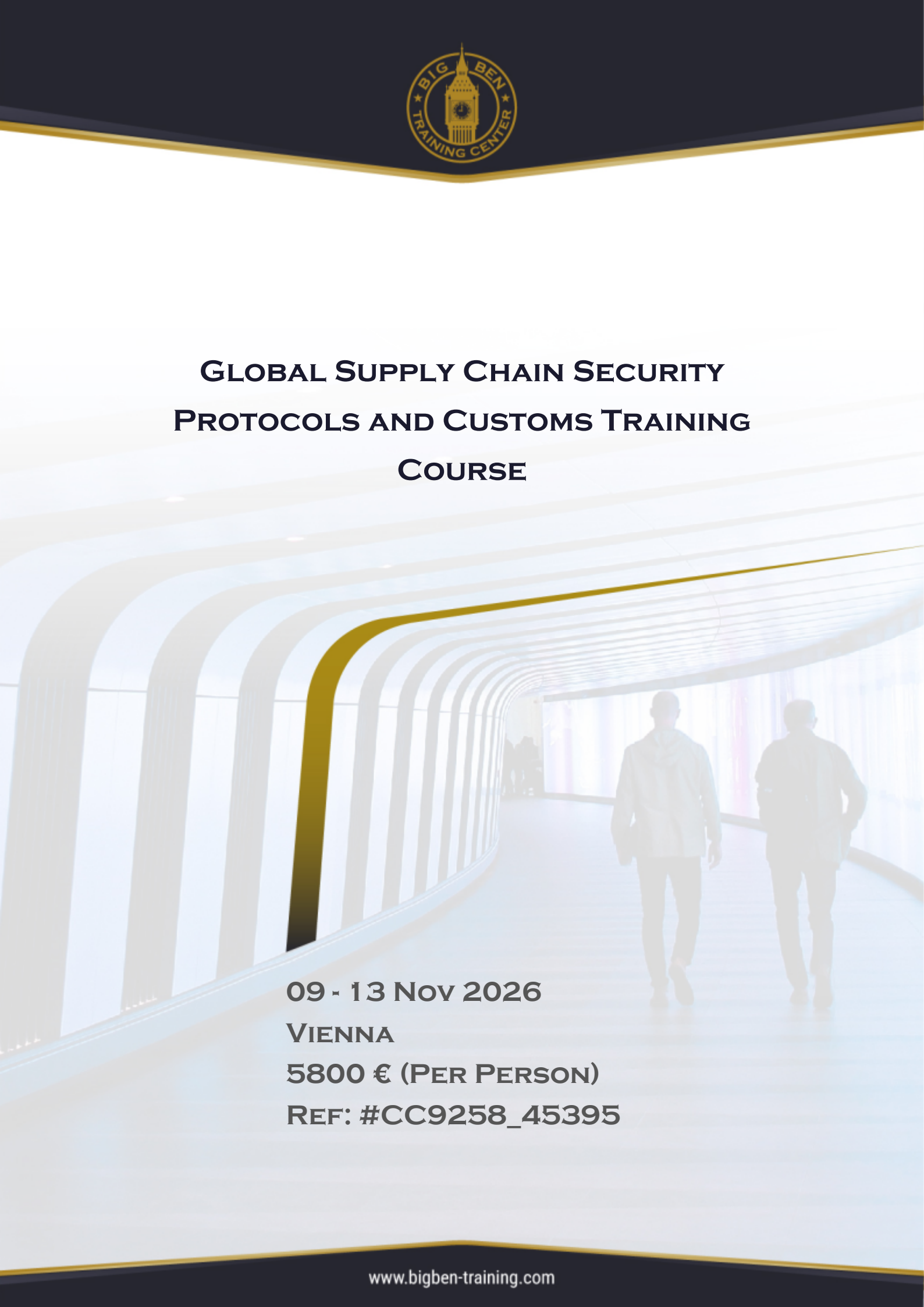
Global Supply Chain Security Protocols and Customs Training Course



09 - 13 Nov 2026

Vienna

5800 € (Per Person)

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Course Introduction / Overview:

In a world of complex and interconnected trade, ensuring the security of the global supply chain has become a paramount concern for businesses and governments alike. This comprehensive training course provides an in-depth look at the principles and protocols of supply chain security, with a special focus on integrating the World Customs Organization's (WCO) SAFE Framework of Standards. The SAFE Framework, a voluntary non-binding instrument designed to secure and facilitate international trade, is a cornerstone of modern customs operations. Its protocols, including the Authorized Economic Operator (AEO) program, are essential for businesses looking to enhance their security measures, improve customs clearance times, and reduce risks. This curriculum is designed to give participants a clear understanding of these critical security concepts, from risk management to public-private partnerships. We integrate insights from leading academic works, such as "Supply Chain Security: A Case Study Approach" by Maria Rey and George P. Kroussos, which offers a robust analytical framework for addressing real-world security threats. BIG BEN Training Center has developed this program to be both practical and strategically focused, providing participants with the tools to implement robust security measures and achieve AEO certification. The course is a must for professionals seeking to lead their organizations in the new era of secure and efficient global commerce.

