

# Maximum security

Alert employees can be the best deterrent in protecting against security threats

By Elizabeth S. Davis

The unusual-looking package caught the eye of a Boeing mailroom employee at the company's rotorcraft site in Philadelphia.

A foreign postmark, the wrapping and the label—"Transformers \$40"—raised suspicions. Instead of delivering the package, the mailroom employee immediately checked with the recipient, who did not know what it was. Boeing Security was notified and an X-ray of the box revealed a suspicious-looking object surrounded by wiring.

Police and the county bomb squad were called, who eventually determined the box's contents were harmless. Even so, the package was destroyed.

Employees such as this mailroom worker are often at the front line of helping keep Boeing secure. And security at Boeing is vital: As the company's business expands, security risks increase.

"Evolving technologies and instantaneous communication have made us more vulnerable to security threats," said Dave Komendat, vice president and chief security officer for Boeing.

And the threats are not just external. In fact, the FBI considers insider threats the greatest risk to the aerospace industry. "We

trust our co-workers—as we should," Komendat said. "Yet those bent on undermining our security can get a tremendous amount of proprietary information."

Boeing's Domestic Security Activity, a part of Security & Fire Protection, works behind the scenes to mitigate threats to Boeing, its business and its employees.

"See something, say something. It's as basic as that—because an alert work force is the best deterrent to espionage and terrorism," said Ed Kunigonis, senior manager of Domestic Security Activity.

He explained that the recent Greg Chung espionage case offers a warning of the need to stay vigilant.

Chung, a former Boeing employee, was the first person prosecuted under the U.S. Economic Espionage Act. He was convicted in 2009 on six counts of economic espionage and other federal charges for keeping 300,000 pages of sensitive documents in his home. Prosecutors said he intended to share these documents with the Chinese government.

But any successful prosecution and conviction is still

indicative of a security failure, according to Kunigonis. "We're pleased that we can catch someone inside our fence line but we have to ask ourselves: Why didn't someone see something sooner, when the damage would have been minimal?"

Kunigonis emphasized that Boeing must always be on the lookout for internal threats of espionage, as well as external threats. The company collaborates with agencies such as the U.S. Department of Homeland Security and participates in activities that enhance security throughout the industry.

Boeing is a member of the Transglobal Collaboration Program, which consists of leading aerospace and defense manufacturers and major government departments. The organization tackles various security issues, including export control compliance, intellectual property protection, and "leaks" of critical commercial and defense information from the company.

"People want our information," said Tim McQuiggan, director of Government Security for Boeing Defense, Space & Security. "While we have one of the most comprehensive intrusion detection systems out there, there is no fool-proof



**PHOTO:** Pinkerton security officers Keith Niswonger (left) and Melvin Shannon process an on-site emergency call from the Regional Communication Center in St. Louis. RONALD BOOKOUT/BOEING



**PHOTO:** Donald Bonner (left), Philadelphia security manager, and Anthony Diplacido, mailroom services employee, conduct X-ray inspections of incoming packages to the central Philadelphia mailroom. FRED TROILLO/BOEING



technology. We need human interaction—and we need to be aware of others and of our surroundings.”

Both McQuiggan and Kunigonis stressed that if employees see something that doesn't seem right, they should not ignore it.

“It all comes back to the employees,” McQuiggan said. “When our employees are mindful and alert, they know what is out of place and what isn't.”

A good example is the action of that Boeing mailroom employee, who called security rather than delivering the suspicious package at the company's Philadelphia site.

“Situational awareness protects more than just Boeing. It's a good practice, anytime,” said Tom Dickerson, a senior manager with Boeing's Philadelphia Security & Fire Protection.

As Boeing's global business has grown, so, too, has its international security needs. Boeing's International Security Activity group functions behind the scenes, much as the company's Domestic Security Activity team does, to protect Boeing employees and assets outside the United States

by working closely with numerous domestic and international agencies and organizations.

International Security Activity also provides Boeing's security at air shows, such as the major Paris and Farnborough, U.K., events, which occur on alternate years.

“At an air show, we want to highlight our products for the global aviation industry. On the other hand, an air show offers a tremendous hunting ground for illicit data collection and security breaches,” said Verdonn Simmons, a senior manager with International Security Activity.

Overall, Boeing's “security and surveillance efforts rely on today's technologies and the expertise of our security teams to be successful,” said Komendat, Boeing security chief. “But at the end of the day, employees who are aware and alert to strange or unusual activity in the workplace can be our best countermeasure.” ■

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## By the numbers

**155:** Gates and lobby entrances that manage access control throughout the enterprise

**5,155,102:** Badge transactions enterprisewide during a 30-day period at sites that use SecureBadges

**485:** Static and mobile guard posts across the enterprise

**1,000-plus:** Officers who provide around-the-clock uniformed services to secure 17,000 acres (6,880 hectares) of Boeing-owned and leased land

**73,600-plus:** SecureBadges created for Boeing employees, through mid-September of this year

**292,748:** Temporary badges issued to visitors, vendors, suppliers, delivery drivers, tour groups and employees so far in 2010, as of Aug. 30

**28,000:** Average number of dispatch calls processed by 100 Boeing dispatch operators across the enterprise each month (223,000 total calls as of Sept. 15)

*Source: Boeing Security & Fire Protection*

**PHOTO:** Boeing K-9 officer Chad Olson and Stryker perform a security sweep on a new Boeing 737 prior to customer delivery. MARIAN LOCKHART/BOEING