

IAC 2403

INTRODUCTION TO SECURITY RISK AND CRISIS MANAGEMENT



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OBJECTIVE

To explain the international security framework, emerging trends and future threats, security management system.

To describe threat assessment and risk management, ICAO standards and requirements.

Learning Outcome

Ethics and morals (Attendance , Punctuality, Honesty, Conscience, etc.)	10%
In-class Quizzes	10%
Individual Presentation “ Crisis ”	10%
Group Presentation	20%
Mid-term Exam	20%
Final Exam	30%
Total	100%

- Search a case study of any company about the situation related to security or crisis and analyze what they have done to solve the situation and present in the class. 3-4 persons/week



- **Samsung**
- **In 2016, Samsung faced the PR nightmare of products (Galaxy Note 7 phones) that unexpectedly burst into flames. Airlines started prohibiting the phones onboard, making things worse. Ultimately the company recalled over two million phones and halted production of the Galaxy Note 7.**
- **In response to the problem, Samsung hired 700 researchers and created a battery advisory group to get to the bottom of the issue. Ultimately, consumers were willing to give Samsung the benefit of the doubt. Why? The company already had a strong reputation for phones that people loved. A good reputation before a PR problem can influence consumers' response to an unfortunate situation.**



DID YOU KNOW?

59%



59% of businesses have experienced a crisis, but only 54% of businesses have a plan in place to deal with them

22%



Research suggests that businesses are at risk of losing 22% of their business when potential customers find *just one* negative article on the first page of their search results.

SAFETY AND SECURITY

Safety and security are two very different concepts.

Safety is the condition of being protected from harm or other non-desirable outcomes, caused by **non-intentional failure**.

Aviation safety relates to protection against all accidents, errors or unintentional defects in the design, construction, maintenance and operation of aircraft.

Security is the condition of being protected from harm or other non-desirable outcomes caused by **intentional acts** of violence, aggression and/or criminal acts against agency staff, assets or property.

Aviation security, it is the set of measures and resources implemented to prevent malicious acts (terrorism) targeting aircraft, their passengers and crew members.

Aviation Security (AVSEC)

- Aviation Security is a combination of material and human resources and measures intended to counter unlawful interference with aviation

