**PSR – Protective Security Requirements**

**Accessible Transcript**

**6. It Happens Here – Supercut**

**Visual**

**A background of light green, aqua, navy and orange geometric shapes. Within the light green panel, orange text reads ‘It happens here.’ Beneath that, navy text reads ‘Managing the insider threat to your organisation.’ Beneath that, the navy and aqua logo for PSR – Protective Security Requirements. The navy geometric panel sweeps across the screen. A hand places a book titled ‘It Happens Here’ on a table. In a black strip, text reads ‘Insider threat guidance – part one.’ The black strip flips to become an aqua strip with text reading ‘Introduction.’ The coloured geometric panels swipe across the screen. A woman, Rebecca Kitteridge, Director General, NZ Security Intelligence Service & Government Protective Security Lead, sits at a table in an office. Laid out in front of her is a glass of water, a pen and papers. Rebecca’s brown hair is tied back, and she wears a white floral patterned blouse and a black jacket.**

**Audio**

(Rebecca): So this is the first time we've produced an insider-threat guide for New Zealand, and it's called It Happens Here. And the reason we did that is that we have been increasingly asked for that kind of guidance from both private and public sector. People are really hungry for this advice, because they know that there is an issue here. So what we wanted to do was use all the great information that we've been developing internally at NZSIS and, basically, share that information more broadly.

**Visual**

**A hand placing the ‘It Happens Here’ book on the table. The book’s subheading reads ‘Managing the insider threat to your organisation.’ Sitting around a meeting room table, two women and a man discuss a bound book in front of them. The three people talk amongst each other, and one of the women turns the pages of the bound book. A heading on one of the pages reads ‘If a bomb threat is received by phone.’ One of the women in the meeting is Mary-Anne Crompton, Chief Security Officer, Ministry Of Foreign Affairs & Trade. She has short brown hair and wears a charcoal top and has a pounamu around her neck. Mary-Anne sits in front of a background of wooden Māori carvings and black and white geometric patterns.**

**Audio**

(Mary-Anne): It's a good foundation for building that knowledge and skill and understanding of what the risks are and what people need to be aware of.

**Visual**

**The coloured geometric panels swipe across the screen. On a light green background, the navy and aqua logo for PSR – Protective Security Requirements. Beneath that is the logo for the New Zealand Government. The screen fades to black. A background of light green, aqua, navy and orange geometric shapes. Within the light green panel, orange text reads ‘It happens here.’ Beneath that, navy text reads ‘Managing the insider threat to your organisation.’ Beneath that, the navy and aqua logo for PSR – Protective Security Requirements. The navy geometric panel sweeps across the screen. A close-up view of a man’s ID card for the NZ Transport Agency swinging on a lanyard around the man’s neck. In a black strip, text reads ‘Insider threat guidance – part two.’ The black strip flips to become an aqua strip with text reading ‘Why security is important.’ The coloured geometric panels swipe across the screen.**

**Audio**

(Rebecca): Well, it's actually about keeping our organisations safe and secure, because

organisations - whether they're in the private sector or the public sector - hold really, really valuable information assets, for example. I'm thinking about intellectual property.

**Visual**

**The man wearing the ID card, Terry Newman, Principal Advisor Protective Security, NZ Transport Agency, sits at a table in an office. Laid out in front of him is a piece of paper, reading glasses and a pen. Terry has short brown hair and wears a light purple business shirt.**

**Audio**

(Terry): It's all about keeping our people safe at work. It's about protecting our information, our intellectual property, our equipment, our material and also our own personal things that we bring into the workplace with us.

(Mary-Anne): There's an employer obligation. People want to feel that they're going to be safe while they're at work, but also, our information is our economic gold. It's what makes it a good country for us to live in.

**Visual**

**Mary-Anne’s in a meeting room with a man and a woman, where they talk and interact with each other. Mary-Anne refers to the bound book in front of the trio.**

**Audio**

(Mary-Anne): We often expect that people will have the same set of norms or set of values... that we have as Kiwis. So with that comes a level of naiveté.

(Terry): We need to pay more attention to the fact that, you know, when we're talking out in public and we're reading documents, who else is listening? Our private conversation - is it private? Who are we actually letting into our business space behind us? Who could be tailgating behind us?

**Visual**

**Terry stands at a table in an open-plan office, looking over documentation with another man. The man looks at Terry and nods.**

**Audio**

(Mary-Anne): The biggest challenge is actually not making people paranoid but making people understand that they have to think a little bit more widely in a global environment, testing and checking that what we're being told or what we see is indeed fact.
(Rebecca): This needs to be a more normal part of our culture at work - that we think about security on a daily basis.

