GETTING THE
BASICS RIGHT

National Protective
Security Authority

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INTRODUCTION

This campaign kit is designed to help individual staff members ensure that they are getting the security basics right, in and around the workplace.

Of course, different organisations expect staff to behave in different ways, depending on what's specifically at risk. But if you're stretched for resources, this easy-to-use kit offers practical security advice that everyone can follow, and all the materials you need to run a campaign.

It addresses seven key issues. These are:

- Staff not wearing their pass while in the office or forgetting to take it off when they leave work
- Computers left unlocked when staff are away from their desks
- Staff continuing sensitive discussions outside the meeting room
- Sensitive documents being left out for anyone passing by to see
- Sensitive materials being destroyed inappropriately, such as not using a shredder
- Staff ignoring company security policies and measures
- Letting visitors walk around the office unescorted or without a pass
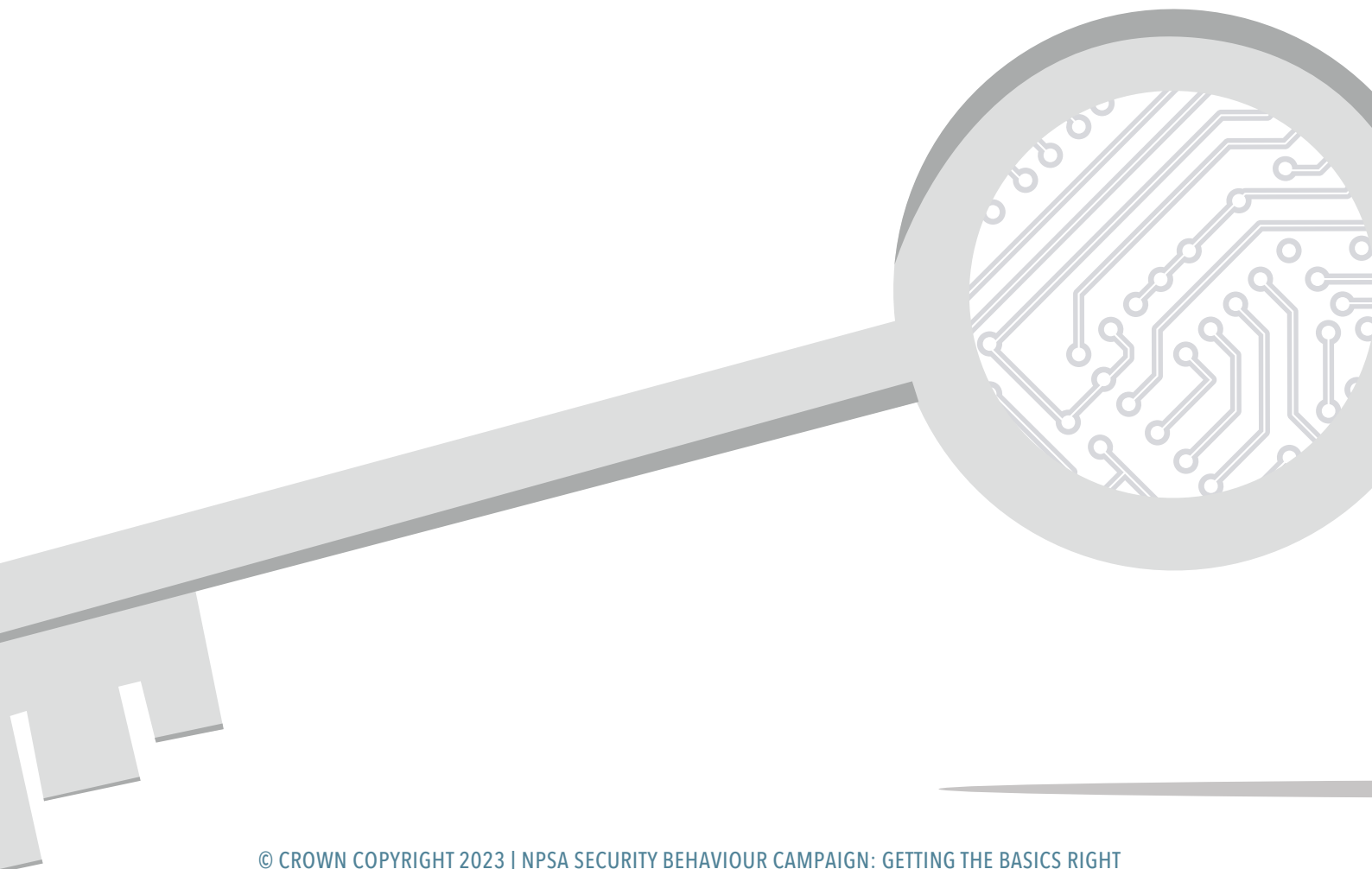
PLANNING

This kit will help you communicate desired employee behaviours in and around the workplace, the reasons why certain security behaviours are important and how employees can work together to prevent lapses from occurring.