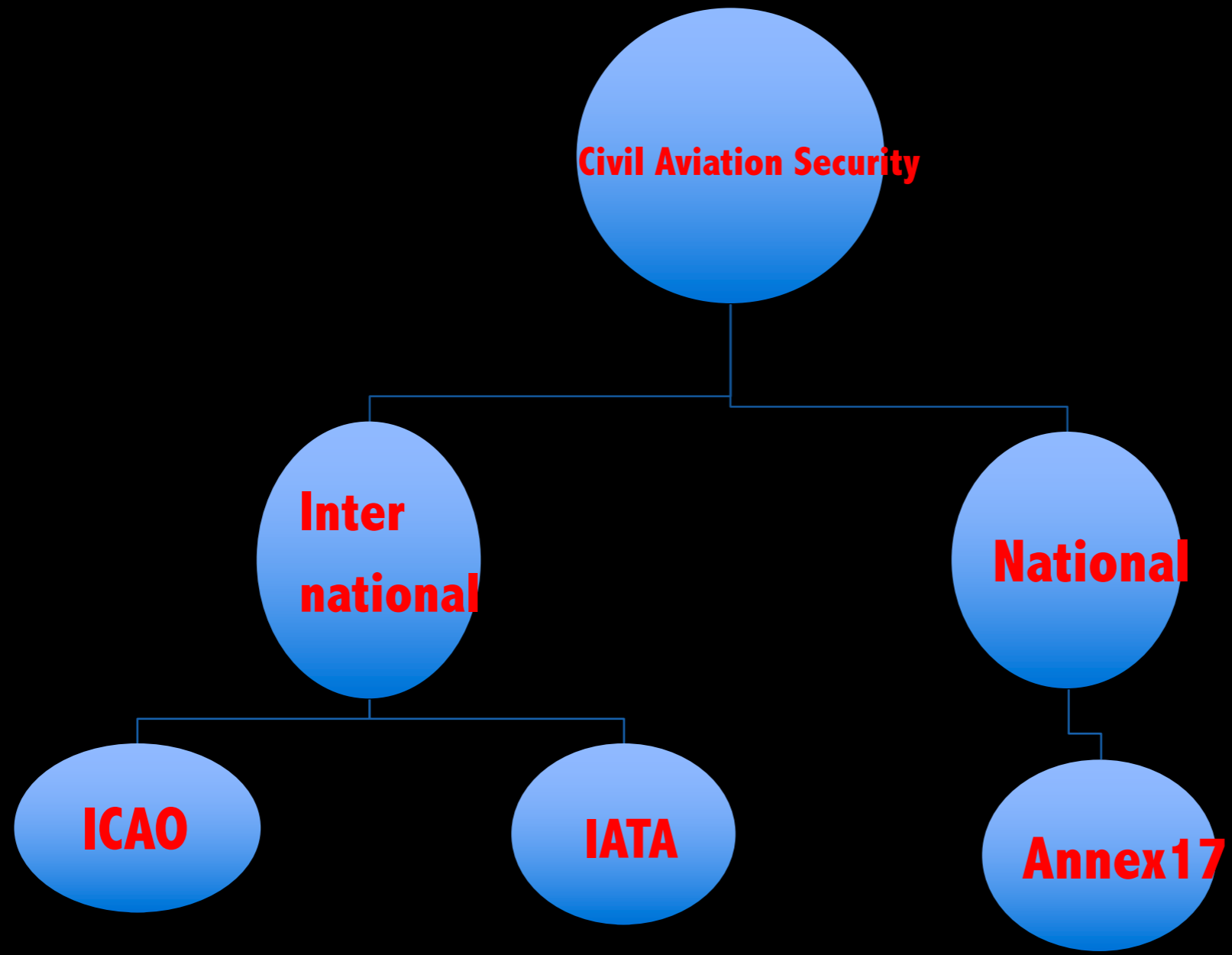


- To protect passengers, crew, airline employees, airport employees and general publics from unlawful interference



Acts of unlawful interference

means acts or attempted acts such as to jeopardise the safety of civil aviation and air transport, i.e.: unlawful seizure of aircraft in flight , on the ground, hostage-taking on board an aircraft or on aerodromes,





Annex 17 – Security

Sets out the Standards and Recommended Practices to be implemented by Member States to safeguard international civil aviation against acts of unlawful interference

International Standards
and Recommended Practices



Annex 17
to the Convention on
International Civil Aviation

Security

Safeguarding International Civil Aviation
Against Acts of Unlawful Interference

This Annex incorporates amendments adopted by the Council prior to November 2016 and incorporated, on 1 July 2017, all previous editions of Annex 17.

For information regarding the applicability of the Standards and Recommended Practices, see paragraph 1.1.

Third Edition
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International Civil Aviation Organization

While IATA recognizes that aviation security is the responsibility of governments and that industry must grant deference to the needs of appropriate authorities to act promptly when confronted with an immediate security threat or vulnerability,

It also believes that it is the effective partnership of government with industry that has made the air transport system the safest and most secure form of long-distance travel.

THE NATIONAL CIVIL AVIATION SECURITY PROGRAMME (NCASP)

- Protect the safety, regularity, and efficiency of international civil aviation in STATE by providing, through regulations, practices and procedures, the necessary safeguards against acts of unlawful interference.

• NCASP

The NCASP aims at maintaining the security of national and foreign operators providing services from (STATE'S name), as well as (STATE'S name) civil airports supporting international flights.



Security Management is that part of a business where a converged set of security, resilience and fraud functions are managed and focused on the protection of the business, its brand, employees, assets and data by the use of multiple layers of interdependent systems.

The main aim of security management is to help make the business more successful. This can involve strategies that enhance confidence with shareholders, customers and stakeholders, through to preventing damage to the business brand, actual losses and business disruptions

“THINK ABOUT AIRPORT SECURITY METHOD”

SECURITY RISK

Risk Analysis Terminology

Asset - Anything with value and in need of protection.

Threat - An action or potential action with the propensity to cause damage.

Vulnerability - A condition of weakness. *If there were no vulnerabilities, there would be no concern for threat activity.*

Countermeasure - Any device or action with the ability to reduce vulnerability.

Expected Loss - The anticipated negative impact to assets due to threat manifestation.

Impact - Losses as a result of threat activity.

- https://www.nr.no/~abie/RA_by_Jenkins.pdf

<https://reliefweb.int/sites/reliefweb.int/files/resources/2157-EISF-June-2017-Security-Risk-Management-a-basic-guide-for-smaller-NGOs.pdf>