

Utility Security Professional Certificate (USP): - Individuals responsible for securing utility assets in the face of today's threats must have the professional knowledge and expertise to identify physical exposures and weaknesses and subsequently be able to implement response plans to mitigate the likelihood of internal or external attacks, breaches of security, criminal acts of violence or crimes against utility properties. TVPPA developed the Utility Security Professional (USP) to address the growing need from our members to provide the training and knowledge to those individuals who are tasked with protecting their utility. This course is instructed by subject matter experts in law enforcement, physical security, emergency management and utility security. When completed, participants will be exposed to training in the areas of vulnerability and threat assessments, active shooter and workplace violence, critical decision making, de-escalation tactics and negotiation skills, emergency preparedness, responding to and recovering from a critical event, business continuity, physical security measures and other security related topics that will prepare utilities of any size on how to better handle the changes in today's criminal society that threaten our ability to serve our customers. Annual CEU (continuing education units) courses will be required to maintain the certification and will assure that as trends and threats change, the USP will be able to adapt accordingly.

Instructor Led Classes:

Workplace Violence & Active Shooter Preparedness- In this training program, we'll provide you with ideas about the ways you can apply the methods discussed to better prepare your business or operation for the active shooter incidents. This presentation is based in large part on the principles described in *Active Shooter: Preparing for and Responding to a Growing Threat* (Doss & Shepherd, 2015). We'll finish with a brief knowledge challenge to help you review the content of this training program. This is not a course about tactics or techniques. Rather, this program of instruction is intended to provide you with the tools you need to make better advance preparations for the possibility of a workplace violence episode or active shooter attack.

Please remember, this program is intended for YOU. You will gain the greatest benefit from it by participating in the classroom discussion and by keeping an open mind and taking the time to carefully consider the ideas presented.

Critical Decision Making - Every day, you are called upon to make important decisions. Poor choices can lead to death or serious bodily harm. Bad decisions can have major service impacts, interfere with your effectiveness and influence customer support for your business. These decisions are frequently made under conditions of stress, hazard or fatigue. Many times, these decisions must be made in uncertain, fast moving or ill-defined circumstances. We call a decision that potentially affects our well-being or that of others and made under intense pressure a critical decision. The National Safety Council (NSC) reports that 44 linemen died in work-related incidents in 2013. Compare this with the FBI's report that 49 police officers died due to non-criminal causes in the same period. The similarities are interesting. The NSC reports that many incidents occur during routine tasks because workers become too comfortable and complacent. Recognizing the importance of proper mindset, more utility companies are interviewing candidates based on attitude and mental aptitude, not necessarily on specified skill sets that can be

developed later through training. This bears a striking similarity to recent trends in law enforcement hiring practices. Understanding the above, we must ask ourselves: is there a way to improve our ability to make critical decisions? In this program, you will be provided with some useful tools to improve your ability to make the sort of critical decisions you're faced with every day of your career working in the public utility industry.

Physical Security Measures (Securing your Facility) - This 16 hour course will identify the various types of facilities that utilities are tasked with securing, as well as providing the student with the exposure to various methods used in securing those facilities so that they will be able to identify what course of action would benefit their individual utility best, as well as providing various types of methods ranging in costs so that budgetary concerns are considered when constructing a security plan.

Cyber Security Defense - The goal of Cyber Security Defense is to provide technical and non-technical personnel with the hands-on expertise necessary to defend communication and SCADA networks from cyberterrorism events. CSD is a one-day course that will expose participants to potential attack methods from cyberterrorists. After an introduction to cyberterrorism, participants will learn how to protect network systems by survey of the following: planning and preparation of defenses; installation and administration of defenses; hardening network defenses; administration of defenses; monitoring defenses; and testing and modifying defenses—followed by a review of cyberterrorism defenses and emerging trends. This is a jam packed day of current threat information

De-Escalation Tactics and Negotiation Skills - This training will focus on de-escalating high stress situations where the outcome will be beneficial for the operations and safety of the Utility workers. This will focus on body language, looking for signs of aggression, how to speak to someone without escalating an already tense situation into a violent encounter. We will also talk about the benefits of having a working relationship with local law enforcement agencies to help out in certain conditions.

LPC Case Studies / Table Top Exercise - This 16 hour course will take an in-depth look at some LPC real-life case studies of security events or threats that have happened across the valley so that the participants can break off into small groups and do “live” drills using table top exercises to preplan, manage, respond to and recover from, these events. This course will tie all of the previous courses into one so that participants are tested on their knowledge at the completion of the USP program. This valuable course will also prepare the participant to return to their LPC with the knowledge and experience to coordinate a table top exercise within their utility.