DEFINE YOUR GOALS

Preparing a security campaign that aims to improve people's behaviours in and around the workplace should start by identifying how people currently behave, and what needs to change in order to be more secure.

Begin by carrying out a behaviour 'audit' to give you an idea of where you are and where you're headed. Ask yourself:

- What information and/or assets need to be kept safe in the workplace?
- What are the biggest security risks and threats you face?
- Do employees currently behave in a security-conscious manner in the workplace?
- Which key security procedures are frequently followed and which are not by staff?
- Are the security policies and procedures you expect staff to adhere to in the workplace clear, succinct and understandable?

Once you have the answers to these questions, you can begin to plan a security behaviour campaign. It all starts with keeping your staff aware of and updated on your official security policy.

And if your staff already follow security policies and procedures, use this kit to promote that good behaviour; remind them to stay the course and keep up the good work.

GET BUY-IN

Key to your campaign hitting the ground running is getting buy-in from:

- Senior management
- Key departments that can help, such as corporate communications, marketing and/or HR

Senior management need to be committed to changing security behaviour from the outset. They can positively influence line managers who in turn communicate key messages to employees, so getting security issues to regularly feature in management meetings is very important.

Meanwhile, find out who can help communicate the campaign to staff. If you do not have a dedicated corporate communications team, then marketing and/or HR departments can often design and manage internal communications.

Get whoever is in charge of internal communications on board straight away and find out how they get their messages out to staff. They can help you reach your desired audience via various channels, such as:

- Electronic – e.g. email and intranet
- Print – e.g. posters or desk drops
- Face-to-face meetings

CREATE A PROJECT PLAN

Developing a clear and detailed project plan will enable you to record and track how you intend to manage the running of the kit.

You should think about:

- Creation of a project team, including project manager
- Clarification of the aims of the campaign
- When the campaign will have the most impact
- The time of the year
- When to deliver each element of the campaign
- Whether all the elements of the campaign are relevant to all staff
- What other campaigns might be running
- What other messaging is being given to staff
- Other demands from within the company
- How to measure the campaign's impact
- When to refresh the campaign
- Whether you can embed the campaign into long-standing packages such as inductions or security training

MONITOR

The ability to review and amend your campaign is very important, to identify the parts that work, and those that don't. There's no point in sending out a message that people ignore.

After the materials have been up for a while, it's a good idea to evaluate how well they are working. Speak to members of staff, who will give you a good sense of how visible the materials are and whether they have changed their behaviour as a result.

You could do this by conducting a short questionnaire. This can help you assess whether your materials have been seen and if they have had an impact. A couple of tips to remember:

- A wider sample of recipients will allow an organisation to draw more meaningful conclusions.
- You can combine a numerical or quantitative element (e.g. "Yes or No" questions that can be turned into a percentage), with subjective or qualitative elements, which seek more general opinions.

MATERIALS IN THIS PACK

Visit **https://www.npsa.gov.uk/personnel-and-people-security** to access the range of materials that accompany this kit, which you can use to help drive your security campaign. These are:

- 12 posters in A3 and A4 size
- Three checklists: 'Workmate Bingo', 'Everyday in the Life', and 'Watch It!'
- One video: 'Getting the basics right'
- Downloadable graphics:
    - > A picture of all the posters individually in a 'sticker' format
    - > Computer wallpaper

You can customise these materials to allow you to include a logo that is specific to your organisation or department.

POSTERS

LOOSE LIPS STILL SINK SHIPS...

BE CAREFUL, THERE'S ALWAYS SOMEONE LISTENING. WAIT UNTIL YOU'RE SOMEWHERE PRIVATE TO HAVE A CONFIDENTIAL CONVERSATION.

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TOGETHER, WE'VE GOT IT COVERED.

KEEP THE MEETING IN THE MEETING ROOM

YOU NEVER KNOW WHO'S LISTENING

There's only one place you should discuss sensitive information – in private. Keep it in the meeting room to keep it safe

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ARE YOU CYBER SAVVY?

