



**Safety and Security
Solutions**



**PERSONAL
SECURITY
AWARENESS**

PERSONAL SECURITY AWARENESS

KIDNAPPING
HOSTAGE TAKING
EXTORTION

Prevention &
Coping Strategies
For Everyone



Security, and Safety Solutions

Welcome to Security and Safety Solutions. We specialise in providing the highest standard of security and safety training to our clients.

We achieve this by providing education and training to all areas, encouraging a proactive approach by promoting a safe and secure environment through greater security & safety awareness and preparedness.

Considerable time is spent with clients, assessing and evaluating the entire need spectrum of the business, organization, or family *to develop an individualized and unique safety and security plan.*

This results in a close, communicative relationship with our clients, and allows Security and Safety Solutions to provide the best results that we can in any given situation.

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Foreword

Because of your personal and/or professional circumstances, you and your family may be at a greater risk of being profiled and affected by a serious offence like kidnapping, hostage taking or extortion.

Evidence shows that these crimes are often well prepared by the perpetrators. The offender might take advantage of the victim's routines or habits in order to identify opportunities for an attack.

Personal security awareness will help you identify any vulnerabilities in your routines and reduce the risk of becoming a victim. This also applies to opportunistic crimes such as robberies.

This booklet aims to help you minimize potential and foreseeable risks and suggests how you can do this, in order to be as safe as possible. It should be used in accordance with current standing orders and guidance from your security provider including national and company laws, policies and procedures.

The information may reinforce what you already know or help explore new ideas that you have not yet considered. Also contained are recommendations for reacting to critical situations like a kidnapping.

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About us

Our experience includes working for various organizations and firms in a broad spectrum of safety & security services throughout the EMEA specializing in Medical, Risk mitigation, Close Protection, and Management Systems Implementation as well as the training of NGO & HNW personnel in HEAT (Hostile Environment Operations) & PSAT (Personal Security Awareness Training) and also Health & Safety Training for Corporate, Military, Police and Prison Staff, Situational Awareness & Personal Protection for HNW Personnel.

Over 30 years' experience of working in government, corporate and domestic environments with numerous multinationals giving the team at SASS the ability to bring a solution to any and all customer concerns.

Associates



PREVENTION



Prevention

Security awareness

By acting in a security-conscious way, you can reduce the risk of being affected by crime.

This includes:

- developing security awareness;
- identifying your own vulnerabilities;
- being alert and observant.

Those surrounding you — your family, employees, neighbours and carers of your children — should be briefed on a regular basis.

Avoid going into unsafe areas, especially on excursions. Be aware of any current situations in the area. Understand that risk levels can change, even over- night.

If you observe anything suspicious, immediately relay this information to your security official or the police.

If it is necessary to go to a high-risk area, discuss this with a relevant source such as your security team or your foreign ministry.

Preparedness

Once you have decided on your security measures, these should be put into practice consistently and communicated to the people around you. You should make these second nature!

Your goals are to:

- not be an attractive victim;
- avoid providing criminals with opportunities;
- react appropriately and proportionately.

Before you go abroad, find out about the security situation at your destination and about any of the country's special characteristics and cultural norms. Try to use all available sources of information and stay informed of any changes in the security situation.

Although it can be challenging, do not avoid dealing with security matters. Be open to new information and advice, so that you have a good basis for your decisions.

Experience of a country is not a guarantee for your safety!

Vigilance

All criminals exploit opportunities and vulnerabilities. Observe your surroundings carefully, especially around your residence, your workplace and your car, as these might be where criminals approach you. Be particularly attentive when dealing with unexpected callers to your home.

Be cautious of whom you confide in. Be aware that strangers or casual acquaintances might have other motives.

Be on your guard with unexpected occurrences like apparent emergencies, traffic incidents or roadblocks, and with anyone approaching you to offer help. It might be a diversion or trap. When you return to your home or vehicle, check for changes, signs of a break-in (like damage to windows and doors or blocked locks) or anything unusual.

Watch out for individuals or vehicles following you. If you suspect you are being followed, you could drive to the local police station or to a place where you feel safe.

Maintain a low profile

Try not to be an attractive target. Wear clothing that will not draw attention and do not display any jewelry (including fakes), or have expensive vehicles, bags, suitcases, etc. It is not your perception of wealth that counts, it is the view of the local population's. Remember that your ethnicity may be enough to make you stand out.

You should take care to respect local customs and adapt your appearance and behavior to the country you are staying in.

Walk self-confidently and purposefully and do not let it show if you do not know the route. Do not make it obvious when consulting maps and travel guides. Choose yourself whom you want to ask for directions.

