



# BORDER WATCH

## 1800 06 1800

*Help protect Australia's border*

# Prevent your business from becoming a target for criminals

**Criminals can target international supply chain businesses. They may use a trusted insider – or become one – to gain access to information, systems or cargo to help bring drugs, weapons and other illegal goods into Australia.**

## Key points:

- Trusted insiders may deliberately or unknowingly help others undertake criminal activities in the international supply chain.
- Insider threats can be difficult to predict or detect. There are steps you can take to reduce the risk.
- If you think a person or business could be a threat, make a confidential report by phone on **1800 06 1800** or online via [abf.gov.au/borderwatch](https://abf.gov.au/borderwatch). Your report is confidential. You can request to remain anonymous.

## The trusted insider

A 'trusted insider' is a person who uses their legitimate employment in the cargo logistics supply chain to facilitate illicit imports and exports. Trusted insiders primarily facilitate through providing advice, information and/or physical access. Some employees may become trusted insiders unknowingly, by inadvertently exposing privileged information, systems or premises through poor security practices.

Trusted insiders could cause serious reputational harm to your business or your relationships with your clients, and may pose a threat to the wider community by bringing harmful goods into Australia.

## Protecting your business

We know that the vast majority of employees in the supply chain and cargo logistics industry do the right thing. Below are recommendations for how you can reduce the risk to your business by building a strong security culture before, during and after employment.

### Pre-employment

- Perform background checks. For example: identity checks (including overseas applicants or applicants who have spent time overseas), qualification and employment, national criminal history and financial background checks.
- Develop a personnel security risk assessment: Any applicant who fails to meet the standard of your business should be re-considered for employment.

### During employment

- Develop robust self-reporting requirements, drug and alcohol policies, and a code of conduct. Communicate the consequences of breaches to your employees.

- Promote a security culture that reports and investigates, when necessary and submits contractors to the same security clearance as in-house personnel.
- Monitor electronic access, administrative accounts and system logs.
- Ensure all staff are aware that they can make a confidential report by phone on **1800 06 1800** or online via [abf.gov.au/borderwatch](https://abf.gov.au/borderwatch).

### Post-employment

- Complete an exit interview with your outgoing employee and ask if they have any feedback about security gaps or other vulnerabilities.
- Always revoke physical and systems access for former staff as soon as possible – never delay.

## What to look out for

There is no single indicator of insider activity. A combination of one or more of these indicators may be of interest.

### In the office:

- Current or former staff using business or government systems they have no need to access.
- Current or former staff asking other people to look up particular shipments.
- Staff showing an unusual interest in Australian Border Force (ABF) or local security procedures.
- Staff reluctant to engage with – or avoiding – contact with ABF or law enforcement.
- Staff who are unreasonably reluctant to take leave, or request specific changes to rosters without a clear explanation.

### In the warehouse, depot, wharf or airside:

- Unauthorised individuals or vehicles in controlled areas.
- Workers requesting access to premises outside business hours.
- Consignments placed in unusual areas, or in contravention of policy or licence conditions.
- Consignments that appear to have been opened and re-sealed, damaged or tampered with.
- Falsified log books, undocumented activities that would usually be logged, unexplained security instances ('false' alarms, CCTV failures).
- Workers or crew in possession of tools that are inconsistent with their employment.
- Workers or crew arriving or leaving a vessel, aircraft or secure area at unusual hours, or accessing cargo or containers without authority.

## Report suspicious activity

Help protect your business and the community. If you see or hear something suspicious, you don't have to get involved. Make a confidential report. You can choose to remain anonymous.

- By phone: **1800 06 1800** (24/7)
- Online: [abf.gov.au/borderwatch](https://abf.gov.au/borderwatch)