SENSITIVE DATA
the fixer

DON'T LET SENSITIVE DATA STRAY INTO THE WRONG HANDS. KEEP UP TO DATE WITH IT SECURITY PROCEDURES.

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IS YOUR COMPUTER OR DEVICE PASSWORD PROTECTED AND LOCKED UP?

DENY ACCESS

Going for a coffee? Don't give access to anyone that happens to be passing by. Lock your computer or work phone when you leave your desk, even if it's for a few minutes.

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ONE EMPLOYEE'S TRASH IS...

A CRIMINAL'S TREASURE

Forgotten printouts containing sensitive information, or documents not disposed of properly, are a free gift to someone using their legitimate access to the office for nefarious purposes. Don't make it easy for them - dispose of waste paper in the right way.

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LOCK IT AWAY...

AT THE END OF THE DAY

What's left on your desk at the end of a busy day? Notes, papers, passwords... If you don't tidy away sensitive material, you make it easy for those up to no good to gain access to our information. Remember, at the end of the day, lock it away.

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DON'T GIVE CRIMINALS A FREE PASS

PASS

Someone not wearing their pass? Don't be afraid to ask them who they are, where they're going, and to alert security if they seem suspicious. You could be giving criminals a free pass to cause maximum damage if you don't.

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WEAR THEM IN... DON'T WEAR THEM OUT

PASS

Someone not wearing their pass? Don't be afraid to remind them to put it on. Forget to take yours off when out and about? Wearing your pass in public gives details to anyone looking for a way to fraudulently gain access.

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MY VISITOR IS MY RESPONSIBILITY

DO YOU KNOW WHERE YOUR VISITORS ARE AND WHAT THEY ARE DOING?

If you have a visitor today, they are your responsibility. Make sure you arrange a visitor's pass for them and escort them at all times.

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SAFE TRAVELS

OFF TO AN EXTERNAL MEETING? KNOW YOUR POLICIES ON TRANSFERRING SENSITIVE MATERIAL.

Know your organisation's policy on the transfer of sensitive information or material. Classify emails correctly, secure paper in appropriate carriers when attending external meetings, or arrange to print documents at your destination to save carrying them.

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LOOK OUT

FOR UNESCORTED VISITORS

You wouldn't ignore a stranger in your house, so don't do the same in the office. Don't be afraid to ask them why they're here and who they're here to see.

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TODAY IT'S A LAPTOP...

TOMORROW IT'S A HEADLINE

What would someone find out about your organisation if they got hold of one of your portable digital devices? Be smart about what you store and how on tablets, laptops, mobiles and other devices.

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VIDEO

Visit the NPSA website and NPSA YouTube channel to watch our new
video **"Introduction to Security: Getting the Basics Right"**.

CHECKLIST GUIDANCE

CHECKLIST 1 – WORKMATE BINGO

In order to encourage staff members to be on the lookout for security lapses by their colleagues, they might like to play 'Workmate Bingo'. Staff members are issued with a 3x3 grid 'bingo card' of unwanted security behaviours, which they compete to fill out.

The aim of the game is to get a 'bingo' by spotting the full list of potential security lapses listed below.

The company should determine the prize, though in an ideal world none of these cards would ever be completed, as employees would be encouraged to continue adhering to security policy, and not lose. Of course, you might also want to reward staff that manage to keep a completely clean scorecard!

All staff are issued with a scorecard, which they're encouraged to keep in a prominent position on their desks to encourage others to do the same. A staff member can stamp his or her bingo scorecard ONLY when:

1. They spot a colleague not following a security procedure
2. They point it out to that colleague or their manager

CHECKLIST 2 – EVERYDAY IN THE LIFE

Display this chronological checklist like a poster on all employees' workstations to act as a 'desk aid'. It will ensure that employees are constantly reminded to employ best security practice at every point in their working day.

The design resembles an actual checklist with a 'tick-box' graphic next to each line, to remind the employee to make mental 'checks' as they go about their days.

CHECKLIST 3 – WATCH IT!

This is a more general checklist. It serves more as a stylised department-wide poster that is meant to be posted in a prominent position where everyone can see it, as a 'quick-glance' reminder for employees to adhere to best security practice.

LINKS

For additional information, visit:

- National Protective Security Authority (NPSA): www.npsa.gov.uk
- National Counter Terrorism Security Office (NaCTSO): www.nactso.gov.uk

THANK YOU

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