**Visual**

**The coloured geometric panels swipe across the screen. On a light green background, the navy and aqua logo for PSR – Protective Security Requirements. Beneath that is the logo for the New Zealand Government. The screen fades to black. A background of light green, aqua, navy and orange geometric shapes. Within the light green panel, orange text reads ‘It happens here.’ Beneath that, navy text reads ‘Managing the insider threat to your organisation.’ Beneath that, the navy and aqua logo for PSR – Protective Security Requirements. The navy geometric panel sweeps across the screen. A pair of hands type on a computer keyboard. In a black strip, text reads ‘Insider threat guidance – part three.’ The black strip flips to become an aqua strip with text reading ‘Focus on insider threat.’ The coloured geometric panels swipe across the screen.**

**Audio**

(Rebecca): There could be people within your organisation who either, you know, deliberately or

because they're really careless are creating some threat to the valuable assets that you hold, such as information.

(Terry): In order for somebody from outside the organisation to get in and do damage, they need to be able to enter our environment. That's both the physical environment and the virtual environment.

**Visual**

**In an office, Terry approaches a closed door next to an oblong aquarium. He pulls out a dark grey key fob on a retractable cord and holds it to a key panel with a red lit strip on it. Having triggered the unlocking of the door, Terry pushes it open.**

**Audio**

(Terry): But for somebody that already works inside the organisation, they've already got authorised access to the virtual and physical environment, and that's more difficult for us to control that than the mitigations that we can put in place to prevent an outsider from gaining access. And some people don't just do harm maliciously. Sometimes it can happen accidentally.

**Visual**

**Smiling, Terry takes a seat at a desk in an open-plan office and begins typing on a keyboard. He starts entering a password to unlock his computer.**

**Audio**

(Rebecca): They don't realise that the kind of poor security practice that they've got is creating real risk for their organisation. And so you see it with people who may have really weak passwords or they might just be leaving documents out. They're not thinking about it, and actually, what they're doing is creating some really significant risk for their organisation.

(Mary-Anne): We hear about the big cases - Snowden and Manning and others around the world - but why would we think that we don't necessarily have one of those?

**Visual**

**Mary-Anne sits down at a meeting room table with a man and a woman. She turns the pages of the bound book in front of the trio. A heading on one of the pages reads ‘If a bomb threat is received by phone.’**

**Audio**

(Mary-Anne): We're a really innovated country. We have information from others who share with us

as trusted parties, and therefore, we have vulnerabilities.

(Rebecca): It's known to happen in other countries, and I know that it does happen here.

**Visual**

**The coloured geometric panels swipe across the screen. On a light green background, the navy and aqua logo for PSR – Protective Security Requirements. Beneath that is the logo for the New Zealand Government. The screen fades to black. A background of light green, aqua, navy and orange geometric shapes. Within the light green panel, orange text reads ‘It happens here.’ Beneath that, navy text reads ‘Managing the insider threat to your organisation.’ Beneath that, the navy and aqua logo for PSR – Protective Security Requirements. The navy geometric panel sweeps across the screen. In a black strip, text reads ‘Insider threat guidance – part four.’ The black strip flips to become an aqua strip with text reading ‘Protecting Critical IP – Rocket Lab.’ Orange exhaust flames burst out from the base of a rocket ship as it launches, sending a huge white cloud of smoke billowing upwards. A view of Earth below from the rocket. In the bottom-right corner, the logo for Rocket Lab. The coloured geometric panels swipe across the screen. A man wearing glasses and a black polo shirt steps toward a black wall which has text reading ‘we go to space to improve life on Earth.’ The man, Chris Proctor, Security Manager, Rocket Lab, folds his arms as he stands on a mezzanine overlooking the Rocket Lab warehouse floor. An American flag and a New Zealand flag hang side by side from the rafters. Chris then sits at a table.**

**Audio**

(Chris): For me, security is all about building confidence - confidence within the workforce that what they're doing is right. But more, it's about building that reputation as a secure business partner.

**Visual**

**A man is dwarfed by large black drums labelled ‘electron’ which lie horizontally in the warehouse.**

**Audio**

(Chris): We're a private company working very closely with the New Zealand Government, working very closely with a whole range of clients both in the commercial and the US Government spheres.

**Visual**

**A multiple-sided geometric shiny black steel sculpture sits on a bed of pebbles beneath the Rocket Lab logo on a black wall. A rocket launches into the clear blue sky, a short fiery tail behind it. A view of planet Earth from space.**

**Audio**

(Chris): Our clients are effectively giving us their crown jewels. They're giving us that payload.

They're giving us the satellite, which contains all of their IP, and they're allowing us to take that to space. They have to have the confidence that we will look after that and protect it, as we do our own IP.

**Visual**

**The coloured geometric panels swipe across the screen. On an aqua background, text reads ‘Are there any areas of security that you feel are often overlooked in the workplace?’ At the bottom of the screen, text reads ‘Protecting Critical IP – Rocket Lab.’**

**Audio**

(Chris): Yes. It's the simple things done well first time and every time, and that sounds like a very trite soundbite, but it's something that I've always lived by when it comes to security.

