Preventive identity checks improve security at high-risk sites

Precautionary measures help to establish who is on site

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The alleged lack of security at Schiphol Airport was widely covered in the Dutch media last year following the exploits of an undercover journalist. The man in question, who had been recruited via a temporary employment agency, managed to access several sites in and around the airport using only his staff access card. He even managed to smuggle in a variety of items. To make matters worse, a colleague journalist entered the airport grounds using the very same access card, which was displayed but never inspected.

The journalist concluded that "… passengers inside the terminal building were extensively screened and required to part with their shampoo bottles, while staff entrances at the back of the building were effectively unguarded." The then director of Schiphol stated that this never should have happened, but emphasised that this was an incident. Security at Schiphol airport has improved considerably since. Among other measures, the inspection and verification of anyone accessing the airport grounds – including employees and third parties, such as suppliers and truck drivers – has been tightened.

Access control

A growing number of companies have focused on the issue of access control in recent years, among others by verifying identities and confirming the authenticity of passports, residence permits and work permits. In addition to their own employees, a large number of organisations screen visitors, suppliers and other third parties. In the end, it is imperative that organisations have a record of who accesses their buildings, grounds or (transit) warehouses. It goes without saying that access control has an important role to play here.

Tightening access control procedures invariably impacts the logistics sector, not least because drivers and forwarders are held up while their identity is being checked. Sites where goods are collected, delivered and stored are comparatively well-protected these days. Drivers accessing these sites are generally required to identify themselves using a valid ID document. In many instances, they also need to apply for a (visitors) pass in advance. The inspection and verification of ID documents allows organisations to establish an accurate record of site visitors. Screening employees not only helps logistics companies to improve security at their own sites, it also allows them to verify the identity of new recruits before they are deployed.

Fraud is commonplace in the logistics sector, especially within departments that suffer high staff turnover (distributions centres, drivers, etc.). Each year, courier services and distribution centres incur significant financial losses as a result of identity fraud and the subsequent theft of goods. What's worse, the culprits are often employees or third parties such as visitors or suppliers. Any organisation that fails to check ID documents properly (or at all) risks security being compromised.

To avoid theft and create a safe working environment at 'high risk' locations, it is therefore essential that personnel and visitors be properly screened. The inspection and verification of the ID

Screening of a visitor.

documents presented by employees as well as third parties forms an important part of the overall screening process. So how does this process work in practice?

Access pass prevents identity fraud within air cargo sector

Establishing the authenticity of ID documents is not as straightforward as it would seem. Having said that, there are several simple yet highly effective solutions that allow organisations to inspect and verify ID documents. Air Cargo Nederland (ACN), the association of the Dutch air cargo industry, uses Keesing ID DocumentScan to inspect and verify ID documents presented by visitors and drivers before issuing them with an ACN pass. To safeguard security at various sites at Schiphol, and to make sure that these sites are not freely accessible, the Schiphol-based ground handlers and freight forwarders teamed up with ACN. This culminated in the ACN pass, which has been mandatory since 2004.

The ACN pass allows drivers to deliver and collect air cargo to and from specific locations at Schiphol airport. Any company wishing to deliver or collect cargo to or from Schiphol must first obtain an ACN pass for its driver(s). In turn, this requires
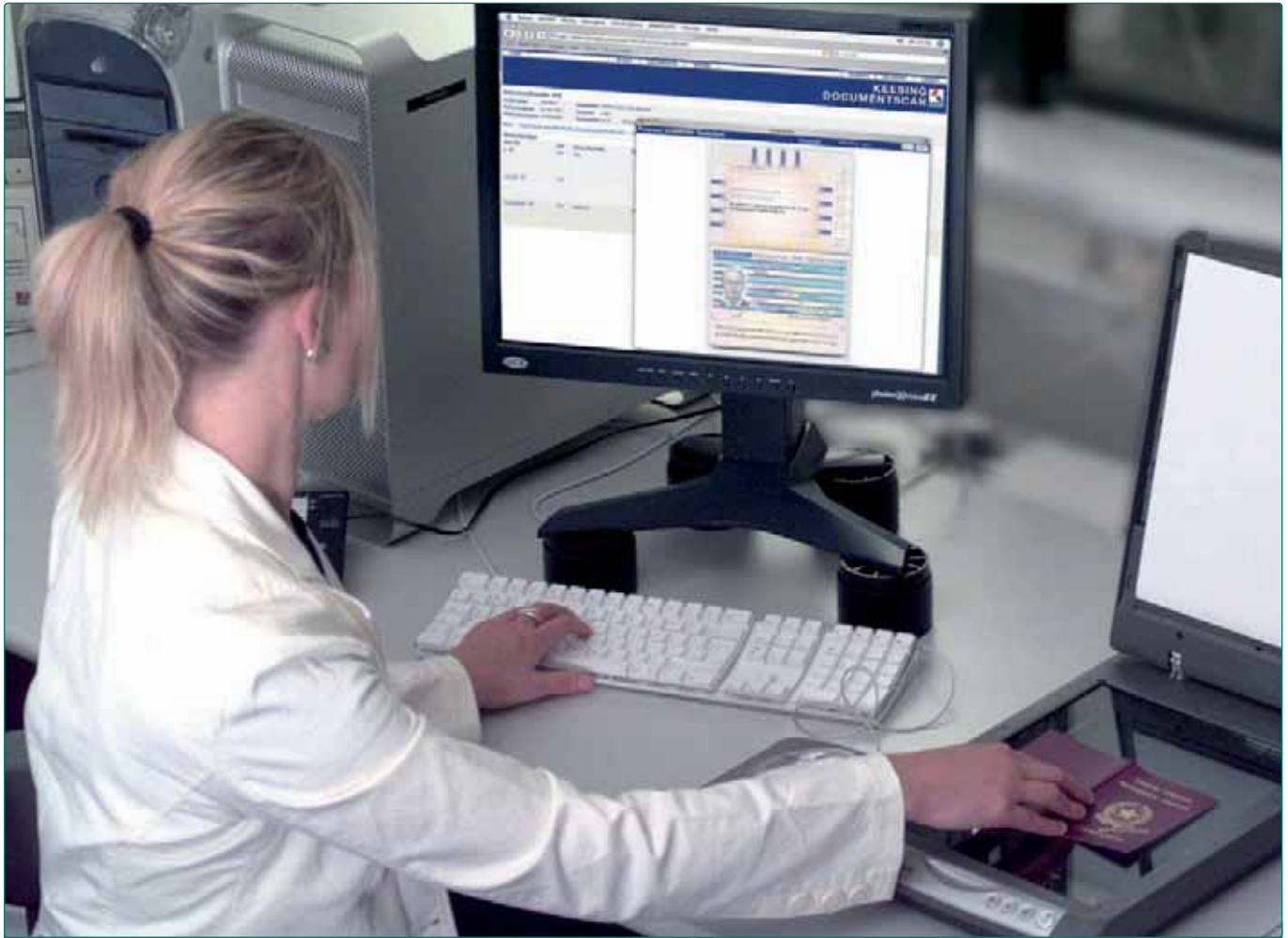
Passport reader.