Your full name, where you work and your function should not be displayed on luggage, your car, door- plates or signs. Consider using your name only instead of the company's for invoices, bookings and your credit card.

Guard your information

Prevent criminals from finding out anything that might make you their target. Overhearing your conversations in public or on a mobile phone can reveal a lot about you.

You should keep all documents and your schedule safe. Even discarded documents or invoices can be used to gain information, so destroy them thoroughly.

Your appointments and absences should not be known to outsiders and should not be disclosed by family members, employees or an out-of-office message from your e-mail account.

In the case of unusual or repeated enquiries, notify your organization's safety officer or the local security agency.

Consider whether your home address and telephone number need to be listed in the telephone directory, the Internet, telephone lists of your workplace, membership lists, etc. Use your company address for business correspondence, registration purposes, etc.

I.T. Security

Be cautious about providing information about yourself on the Internet, e.g. in social networks. It can also be used as a source of information by criminals.

Your computer and important files should be protected against unauthorized access. Use only secure passwords and change them regularly. You should backup your data at regular intervals.

Depending on the threat level of your environment, consider cleaning your phone, computer, documents and passport of:

- information about your employer (e.g. wear neutral clothes on all ID pictures);
- all other sensitive data (especially unencrypted) that might do damage if in the wrong hands, such as financial information and company secrets;
- unnecessary contact details (disguise important ones and consider whether you need to carry business cards);
- information about countries you have travelled to (visa, entry stamps), or request a second passport if necessary.

Avoid routines

Predictable behavior makes it easy for criminals to spy on you and make plans.

- Vary the time you depart for, and return from, work.
- Vary your route and take detours.
- Vary the vehicle you take and where you park it.
- Vary when and where you go to bars, clubs and restaurants.
- Vary when and where you go to activities such as sports or meetings with friends.

You are most vulnerable on the way to and from your vehicle and home. Minimize the risk by being extra alert and moving swiftly. Have your key ready when you approach your car or home. Ensure that you are given quick access at gates, for example, by calling ahead.

At home, arrange for some activity during your absence like having the blinds and lighting used, preferably at varying times. Have advertising material and newspapers removed from your letter box.

Home Security

Your home should be well protected against un- authorized entry. New locks should be installed when you move in or if a key is lost. Never leave a key outside. Repair any defective lighting as soon as possible.

A video or audio intercom combined with a door limiter and spyhole can help you control access to your home.

You may consider having your house fitted with an alarm system. You should contract a reputable and, if possible, certified security company and know what to expect if the alarm is triggered. Keeping dogs within the house has been known to deter intruders.

Establish which would be the safest room for the family to lock themselves into if intruders were to enter your residence. Do not forget to have communications equipment in this room to call for help. Consider seeking advice about how to improve the resilience of that room. Only employ reliable staff with references. You should develop good relationships and avoid changing them. Be aware of the possibility that staff might be forced to cooperate with criminals.

Handling visitors

Employ caution with unknown visitors. Be on your guard with apparent emergencies.

- Talk to visitors via the intercom or using the door limiter. Check their identification and consider calling the company or institution they claim to represent.
- Until you have checked the credentials of a courier, you should not accept unexpected deliveries from them.
- When you open the door for a visitor, observe the surroundings carefully to make sure that the situation is not going to be used by anyone to gain unauthorized entry.
- Check that visitors actually leave the grounds of your property.

Children

Children are naturally trusting and unsuspecting. Choose practical, everyday examples to regularly instruct them.

Children should:

- not talk to strangers or disclose any information about the family (information protection);
- be supervised while playing outside, running errands or on their way to school and friends' homes;
- accept instructions only from those people authorized by their parents or guardians;
- never go anywhere with strangers;
- be encouraged to instantly report suspicious or threatening incidents to their parents, guardians, the police or other trustworthy people.

You should always know where your children are. Inform their carers about who is exclusively allowed to collect your children.

Try to get to know your children's friends and their parents. Make sure that everyone supervising your children knows how to contact you and make sure that you can contact them at any time.

Try to supervise your children's use of social media and what they disclose about their lifestyle.

Vehicles and parking

Choose a well-lit, easily overlooked and attended car park. Avoid stopping next to occupied vehicles or vehicles you cannot see into (like delivery vans).

Do not approach your car if there are suspicious people loitering nearby or if your departure will be hindered, e.g. by another parked vehicle.

If possible, your remote control should only open the driver's door. Keep the car doors locked and the windows closed while you are driving. No valuable items should be visible from the outside.

Only stop your car if it cannot be avoided — try to avoid the rush hour. Keep your distance from the vehicle in front in order to have an escape route. You may consider attending a driver safety course.