Target Audience / This training course is suitable for:

- Supply chain and logistics managers.
- Customs and trade compliance officers.
- Risk management professionals.
- Import and export specialists.
- Government and customs officials.
- Security and loss prevention personnel.
- Freight forwarders and customs brokers.

Target Sectors and Industries:

- International logistics and transportation.
- Manufacturing and production.
- Retail and e-commerce.
- Pharmaceutical and healthcare.
- Government agencies and equivalents.
- Technology and electronics.
- Automotive and aerospace.

Target Organizations Departments:

- Supply Chain Management.
- Logistics and Shipping.
- Global Compliance and Security.
- Import and Export Operations.
- Legal and Regulatory Affairs.
- Risk Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Implement the WCO SAFE Framework of Standards protocols.
- Master the requirements and benefits of the Authorized Economic Operator (AEO) program.
- Conduct comprehensive supply chain risk assessments.
- Establish and manage a robust internal security program.
- Improve collaboration with customs and other government agencies.
- Streamline customs clearance processes through security enhancements.
- Mitigate risks of smuggling, theft, and terrorism in the supply chain.
- Develop a strategic approach to supply chain security.

Course Methodology:

This training course is delivered using a highly interactive and practical methodology designed to ensure participants not only understand the concepts of supply chain security but can also apply them effectively. Our approach goes beyond traditional lectures and incorporates a blend of case studies, tabletop exercises, and group discussions. Participants will work on real-world scenarios, such as conducting risk assessments on a simulated supply chain, developing a security plan, and preparing for an AEO audit. The curriculum is designed to foster critical thinking and problem-solving, with group activities that encourage collaboration and the sharing of best practices. Our instructors provide immediate feedback, ensuring concepts are fully understood. BIG BEN Training Center is committed to a hands-on learning experience that prepares professionals for the realities of managing a secure supply chain. We focus on developing the skills needed for public-private partnerships, a key component of the SAFE Framework. The course includes a final project where participants must design a supply chain security program for a mock company, allowing them to synthesize all the knowledge gained and demonstrate their mastery of the subject.

Course Agenda (Course Units):

Unit One: Foundations of Supply Chain Security.

- Overview of modern supply chain security threats.
- The World Customs Organization (WCO) and its role.
- Introduction to the SAFE Framework of Standards.
- Key pillars of the SAFE Framework.
- The role of public-private partnerships.
- Understanding the benefits of a secure supply chain.
- Global trends in supply chain security and customs.

Unit Two: Implementing the SAFE Framework and AEO.

- Detailed review of the Authorized Economic Operator (AEO) program.
- Application and validation process for AEO certification.
- Benefits of AEO status for businesses.
- Case studies of AEO implementation.
- Risk management principles and techniques.
- Developing a company-wide security program.
- Best practices for internal controls and compliance.

Unit Three: Security Protocols and Technology.

- Physical security protocols for facilities and cargo.
- Personnel and information security measures.
- Using technology for cargo tracking and monitoring.
- Introduction to customs automation and data exchange.
- Container and seal security standards.
- Supply chain mapping and vulnerability analysis.
- Strategies for mitigating security risks.
- Four: Collaboration and Regulatory Compliance.
- Cooperation between customs and the private sector.
- Data sharing and information exchange protocols.
- Navigating international trade regulations and standards.
- Customs inspections and audit preparedness.
- Dealing with security incidents and breaches.
- Legal and regulatory implications of non-compliance.
- Building a culture of security and compliance.

Unit Five: Strategic Management and Future Trends.

- Developing a long-term supply chain security strategy.
- Measuring the return on investment (ROI) of security measures.
- Future of supply chain security, including blockchain and AI.
- Final skill assessment and knowledge review.
- Presentation of a strategic security plan.
- Planning for continuous improvement and audits.
- Final Q&A session with the instructor.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a proactive investment in supply chain security, guided by the SAFE Framework, transform a company's customs operations from a point of vulnerability into a source of competitive advantage?

What unique qualities does this course offer compared to other courses?

This training course is a hands-on guide to mastering the WCO SAFE Framework, setting it apart from more general supply chain management courses. Its unique strength lies in a practical, case study-driven approach that moves beyond theory to provide actionable steps for implementing a robust security program. We focus specifically on the AEO program, providing participants with a clear roadmap to achieving certification and reaping its benefits. Unlike other programs that may offer a superficial overview, our curriculum provides detailed guidance on risk management, physical security protocols, and customs automation, all framed within the context of the SAFE Framework. The course also emphasizes the crucial aspect of public-private partnerships, a topic often neglected but essential for modern customs and trade. BIG BEN Training Center has designed this program to be a strategic investment, equipping participants with the knowledge and tools to not only secure their supply chains, but also to improve efficiency, reduce costs, and enhance their company's reputation as a trusted trading partner. The program's final project ensures participants leave with a tangible, well-defined security plan they can immediately apply in their professional roles.