

## **Recommendation 6 – On security awareness training**

**That, by 30 November 2019, Global Affairs Canada present the House of Commons Standing Committee on Public Accounts with a 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. Additionally, that the Department present the Committee with a second progress report by 31 July 2020 and a final report by 31 January 2021.**

Global Affairs Canada is pleased to present the Committee with a progress report regarding security training for mission personnel. This update encompasses information on Global Affairs' actions from June 12, 2019; the date of the Government's response, to present. This is in lieu of a first progress report in November 2019, as discussed with the Committee Clerk and Chair. The Department continues its efforts to ensure that all employees receive security training appropriate to the threat level of the environment in which they operate.

In the past year, Global Affairs Canada has continuously increased its training capacity for sessions in Canada and abroad. The Department has in fact expanded its training coverage by securing a multi-year contract for the regional delivery of the Hazardous Environment Training (HET) course at designated locations in the Middle East and Asia. This extended capacity will facilitate personal security training to employees in regions where HET training demands are high. In addition, the Department is ready to launch a tender process for the delivery of Personal Security Seminar Abroad sessions in four regions (Americas, Middle East and North Africa, Sub-Saharan Africa and Asia), once international borders reopen and other COVID-19 restrictions are lifted. This course will be aimed at Canada-based staff (CBS) and Locally Engaged Staff (LES) in high and critical threat missions.

Global Affairs Canada continues to rely on its comprehensive tracking solution that documents training for employees and dependents of Canada-based staff, to track and provide compliance updates. With this solution, the Department can confirm that to date, 100% of employees posted to critical threat missions have completed the Hazardous Environment Training. Additionally, 100% of staff deployed to high threat missions from Headquarters have been trained on the Personal Security Seminar prior to departure. Employees who are being cross-posted from one mission to a high threat mission will access personal security training through the implementation of regional Personal Security Seminar offerings. The delivery abroad of these seminars will also increase the reach of security training offered to LES.

The Department considers security training for LES a priority and, through Treasury Board's Duty of Care funding, the Department has begun to offer local security courses. As an example, two missions with large CBS and LES staff complements have recently piloted local sessions of the Personal Security Seminar, with over 60% of the 99 participants being locally engaged staff. Furthermore, Global Affairs Canada will extend its Staying Safe Abroad online course to all LES, once the course rolls out this month. Immediately upon the signature of the contracts for the delivery of Personal Security Seminars Abroad, the Department will also expand the training to LES located in high threat environments.

COVID-19 has had a significant impact on the Department's ability to deliver its security training programs in Canada and abroad. Delivery of these training programs in their usual format have had to be postponed and will likely not resume until international borders re-open and COVID-

19 restrictions are lifted. Online solutions are being offered in the interim. In an effort to expand the training coverage, and in order to adapt to COVID-19 limitations, a Senior Learning Advisor position will be created in the coming weeks. It is expected that the creation of this position will allow for more security courses to be developed and other online resources made available to employees abroad.

The Department remains committed to providing comprehensive security training to Government of Canada personnel in preparation for working both inside and outside mission boundaries and all efforts are being made to ensure it is achieved rapidly.