Keep your fuel tank at least half full and take a supply of water, food and blankets with you to avoid having to stop in an unsafe area.

Familiarize yourself with the car and select appropriate security features such as run flat tires, safety window film or armor. Have your car maintained at reliable garages.

Keep your car key separate from your home and office keys. That way, if your car is taken, the hijacker does not have access to your home as well.

Cards and Cash

Only take what you really need. Money and other valuables should be carried close to your body, preferably out of sight (e.g. under your clothing). Do not let your bank card out of your sight when paying, for example in restaurants.

Keep a suitable amount of cash in an easily accessible place, separate from other valuables. This will enable you to pay small amounts without disclosing where the rest of your money and valuables are. You can also hand this money over in the event of a robbery.

Choose cash machines (ATMs) in busy locations and use them during the day or if well lit. Ideally, avoid being on your own.

You should approach the ATM with your card in your hand and your PIN in mind. After the withdrawal, put the money away, out of sight, and leave immediately.

Travelling safely

Take some time to prepare your trip and gather information about your destination. Consider open source material such as websites of foreign ministries for up-to-date travel advice and security information. It may be possible to register with your embassy or inform them of your intended presence.

Do not hesitate to change the route of your journey or cancel it if the security situation suggests this.

Avoid giving away information about your route or reasons for your journey, for example on luggage labels. Arrange a code word with the driver picking you up at your destination to ensure that you go with the right person. If they will be holding up a sign for you to find them, tell them to put as little information on it as possible.

Find out about trusted partners (hotels, transport, travel agencies) before you leave. Aim to arrive at your destination in daylight. Use only licensed taxis and ask for the taxi registration number.

Opt for hotel rooms with an easy escape route, on the second floor or above. Consider using the hotel safe for your valuables and documents. No one should be able to enter your room at night unnoticed — make use of security devices like door chains or bring a door-stop.

Organizations and companies

Organizations and companies that require staff to travel abroad have a duty to care for the safety of their employees. Risk can be minimized through the provision of training, briefings, rules of engagement and logistical arrangements.

Security measures should be regularly reviewed and upgraded if necessary.

These may include:

- checks of people and vehicles at entry and exit points;
- physical security like checking and escorting visitors and deliveries;
- security exercises for employees;
- the set-up of a central travel management monitoring activity, welfare whilst deployed, single point of contact and debriefings;
- encouraging employees to complete a personal data profile (see details under Checklists, page 24).

Employees should know their security officer.

Procedures in case of security-related incidents should be predefined and known to all employees.



Being prepared

If you live in a high-risk or threatening environment, you and your family should regularly discuss how to react to suspicious or threatening events. This will help you to be prepared if such a situation arises.

You should always inform someone you trust about where you are going and when you plan to return. They should also know who to inform if you are not back by that time (family, security officer, security agencies).

Keep a well-charged mobile phone with you, so that you can call for help at any time, wherever you are. Keep important contact details and copies of your personal documents somewhere where you can access them in case of need (e.g. give them to a person you trust or keep them password-protected on the Internet).

In addition:

- know about exits, escape routes and safe places on your everyday routes;
- memorize phone numbers of the police, fire department, ambulance and key contacts;
- know the number of the 24/7 hotline and address of your nearest embassy;
- prepare a personal data profile (see suggestions in the 'Checklists' section) and leave it with key contacts;
- have the phone number(s) for blocking your bank cards noted down.



Reacting appropriately

Trust your intuition. If anything makes you feel suspicious:

- keep on the move in preference to stopping;
- observe your environment attentively and
- inconspicuously;
- make brief notes (e.g. of car registration plates) and inform others (neighbors, security officers, local police, your embassy);
- prepare to make a quick exit;
- move to a safe place (e.g. busy place, large hotel, international bank or police station);
- call for assistance (e.g. security personnel, police) to have checks/investigations performed.

Be on the safe side — do not investigate or intervene alone. Find support!

If you are robbed, do not resist. Money and valuables can be replaced, your life and health cannot!

Inform the police and your embassy about any security incidents.

- Do not approach surveillance.
- Do not try to shake surveillance.
- Act normally.
- Phone security team or designated contact.
- Use duress code.
- Stay in public area and await extraction.

KIDNAPPING OR HOSTAGE TAKING



Kidnapping or hostage taking

What happens?

Kidnappings range from 'express kidnaps' of a short duration, where the victim may be forced to withdraw money from an ATM, to a captivity of several months.

Hostage takings are usually of a short duration and are characterized by a stand-off confrontation between the offenders and security forces.

The advice for kidnappings and hostage takings can be applied to confrontations with other violent individuals (for example robbers).

