



Security Excellence Through Training

Security is an integral part of DHL's service offering. Our aim is to ensure that employees at all levels of the organization understand that security is a viable and integral part of the business and as such contributes to its overall success.

Our customers expect us to provide the highest levels of security for the transportation of their shipments, while internally we look to secure our assets and our people.

In Europe, the international and national civil aviation authorities have regulations with regards to security training. Our Security Awareness For Employees (SAFE) program, which was introduced in 1995, has been updated to reflect the new European Aviation security requirements. In addition, we have extended the training and development for our security managers. The new SAFE program is divided in Basic, Expert and Professional training programs, available as computer-based training and e-learning.

Security is a rapidly evolving discipline. As the needs of business and industry grow, so do the responsibili-

ties of our security managers. With this increase in responsibility, there is a growing demand for responsible, well-trained personnel to fulfil security and safety needs. Therefore DHL assessed numerous security certification programs as part of ongoing education for security personnel. The assessment identified a program, which we have since implemented: the Certified Protection Officer (CPO) program from the International Foundation for Protection Officers (IFPO).

What is the CPO program?

The CPO course covers a broad range of generic security subjects including security management, security awareness, investigations, computer security, crisis management, biochemical hazards and executive protection, just to name a few. The CPO can stand as a separate credit course offered through a university or college continuing education extension.

There are benefits for the employer and the employee. For the employer the knowledge that they have an effective, well trained and skilled security force that, when needed, will be able to respond to challenging situations with competence and



professionalism. The employee gains the benefits of a higher level of training, confidence in his/her skills, the performance of his/her job, and an internationally recognized title (CPO).

Corporate Membership for DHL

DHL Worldwide Network is the first express company at global level to have corporate membership and the CPO program is integrated into existing DHL security programs. DHL has currently 60 security responsibilities in Europe, who are studying for their CPO certification. In the Nordics area we have recently trained and certified the entire security team.

IFPO International Advisory Board

Jack Valk, European Security Development Director of DHL Worldwide Network based in Brussels, Belgium was recently appointed by the Executive Director of the IFPO to serve as the Chairman of the International Advisory Board, comprised of leading security professionals from around the world.

Mr Valk is a Certified Fraud Examiner (CFE), Certified Protection Officer (CPO) and Certified Protection Officer Instructor (CPOI). He has a wide range of experience within the security industry and has taken a leading role in enhancing the professional development of security prac-

tioners in Europe. Mr Valk will co-ordinate efforts between the Foundation, protection professionals and leading academicians to advance security training. The International Advisory Board will safeguard the certification programs of IFPO and will provide advice and assistance to the IFPO Board of Directors regarding security training and development and international expansion in these areas.

Valk said, "The main reason for introducing the above certification program within our organization is to create a competitive advantage through security. Our customers appreciate being able to discuss any security issues with professionals. Professionalism through certification will make DHL the benchmark for security excellence in the express and logistics industry. Additionally, we need to provide our security managers with the opportunity for further development and to stay abreast of new technologies and techniques."

DHL Security training programs with the authorities

DHL security managers in Belgium, Hungary, Romania and the Balkan area participated in a training program with members of the West Yorkshire Police, in England. This project was coordinated by DHL's European Regional Security Team and the objectives of this program were to further improve our relationship and cooperation with local

law enforcement.

Valk said, "As the industry is facing security problems related to organized crime i.e. theft, hijackings, transport of contraband, illicit drugs and other misuse of transport networks, it is of paramount importance to maintain good and solid relationships and to rely on co-operation and immediate action, when and where required from law enforcement. In addition to this, regular meetings are held to exchange intelligence and information as we need to safeguard our staff, assets and customer commodities."



DHL has received an award and letter of appreciation from the management of the West Yorkshire Police.

DHL Vision - Security

DHL will be the benchmark for security excellence in the express and logistics industry providing a safe working environment for our staff, secure network for our customers shipments, and ensuring the highest level of regulatory compliance.

