Insider threat

Could criminals be recruiting your staff?

Criminals acting in the supply chain target all stakeholders and modes of transport to conduct illicit activity, including theft and trafficking of contraband goods. All employees, full time, part time and contract, are useful to criminal organisations as they seek to penetrate the defences against illicit activity.

Such groups are sophisticated and organised, often using bribery, violent coercion and threat, or a combination of all three, to recruit the help of employees. They may approach staff at work, through social media, at local pubs, shops or through sports clubs or community groups, and once one member of staff is recruited, the network of insiders is likely to grow within the business as the cycle of intimidation and profiteering continues.

What are the risks?

How can you mitigate these risks?

Although insider threat is a challenging issue to address, there are steps that you can take to protect your business and mitigate associated risks Preventing the infiltration of crime syndicates into a business requires a multifaceted approach, and concerned businesses should consider the following measures.

UNDERSTAND THE THREAT

- Know how crime syndicates operate
- Know how they recruit insiders (direct engagement, social engineering, coercion)
- Understand that some logistics workers are particularly vulnerable due to short-term, low-wage roles

SHOW STRONG LEADERSHIP

- Ensure leadership visibly endorse policies and procedures
- Foster a positive security culture, where honest employees feel empowered to raise their concerns

EDUCATE EMPLOYEES AND RAISE AWARENESS

- Implement thorough training programs to educate staff about the risks
- Ensure staff are wary of unsolicited approaches
- Provide guidance on identifying and reporting suspicious activity

CONDUCT PRE-EMPLOYMENT SCREENING

- Conduct rigorous background checks on potential employees to identify links to organised crime or vulnerabilities to coercion
- Never forgo screening even when pressured by workforce shortages

MONITOR AND REVIEW PERFORMANCE

- Monitor employee behaviour
- Conduct regular performance reviews to identify any changes in behaviour

PRIORITISE INFORMATION SECURITY

- Restrict access to sensitive information
- Avoid disclosing details about security measures or vulnerabilities

ESTABLISH WHISTLEBLOWING POLICES

- Provide a safe space for whistleblowers to come forward with clear channels for employees to report suspicious activities confidentially
- Frequently emphasise that whistleblowing protects the business and staff

IMPLEMENT PHYSICAL SECURITY MEASURES

- Implement multiple layers of defence (physical security measures, management-level procedures)
- Explore advanced technologies that could assist in detecting illicit or suspicious activity

ADOPT A HOLISTIC APPROACH

- Collaborate between departments
- Focus on prevention, detection, response and recovery
- Plan, segregate duties, and implement robust inventory management

KEEP IT UP

- Insider risk management requires a long-term effort and should be phased, starting with a risk assessment followed by a strategy and roadmap

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