORMALITIES

(approval by airport directors, by the board, by National CAA, sharing the document in CAFALSEC)

2022 to 2024

IMPLEMENT ACTION PLAN

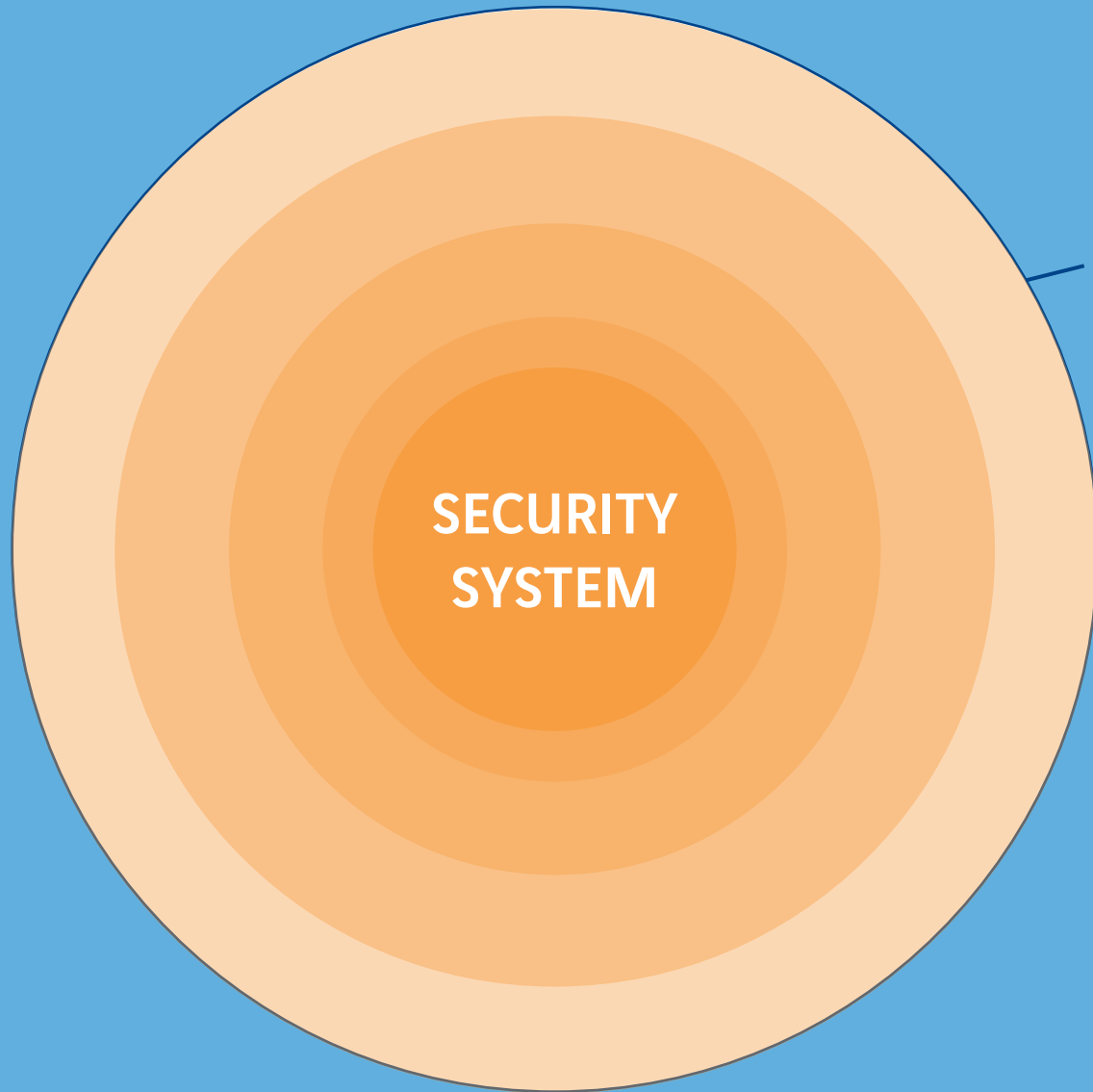
ASSESS

REVISE

RESTART FASE 1 << NEW 2 YEAR CYCLE



PHASE 5 DO IT AND REDO IT



EFFECTIVE SECURITY CULTURE
WITHIN THE AIRPORT COMMUNITY

BENEFITS:

- EVERYONE IS INVOLVED
- MORE ROBUST SECURITY SYSTEM
- FEELING OF SECURITY = SUCCESS OF CIVIL AVIATION
- STRATEGIC VALUE FOR ECONOMIC GOALS

SECURITY IS EVERYONE'S RESPONSIBILITY!



security
efficiency
customer
development

THANK YOU
OBRIGADO