ACN's staff to inspect the ID document(s) presented by these driver(s). Given the need for accuracy, reliability and speed, ACN uses Keesing ID DocumentScan in combination with a separate passport reader. The personal particulars recorded in the driver's ID document are retrieved by the reader and stored in the system. The ACN pass is issued to an individual driver rather than an organisation. This prevents the pass being used by more than one person.

Quick and straightforward identity checks

Since the introduction of the ACN pass in 2004, ACN's secretariat has inspected ID documents on a daily basis, allowing numerous drivers to drop off and collect cargo to and from Schiphol airport. To begin with, those responsible for checking ID documents had little expertise and almost no experience, and there was a distinct need for a tool that would allow them to conduct reliable checks. To complicate matters, secretariat staff was often presented with foreign ID documents, including Polish, German and Lithuanian passports and ID cards. What they needed was quality reference material. ACN's secretariat has successfully used ID DocumentScan since 2007. The system allows staff to conduct a reliable check within minutes, without the need for specialist knowledge (although such knowledge is invariably accumulated over time). Before drivers are issued an ACN pass, their ID document is scanned and uploaded to an online version of Keesing ID DocumentScan. Copies of ID documents are not accepted. ID DocumentScan includes a step-by-step inspection wizard that shows users how to inspect the most important security features, allowing them to establish the document's authenticity (or otherwise). ID DocumentScan includes a database containing descriptions and images of more than 1,800 ID documents issued by 189 countries. ACN's staff therefore has access to the very best reference material (including

Authentic and forged Polish passport.

Verification with Keesing ID DocumentScan.

data relating to German or Polish passports). As explained, ACN uses ID DocumentScan in combination with a passport reader. The fact that the passport reader can also retrieve data from the chip and capture the document's UV and infrared response expedites the inspection process considerably.

Quality training is half the battle

As ACN sets great store by quality, its staff has been trained in the use of ID DocumentScan. They also partook in a brief profiling course, which forms part of the ID DocumentScan package. The course can be followed at any time, allowing staff to brush up their profiling skills. It teaches participants what to look for when comparing a passport photograph to a life sample. Profiling tackles identity theft by establishing that the person presenting the ID document is also its legal bearer.

100% effective

ACN uses Keesing ID DocumentScan to prevent identity fraud. To date, it has proven a highly effective solution: since the introduction of the ACN pass, no instances of identity fraud have been encountered. Together, ACN and the freight forwarders have prevented identity fraud whiles simultaneously improving security at sites in an around Schiphol airport.

ABOUT ACN	ABOUT THE COMPANY	ENQUIRIES
ACN's primary objective is to develop the Dutch air cargo sector in the broadest sense. ACN promotes the interests of over 250 industry participants who are member of the association.	**Keesing Reference Systems** is a specialist provider of verification tools and solutions that allow international organisations to authenticate ID documents and banknotes. More than 6,000 companies from over 120 countries benefit from this organisation's expertise. Its clientele consists of financial institutions, government agencies, security printers, temporary employment agencies, telecom providers, rental companies and airlines.	Web: www.keesingfightfraud.com
The ACN pass allows the identity of the pass holder to be established quickly and securely. The pass is used to store corporate as well as personal particulars, including the biometrics of the pass holder (smart card functionality). As a consequence, the pass cannot be transferred to another user. In addition to an ACN pass, all freight transporters and forwarders are required to obtain a 'Certificate of Good Conduct' (VOG).	Keesing ID Documentscan is a user-friendly and reliable solution for any organisations that regularly inspects and verifies ID documents. It not only allows users to establish the authenticity of an ID document but also the identity of the document bearer.	