

Recommendation 3 – On physical security standards and assessment of vulnerabilities

Global Affairs Canada should present the Committee with a final report by January 31, 2021 outlining its progress regarding A) further developing and implementing physical security standards for its missions abroad; B) ensuring that threat and vulnerability assessments are current for the local risk environment and conducted with reference to its security standards in order to prioritize implementation of security measures across its missions; and C) ensuring that staff members who conduct the vulnerability assessments have the required knowledge and skills.

Global Affairs Canada is pleased to present the Committee with the final report for Recommendation 3. This final report covers information on Global Affairs' actions from June 12, 2019, the date of the Government's response, to present.

Global Affairs Canada recognizes the importance of having physical security standards (PSS). The Department's PSS came into effect on August 15, 2016 and were subsequently updated and enhanced, taking into consideration security risks, to further strengthen real property infrastructure abroad. The refreshed PSS have moved away from standards that are dependent on the threat environment and towards the establishment of baseline standards that better align with a risk management approach. All sections of the new PSS have been completed and were approved in November 2019. Multiple training sessions were delivered after the completion of every section. Moving forward, minor reviews will be completed on a yearly basis. The latest review was initiated in October 2020. Training sessions will continue to be provided on an as-needed basis.

With the implementation of the Global Security Framework (GSF) in 2017, the department transitioned away from a cyclical approach to a risk-based approach to assessing mission vulnerabilities and security threats, which ensures that assessments are current to the risk environment and prioritized accordingly.

The department's quarterly scanning tool (e-scan) continues to be an integral part of our risk-based approach. Each quarter, all missions are required to provide updates on their threat and vulnerability environments, as well as identify changes in security measures taken by friendly missions within the respective country. Additionally, missions indicate any security measures (or countermeasures) that have been completed in the past quarter. Missions are also asked to identify any assistance they may require from HQ in the coming quarter. Please note, that due to COVID, the e-scan was not required for 3 full quarters as missions were expected to provide information via other COVID-specific reporting mechanisms, and challenges surrounding reduced staff and work from home acted as potential barriers to completing these reports, which are produced on a secure system only accessible at the office. The next e-scan (Q3) will return to its regularly required status. The department has also implemented a countermeasure heat map, whereby all countermeasures are appropriately mapped based on their individual risk, impact and urgency scores. These maps can be broken down by program area and thus provide the relevant implementers with a rank-order list based on security risk priorities.

Vulnerability assessments continue to be conducted based on departmental security standards and are undertaken by employees with the requisite knowledge and skills acquired through the security practitioner training program. Established learning roadmaps continue to be the method for onboarding, continuous learning and professionalization of mission security practitioners. Self-directed online learning is complemented by structured training programs addressing the

required content for both mission and HQ-based security practitioners. The COVID-19 learning environment has prompted a shift to distance learning, with a baseline self-directed online training roadmap for security practitioners and webinar-based training as the current medium for learning.

Thank you for the opportunity to share the department's progress with the Committee.

Recommendation 6 – On security awareness training

That, by January 31, 2021 Global Affairs Canada presents the House of Commons Standing Committee on Public Accounts with a final report outlining its progress with regard to A) ensuring that Canadian staff members working in dangerous locations successfully complete mandatory security awareness training; and B) establishing and documenting mandatory security training for locally engaged staff members, according to the threat environment.

Global Affairs Canada is pleased to present the House of Commons Standing Committee on Public Accounts with a final report on security training for mission personnel. This update includes progress made since the last report submitted in August 2020.

As mentioned in the report filed in August, Global Affairs Canada was able to confirm 100% of employees posted to critical threat mission had completed the Hazardous Environment Training (HET). Additionally, 100% of staff deployed to high threat mission from Headquarters had been trained on the Personal Security Seminar (PSS) prior to departure.

COVID-19 has had a significant impact on the Department's ability to deliver security training programs in Canada and abroad. In order to adapt to this new reality and allow security courses to be accessible from different regions of the world, the Department increased its efforts to develop online solutions. Although online courses were already being offered in lieu of classroom training since the beginning of the pandemic, the Department has recently developed a more comprehensive online training program, which includes an online PSS and online HET. The roll-out of these new courses is expected for February 2021.

With the Government of Canada advising against non-essential travel, online training will continue to be the interim measure for employees located abroad. However, given higher security risks in certain locations, the Department has decided that the classroom HET would remain mandatory for employees travelling to one of 7 missions identified. To address the demand for in-person training for these locations, the Department and the Canadian Armed Forces (CAF) resumed the classroom HET in November, 2020. With classroom sizes reduced, the Department still managed to train 22 participants last November and is expected to train an additional 44 people before March 31st, 2021. The Department is expecting more employees to attend the classroom HET in the new fiscal year as we approach the posting season. Given the COVID-19 restrictions in place it is not possible at this time to deliver the PSS in person and as such, the new online course will be the interim measure until some of the restrictions are lifted. With the HET classroom sessions now available and the roll-out of the comprehensive online training program, the department is confident that it can achieve 100% compliance for employees being posted this summer.

The Department continues to view security training for LES as a priority, although training LES in a classroom setting was not possible this year due to COVID-19 restrictions. To address this training gap, the Department has already rolled out the Staying Safe Abroad online course to LES, and also plans on making the new online training program accessible to LES.

The Department will continue to use the tracking mechanisms in place to ensure that employees are provided with a comprehensive security training, whether online or in-class, that is relevant to the threat level of their destination.