Knowing what can be expected can help you to get through it with the best outcome. The following suggestions are based on information about past kidnappings and the experiences of hostages.

The main aim of all advice is to secure the release of the hostage, unharmed!

The taking

The threat level of a kidnapping is highest at the start, since the offenders are extremely tense and on their guard. If met with resistance, or if their plan does not go as expected, the offenders may react unpredictably and aggressively.

If you are not sure whether you can escape immediately and successfully, you must accept your situation for the time being.

Try to gain control over your shock, fear and agitation as soon as possible:

- stay calm;
- follow the instructions of the offenders, taking a passive role;
- do not make any sudden movements — ask first even when, for example, you just want to release your safety belt or pick up your child;
- do not argue;
- do not make direct eye contact.

At this point your only aim is to survive!

Dealing with the offenders

Be reserved but cooperative. If spoken to, answer openly but neutrally. Do not make any statements that can be proven wrong. Ask yourself what can be found out about you in open sources, e.g. social media.

Now your aim is to stabilize the situation. As the duration of the kidnap increases, the threat of being injured or killed decreases.

Try to establish a personal relationship with the offenders without going too far. Topics like family (e.g. by showing photographs), sports and hobbies are suitable.

Stay politically neutral. Avoid controversial issues such as religion or politics. Moderate religious belief can be more favorable than being an atheist, which may be scorned upon. Refrain from making accusations and appearing hostile or arrogant.

Try to keep your dignity and self-respect. Show the offenders that you are a human being with a family and your own worries and concerns.

Negotiations

Do not negotiate with the offenders — this will be done by others. The offenders will make their demands to a third party. Promises you make may be hard for others to keep.

Encourage the offenders to establish contact with your family or your organization/company at an early stage and on a regular basis. If it is allowed, request to talk personally to your family or others.

Follow the instructions of the offenders if you are allowed to make a phone call, even if they tell you to lie.

If the offenders want to take photographs or a video of you, or ask you personal questions, do not feel bad about cooperating; this may help progress the negotiations.

Keep in mind that the offenders may lie to you to demoralize, subdue and discourage you.

Keeping physically and mentally fit

A kidnapping can last several days or weeks. Victims report experiencing a lack of autonomy, inactivity and monotony during this time.

Eat, drink and sleep regularly. Take every opportunity to exercise your body and mind. Keep fit for your release.

If you need medical treatment, inform the offenders as early as possible.

Develop a daily routine and offer to help with the daily chores like preparing meals and cleaning up.

Try to occupy yourself mentally, e.g. by keeping a diary, memorizing the place you are being kept, how the kidnappers are organized or any other details about your captivity. Ask for a pen and paper, books or a radio. You can also do relaxation techniques or similar, and mental exercises by doing math's, etc.

Be patient. Do not give up and think positively! You can be assured that everything possible is being done for you.

If a group is taken

Every person in the group is experiencing exceptional circumstances. Stress and the personalities of those involved can add to that.

If possible, talk to each other! In the face of all the difficulties, try to stick together and to stabilize and support each other.

Inform the others that acting calmly, cooperatively and unobtrusively reduces the threat level for the whole group.

To detach from the group or stand out poses a risk.

Remember that if one captive breaks the rules, this can have a negative effect on all the victims and threaten your solidarity within the group.

If the offenders plan to set individual captives free, do not refuse.

Your role as a witness

The offenders are afraid of being detected and pursued. Do nothing to reveal that you are aware of the offenders' identity or hiding place. Do not threaten the offenders with actions or sanctions after your release.

Only if you can do so without any danger to yourself, give information about where you are being held or about the offenders.

Your security comes first!

Memorize as many details as possible about:

- **the offenders/accomplices**
(number, weapons, names, descriptions, distinguishing features, proceedings, language/dialect);
- **the vehicles/route**
(type, registration plates, color, features, places passed, sounds, duration);
- **the hiding place**
(furniture, which storey/number of steps, number and direction of windows, any smells or sounds in or outside the building, power failures, surroundings).

This information may help someone else in the future!

Release, rescue or escape

Releasing you is risky for the offenders. Take special care to follow instructions and stay calm. In the case of a rescue operation, take care to follow the instructions of the security forces even if they may not identify you as the victim at first. Avoid any sudden movements.

Only try to escape if you are sure of your success!

Think your plan through carefully, as far as how to reach a safe place. In the case of failure, you may face punishment and worse conditions in your captivity.

Freedom and After

When you are free, go to a safe place like a big international hotel, hospital or airport. Report to your embassy, the police, your family or your organization/ company as soon as possible. Allow evidence to be secured from your clothes and objects you have with you, by packing them as soon as possible and handing them over to the authorities.