**Visual**

**In the Rocket Lab offices, a woman approaches a glass-pannelled exit barrier. She holds a key fob on a retractable cord and holds it to a panel on the barrier which is lit up indicating a place to tap a card. The lights then change to a green arrow, and the glass panels open and the woman steps through. The glass panels promptly slot back to a closed position.**

**Audio**

(Chris): It can be as simple as making sure you've got your pass with you, making sure that people are not tailgating, but it's also keeping your eyes and ears open.

**Visual**

**A mission-control style set-up of six chairs and workstations overlooking a huge horizontal screen showing footage of a rocket launch. Chris leans his elbows on a desk as he talks to a seated man who is monitoring a handful of computer screens.**

**Audio**

(Chris): If I could have 30,000 cameras around this building, it still wouldn't be as good as having every person as that intelligent security sensor noting when something just didn't feel right, didn't sound right, didn't look right and having the confidence to come and say, 'Hey, Chris. I think you ought to know about this.'

**Visual**

**The coloured geometric panels swipe across the screen. On an aqua background, text reads ‘How do you approach the idea of insider threat in the workplace?’ At the bottom of the screen, text reads ‘Protecting Critical IP – Rocket Lab.’ A black wall in a corridor of the Rocket Lab offices displays glass panels with various dates and milestones in chronological order.**

**Audio**

(Chris): We're not necessarily only talking about that individual who has been subverted to bring information out for a nation state or a competitor. We're talking about people who... want to take information out of the business because they're about to move themselves and they think it will do them good as they move into the next place.

**Visual**

**Models of rockets mounted on a wall. Men wearing headsets microphones monitor screens. A handful of people all wear headset microphones as they study active computer screens. People assemble rocket parts on the warehouse floor.**

**Audio**

(Chris): Our IP, our trade secrets are the lifeblood of our industry, and the potential for losing control of that IP is an ever-present consideration. So we extend on that by engaging all our team leads and making them aware of some of the indicators that might show that somebody is... on the verge of being an insider threat. It might be somebody trying to gain access to an area of a computer system that they've never had before. It could be people starting to engage with a team or members of a team that they've never really engaged with before and what that team's doing is no real concern to their area of work. It's the absence of the normal and the presence of the abnormal. It's just part and parcel of management. You need to know your people.

**Visual**

**The coloured geometric panels swipe across the screen. On a light green background, the navy and aqua logo for PSR – Protective Security Requirements. Beneath that is the logo for the New Zealand Government. The screen fades to black. A background of light green, aqua, navy and orange geometric shapes. Within the light green panel, orange text reads ‘It happens here.’ Beneath that, navy text reads ‘Managing the insider threat to your organisation.’ Beneath that, the navy and aqua logo for PSR – Protective Security Requirements. The navy geometric panel sweeps across the screen. Terry holds a key fob on a retractable cord to a wall-mounted pad with a lit red strip. Having unlocked a door, Terry pushes it open. In a black strip, text reads ‘Insider threat guidance – part five.’ The black strip flips to become an aqua strip with text reading ‘Security culture.’ The coloured geometric panels swipe across the screen.**

**Audio**

(Rebecca): There's lots of practical things - really basic practical things - that people could do better, and I'm talking, for example, here about ensuring that people don't tailgate into the building,

making sure that people are wearing their proper security ID.

**Visual**

**Terry wears an ID card on a lanyard around his neck. The ID card is for the NZ Transport Agency and features his photo and his name, Terry Newman. Terry sits at a desk in an open-plan office and locks his computer, causing the screens to go black. He puts documents into an orange plastic document holder then places that into a filing cabinet underneath his desk which he locks with a key.**

**Audio**

(Terry): Challenge people that are inside the environment that you don't know. Lock your devices when you're not using them. Clear your information from your desk. Get your behaviours right and maintain good awareness.

(Mary-Anne): Keep your work information at work. Try to have a separation between work and home as much as it's possible in a flexible working environment

(Terry): If you see something that concerns you or some suspicious activity or some behaviour of concern, then speak up and let us know.

(Rebecca): We need to have a culture in each organisation where people actually feel comfortable in speaking up. I do think we tend to have a culture here in New Zealand where, you know, people are a little- they hold back from wanting to raise an issue if they see it, and that actually is a big problem

in relation to security issues. So we want to create cultures where people know that it's not just a normal thing to do, but it's really important that they raise an issue if they see a security problem.

**Visual**

**The coloured geometric panels swipe across the screen. On a light green background, the navy and aqua logo for PSR – Protective Security Requirements. Beneath that is the logo for the New Zealand Government.**

Accessible transcript by Able.

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