All information you can give may lead to the detection and arrest of the offenders. For this, the police will interview you about your observations after your liberation (see 'Your role as a witness', page 18).

Be restrained about statements to the public, even if you feel the need to explain or to offer thanks. Consider that you may put the investigation at risk or give criminals ideas for future kidnappings.

It is important that you coordinate any interviews with the media with the police and prosecutor's office.

Kidnapping is a life-changing event, both for the hostage and their family. You may consider seeking medical assistance in the future.



EXTORTION



Extortion

If you are blackmailed

Extortion can range from a one-off letter which threatens to reveal sensitive information, to the use of violence with subsequent demands, such as in kidnappings. Criminals occasionally make use of the fact that someone cannot be contacted (e.g. because they are on an excursion) to extort money from their family, claiming to have kidnapped them.

Initially, every threat has to be taken seriously. The first aim is to protect the health and life of anyone involved.

It is crucial that you inform the police, even if the offenders demand that you do not. The police can work covertly to support you in handling the situation and averting (further) harm.

They can assist you in assessing the level of threat and making the right decisions. Minimize the number of people who are informed about the extortion.



Contact by the offender

If you receive a blackmail letter, prevent further handling of the letter and its envelope as soon as you recognize what it is. It contains evidence! If you need to handle it, use gloves and put it into a big paper envelope without folding it. Note when and how it arrived and who touched it. If it was sent by e-mail, do not forward it. Use printouts or screenshots until you get assistance, as it might contain malware.

Coordinate your next steps with the police.

The offender(s) may call you and talk to you them- selves, play a recording or let the kidnapped person talk.

- Listen attentively.
- Note the content of the conversation and, if necessary, ask questions to confirm.
- Try to obtain further information.
- Do not agree to anything at this point.
- Agree on a time for the next call.

Note the time and duration of the call, the number of the caller if available and any other observations like accent, peculiar wording and background noises. See also the template table under Checklists, page 29.

Record all further calls using an answering machine, mobile phone, MP3 player or voice recorder.

Inform the police immediately!

CHECKLISTS



Checklists

Personal data profile

Depending on your level of risk, consider collecting the following data and storing it with people you trust in case you become the victim of a crime. You can seal it in an envelope only to be opened in emergencies. Update this at least every year and before a high-risk trip.

- An up-to-date photograph and details of where more recent ones may be found.
- Personal data such as: name, date and place of birth; address; copy of passport; telephone numbers; languages spoken; club memberships; e-mail addresses; Internet account details like Facebook, Twitter and Skype; bank accounts; vehicle registrations; property owned; pets.
- A detailed physical description: height; eyes; hair; facial hair; tattoos; glasses; hearing aid, etc.; details of any medical conditions, like asthma.
- Numbers (IMSI and IMEI) (1) of your mobile devices, credit cards and serial numbers of equipment carried with you.
- Contact persons: relatives, close friends, colleagues, neighbors.
- Questions only you can answer.
- A voice recording (record you and your family members reading a paragraph from a book, for about one minute).
- A DNA sample (like a used toothbrush or some hair with roots), wrapped in a paper envelope.

mobile subscriber identity;

equipment identity.

If a kidnapping is suspected

- **Report the situation as soon as possible.**
 - If you are unsure if the local police are trustworthy, contact:
 - your nearest embassy,
 - the police of your or the hostages' home country.
- **Prepare a notepad and make detailed notes**
(see the template table under Checklists, page 29).
- **Make sure you can be reached by phone at any time.**
Consider using a second phone to keep the line open for the kidnappers.
- **Keep the matter secret for the moment.**
Inform as few people as possible and instruct them to do likewise.
- **Record any calls from the kidnappers or victims**
(using an answering machine, cell phone, MP3 player or voice recorder).
- **Coordinate your next steps with the authorities.**

Information you can prepare in advance

Information about you

- Your name
- How can you be contacted?

What happened?

- What are your suspicions based on?

Information about the victims

- Number of missing persons
- Personal data (name, date of birth, nationality, residence)
- Condition (physical, mental, medication)
- Description, distinguishing features (beard, glasses, scars)
- Clothing, objects carried by the victims (luggage, jewelry, toys, etc.)
- Vehicle (type, color, registration plate, distinguishing features).

Contact with kidnapers or victims

- Did you have contact and when?
- Between whom exactly was the contact established?
- What was the content (threats, demands)?
- When are you expecting the next contact?

Relatives/employer

- Who has been informed (employer, relatives, authorities, media)?
- Is the threat continuing (for relatives, other employees)?

Talking to kidnappers or hostages

- Get a pen and paper; turn on a recording device if available (voice recorder, mobile phone, MP3 player, answering machine).
- Talk slowly, seriously and calmly.
- Reassure offenders and hostages.
- Check if you understood correctly.
- Do not accept demands (acknowledge them and pass them on).
- Ask when you will talk again.

Documenting notes on contacts - template

No	Date/time (from/to)	Contact with: <ul style="list-style-type: none">- Hostage (H)- Offender (O)- Relative (R)- Media (M)- Other (?)	Documented notes: <ul style="list-style-type: none">- Content (demands, threats, ultimatum)- Could you talk to the hostage(s)?- What did you tell the offender?- When will you next speak?- Caller ID?- Any other observations?
1			
2			
3			

Travel on Assignment Personal Security Checklist

Prior to Travel:

- Check State Department website at <http://travel.state.gov> for travel advisories. Check the CIA Homepage at <http://www.cia.gov> (“The world fact book”). The Center for Disease Control site at <http://www.cdc.gov> will give you the list of shots you need and precautions to take. Go to <http://www.asirt.org> for information about local driving dangers/conditions. **Our contact email address is info@securitysafety.ie**
- Leave a copy of your itinerary at home and with your supervisor. Include hotel website/email.
- Have a current emergency contact form left with your supervisor.
- Arrange to make regularly scheduled check-in calls at home and at work.
- Make sure your passport is current and not too close to the expiration date.
- Photocopy the contents of your wallet, passport, and visa. Include passport-sized photos of yourself in case you need to have it replaced. Make a list of the overseas contact numbers for your credit card company. Keep copies in your carry-on bag and in your checked luggage.
- Make sure your medical coverage is effective overseas. Bring all prescription medication in original containers. Keep in two separate places. Bring copies of any prescriptions you need.

General Recommendations:

- Keep a low profile. Dress and behave conservatively.
- Do not wear clothing with American logos.
- Lock all luggage. Do not place anything on your luggage identifying your nationality.
- Vary regular travel routes by changing travel times or using different roads.
- Avoid areas where you are likely to be victimized. These include crowded mass transit stations, tourist attractions, marketplaces, festivals and marginal areas of cities or towns.
- Don't use short cuts, narrow alleys, or poorly lit streets. Try not to travel alone at night.
- Avoid public demonstrations and other civil disturbances.
- Do not discuss travel plans or other personal matters with strangers.
- Beware of strangers who approach you, offering bargains or to be your guide.
- Move with purposeful strides. If you are lost, act as if you know where you are going. When possible, ask directions only from individuals in authority. Generally, families or women with children are the safest persons to ask for directions.
- Know how to use local pay telephones and have change to do so. Consider cell phone service that works in the country you are traveling in. Obtain local /international calling cards.
- Learn enough of the local language so you can communicate your need for help, the police, or a doctor. Carry a list of emergency telephone numbers you may need: police, fire, your hotel, and the nearest embassy or consulate.
- If you are confronted, do not fight back. Give up your valuables. Fight only as a last resort.
- Select running routes with care. Contact the Embassy guards and ask to PT with them.
- In nightclubs and restaurants locate the functional emergency exits before any emergency.

Airline Travel Safety:

- Select an airline with a good safety record. Your travel agent will have this information.
- Try to schedule direct flights.
- Prefer wide-bodied aircraft.
- Arrive at the airport early enough to clear security.
Check your person and carry-on bag for anything that might be construed as a weapon.
- Clear the check-in area as quickly as possible and move into the secure part of the terminal.
- Watch your belongings as they go through the X-ray screening machine. Make sure you watch the bags as they enter the machine and then pass through the metal detector in time to pick up your bag as it clears the machine.
- Upon arrival use hotel provided transportation where possible.
If you take a cab, use only one with appropriate markings. Check license in cab and compare with face of the driver.

Hotel Safety:

- Stay at reputable hotels and motels. The large, western Hotel chains usually have adequate security. Select a hotel that allows you to take different routes to your workplace.
- Ask for a second story room at a motel. Ground floor rooms are more susceptible to break in. Staying on the second floor also makes it easier to escape if there is a fire. Try to avoid staying above the third floor in any country without a modern and well-equipped fire department. Never stay above the seventh floor.
- Check the windows and doors to make sure they are secure.
- Read the fire safety instructions in your hotel room. Know how to report a fire. Be sure you know where the nearest fire exits, and alternate exits are located. Count the doors between your room and the nearest exit. Do the same for an alternate exit. This will allow you to reach the exit if the corridor is dark or filled with smoke. Consider traveling with an emergency escape hood.
- Don't open the door to anybody unless you are familiar with him or her. Talk through the door without opening it. Hotel door chains are practically useless.
- Keep your hotel door always locked. Meet visitors in the lobby.
- Do not leave money and other valuables in your hotel room while you are out. Use the hotel safe.
- Do not leave business documents, especially proprietary material, in the room unsecured.
- Let someone know when you expect to return if you are out late at night.
- If you are alone, do not get on an elevator if there is a suspicious-looking person inside.

Traveling in country:

Car

- When renting a car, choose a type commonly available locally. Choose a model with a good safety rating. If possible, ask that markings that identify it as a rental car be removed.
- Get the latest model available, make certain it is in good repair and that it has emergency roadside equipment. Always wear seatbelts.
- Pick a car with power locks and windows.
- Select a car with an air conditioner. This will allow you to drive with windows closed. This prevents items from being snatched from inside your car.
- Check the car every time that you do not have direct eye contact with the car.
- Try not to park your car on the street overnight. If the hotel or municipality does not have a parking garage or other secure area, select a well-lit area.
- Keep all doors locked while driving.
- Don't leave valuables on your seats while driving or when you park.
- Travel using different roads.
- Choosing the best road:
 - Drive on a main road.
 - Travel roads with more than one lane.
 - Prefer roads that are close to a police station.
 - When driving use the rearview mirror to detect any cars that may be following you.
 - Be aware of the location of safe havens.
 - Pay attention to any unusual objects on the road (roadblocks, cars stopped on side roads).
- Suggested roads for daily travel routine:

Option 1: _____

Option 2: _____

Option 3: _____

- As much as possible, avoid driving at night.
- Never pick up hitchhikers.
- Don't exit your car if there are suspicious looking individuals in the area.

Public Transportation

- Check the Consular Information Sheets to find out if a country has a pattern of tourists being targeted by criminals on public transportation.
- Only take taxis clearly identified with official markings. Beware of unmarked cabs. Choose them yourself and at random.
- Avoid mass transportation at night. Spend the extra money and take a taxi.
- Robbery of passengers on trains along popular tourist's routes is a serious problem. It is more common on overnight trains.
- Do not accept food or drink from strangers. It may be drugged.
- On overnight trains, lock the sleeping compartment.
- Do not be afraid to inform the conductor or other official if you feel threatened. Police are frequently assigned to ride trains that have been targeted before.
- The same type of criminal activity found on trains can be found on public buses used by tourists.

How to Handle Money Safely:

- Separate your cash into two portions. Keep some of the money in your wallet and the rest in a belt or separate place on your person. If you have a purse carry it in front of you, over your shoulder across your chest, hold on to it with your hands and walk with the bag away from the curb to avoid drive-by purse-snatchers.
- Beware of pickpockets. Anyone can be a pickpocket. Generally, a pickpocket will use an accomplice to distract you while your pocket is being picked. A common ploy is to have an accomplice bump into you but anything that will distract you will also be effective.
- To avoid carrying large amounts of cash, change your travelers' checks or withdraw money from ATMs, as you need currency.
- Do not flash large amounts of money when paying a bill. Make sure your credit card is returned to you after each transaction. Check periodically for unauthorized charges.
- Deal only with authorized agents when you exchange money.
Do not change money on the black market.
- If your possessions are lost or stolen, report the loss immediately to the local police. Keep a copy of the police report for insurance claims. After reporting missing items to the police, report the loss or theft of credit cards, traveler's checks, airline tickets and your passport. This will be much easier to accomplish if you have remembered to photocopy the contents of your wallet and if you have written down the overseas contact numbers of your credit card companies. Contact the local embassy or consulate to replace your passport.

Travel to High-Risk Areas:

If you must travel in an area where there has been a history of terrorist attacks or kidnapping or that is the subject of a State Department traveler alert, be sure you:

- Register with the U.S. embassy or consulate upon arrival.
- Do not discuss personal matters and your itinerary with casual acquaintances or strangers.
- Leave no personal or business papers in your hotel room.
- Watch for people or vehicles following you. Remember the golden rule of counter-surveillance; if you see the same person or vehicle two times, separated by time and distance, you are probably being followed. If it happens three times, you are being followed. Contact the local police and the nearest embassy or consulate for guidance.
- Avoid predictable times and routes of travel.
- Note the locations of safe havens, such as police stations, hotels, and hospitals.
- Let someone else know what your travel plans are. Keep them informed if you change your plans. Arrange to make regular “check in” calls.
- Select your own taxicabs at random. Don't take a vehicle that is not clearly identified as a taxi. Compare the face of the driver with the one posted on his or her license.
- Refuse unexpected packages.
- Check for loose wires, packages, or other suspicious objects around your car. Check under the car when you park. Note the presence of any object under your car when you return.
- Be sure your vehicle is mechanically sound in case you need to resort to high-speed or evasive driving.
- Drive with car windows closed in crowded streets. Bombs can be thrown through open windows and it is easier for an assailant to enter your car if the window is open.
- If you are ever in a situation where somebody starts shooting, drop to the floor or get down as low as possible. Do the same if you are in a building and you hear an explosion outside.

Often, people will rush to windows after a blast in order to see what happened and are killed as the pressure wave, moving slower than the speed of sound, blows out the windows. Don't move until you are sure the danger has passed. Take cover behind or under a solid object. If you must move stay as low as possible.

Hijacking/Hostage Situations:

As a rule, the most dangerous phases of a hijacking or hostage situation are the beginning and, if there is a rescue attempt, the end. Terrorists are typically most violent and nervous during the initial moments of a high jacking. You must force yourself to remain calm and alert. The following recommendations are from the US Department of State. These recommendations are under review considering the events of 9/11. We agree that these guidelines are appropriate unless and until it becomes apparent that the hijackers intend to use the aircraft as a missile. In that event, it is necessary to resist at all costs.

- Do not resist. Follow their demands and make no sudden or threatening movements. Do not fight or try to escape unless you are certain of being successful.
- Force yourself to remain calm and prepare yourself mentally, physically, and emotionally for the possibility of a long ordeal.
- Do nothing to bring attention upon yourself. Avoid direct eye contact with the hijackers and do not obviously observe their actions.
- Initially, do not attempt to use a cell phone to call for help. Later, a cell phone may prove invaluable.
- Avoid alcoholic beverages. Consume little food and drink.
- Cooperate with the hijackers. Do not complain or be confrontational.
- Expect to be interrogated. Answer questions directly but do not volunteer information or make unnecessary overtures.
- As the situation becomes less volatile, you can make reasonable requests for personal comforts such as going to the bathroom or getting something to drink.
- If you are taken hostage for a longer period, try to establish a rapport with your captors, avoiding confrontational subjects such as politics in favor of universally understood topics like family.
- Try to keep your mind active and try and exercise regularly if possible.
- Eat what they give you, whenever it is given. You have no way of knowing if your food or water will be withheld later.
- If you are a religious person, pray earnestly and often. Do not become despondent. People are looking for you and are trying to get you safely returned.

Remember the key point is to make a potential aggressor's job more difficult. A serious criminal or terrorist will watch his or her target before attempting his crime / terrorist act. If they see that you are not an easy target, they will most likely move on to someone who is.

Pocket memo

Kidnapping

- The first hour is the most dangerous. Your first aim is to survive the taking!
- Fear is a normal reaction. Try to gain control over your shock, fear and agitation as soon as possible.
- Do not make any sudden movements - ask first.
- Do not act the hero! Take no action that may have a negative effect on you and other captives.
- Be cooperative but reserved. Follow all instructions closely.
- Do not make any statements that can be proven wrong.
- Try to establish a relationship with the offenders - show them that you are a human being.
- Eat, drink and sleep regularly. If needed, ask for medical supplies at an early stage.
- Keep physically and mentally active. Use every opportunity to exercise and occupy yourself.
- It is not your job to negotiate. Encourage the offenders to establish early contact with your family or employer.
- Your safety always comes first. Only try to escape if you are sure of your success.
- Do not give up and try to stay positive. Kidnap- pings can last a long time and require a lot of patience.

The Importance of Security Awareness Training

Everyone has a part to play in the security of the organisation. Security awareness training is all about teaching your colleagues and employees to understand the risks and threats around the ever-evolving modern world of I.T. and Physical security.

Security awareness training also ensures that employees are fully awake to the consequences of failing to protect the organisation from outside attacks. Such consequences span from criminal penalties to large scale economic damage to the company and the loss of employment.

Finally, when the employees are fully aware of why physical security and data security is so important, and what systems they need to protect, your security awareness training program should highlight the key ways in which attackers can gain entry to your premise's and networks, and the necessary steps to curtail these risks.

The main purpose is to ensure that these people realise that as well as physical threats to property and persons, hackers within organised gangs of cyber criminals will try to deliberately attack, steal, damage or misuse your organisation's systems and information, and that therefore everyone within the organisation needs to be aware of the associated risk, and so work to adequately protect and harden the organisations defence protocols to mitigate and deny these risks.

The most basic thing that every organisation need is security awareness training. SASS will give you and your staff all the necessary skills and competencies to ensure a safe and secure environment for all involved.

NOTES



Notes



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