

PERSONAL SECURITY HANDBOOK

Protecting Yourself and Your Family
At Home and Abroad

Clayton
Consultants, Inc.

A TRIPLE CANOPY COMPANY

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Compiled by the international security and crisis management experts at Clayton Consultants, Inc., a Triple Canopy company, this handbook is designed to assist you in reducing your personal and family risk through proven security methods and tactics. Knowledge, awareness and knowing how to react could save your life.

Triple Canopy integrates security solutions for customers worldwide, including assessments, crisis management, training and full-scale security and protection operations.

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FAMILY

FAMILY SECURITY

Residential Security

- ◆ Houses should be surrounded by fencing or walls. Pedestrian and auto entry gates should be made of solid wood or metal. The auto entry should be equipped with an automatic garage door opener, with controls both in the automobiles and inside the house. All gates should be equipped with viewers.
- ◆ Exterior doors should be made of solid wood or covered with steel and provide a 180 degree view.
- ◆ All family members and domestic help should be instructed never to open exterior doors to any stranger without identifying the person and making sure he or she is expected.
- ◆ Exterior doors and gates can be equipped with a communication system, closed circuit television and good lighting.
- ◆ Doors and gates should have strong hinges set into the framing, secured with deadbolt locks and positive action bolts if desired.
- ◆ Windows should be protected with locks and, if necessary, with steel bars set well into the framing and walls.
- ◆ If possible, equip all exterior doors and windows with loud sounding alarm mechanisms connected to a trustworthy central alarm company for response.
- ◆ The alarm system should contain “panic buttons” installed in the bedrooms, near exterior doors and in the kitchen.
- ◆ All keys should be controlled. Locks should be changed or re-keyed if a key is lost or if there is a change in the domestic help.

- ◆ Apartments are more secure than houses but they also need security attention. Windows and balconies accessible from the exterior can be protected with steel bars. Attention should be paid to any balcony or window near an adjoining roof because they may need protection.
- ◆ Adequate control of building access should be assured. Building management should be required to provide proper training to guards. Any lack of attention to security should be brought to the attention of building management.
- ◆ If guards are posted outside the building, they should be trained to observe the departure of residents and note any attempt at surveillance.
- ◆ Perform an internet search or ask local police for a list of sexual offenders living in your area.

Information Security

- ◆ Keep a wireless phone at hand when you are home. Take it into the bedroom when you retire for the night. Remember, an intruder can disconnect simple wiring and render a landline phone inoperable.
- ◆ Instruct children and domestic help never to identify the family in phone conversations until the person they are speaking with identifies him or herself.
- ◆ The recorded message on the phone should not identify the family but should simply ask the caller to leave a message.
- ◆ Never give your phone number to unknown persons and use an unlisted number if appropriate.
- ◆ Never provide personal information over the phone or internet if solicited. Only do so if you initiate contact and you know the recipient person or organization. Confidential information includes social security numbers, birth dates or credit card, banking, mortgage or healthcare information.

- ◆ Lock your personal information in a secure place and shred all personal information that is to be recycled.
- ◆ Use a locking mailbox to avoid identity theft.
- ◆ Maintain your computer in a safe location and change passwords regularly.
- ◆ Avoid unknown e-mails, chat rooms and potentially damaging web sites.
- ◆ Be as anonymous as possible and maintain a low public profile. Do not appear in the social pages or allow your name to be listed in the directories of business associations, chambers of commerce, etc. Do not make statements to the press.

Evacuation Plan

- ◆ Smoke detectors should be located in all bedrooms and near kitchens and garages.
- ◆ Several CO₂ (carbon dioxide) detectors should also be installed.
- ◆ General purpose fire extinguishers should be installed on each floor and near the kitchen and garage.
- ◆ Each family member should know how to exit the residence in the shortest possible time in case of fire. Doors and windows secured with steel bars should be easily opened from inside.
- ◆ Emergency numbers should be maintained near the principal phone in the residence.

Service Providers

- ◆ Use only companies or persons with good reputations and reliable references.
- ◆ Have a background check performed on personnel if appropriate.

- ◆ Do not permit any service personnel to enter the residence unless expected.
- ◆ All service personnel should have an identification document provided by the company for which they work.
- ◆ Make sure that domestic help is trained in the evacuation plan and CPR (cardiopulmonary resuscitation).
- ◆ Never talk about sensitive subjects in the presence of the domestic help. This includes business and financial matters, family or company assets, personal problems, travel, etc.
- ◆ Do not leave sensitive information that can easily be viewed or accessed by domestic help.

Security for Children

- ◆ Talk to your children about security, safety and measures that you have identified and developed. Teach your children how to be alert to what is going on around them and how to react to possibly dangerous situations.
- ◆ Teach them not to trust everyone and to avoid speaking with or being near strangers. Teach them to avoid being alone or isolated with someone greater in age.
- ◆ Know their friends and their parents. Get to know the parents of your children's closest friends. Know their coaches, teachers, advisors, church leadership, etc.
- ◆ When the phone rings, children and other family members should find out who is calling before identifying the family.
- ◆ Know where your children are supposed to be at all times and make sure they can contact the parent or a responsible adult.
- ◆ While walking on the street, they should always be aware of what is going on around them. They should note if someone seems to be following them, watching them or approaching them improperly. If they find

anything suspicious, they should immediately go to a safe place such as a public store or bank with security guards. If a secure area is not at hand, they should call out and draw attention to themselves and to the person who seems to be following them.

- ◆ They should never get into an automobile with an unknown person.
- ◆ Provide your children with a code word to be used in case a parent is unable to be present and has to send someone to assist the child.
- ◆ Teach your children about the dangers of the internet.

Automobile Security

- ◆ The use or purchase of an armored automobile is expensive and in some areas is necessary.
- ◆ Defensive driving training can be useful if you live and commute in a dangerous area.
- ◆ Remember that a flashy and expensive car increases your risk of becoming a target of crime.
- ◆ It is safer to close windows and lock doors while driving.
- ◆ Always close and lock your vehicle when parked.
- ◆ Never carry valuable items where they can be seen from outside the vehicle. Place packages in the trunk and purses under your feet and out of sight.
- ◆ Install an alarm system in the car; make sure it has a “panic button” that you can activate.
- ◆ Keep the fuel tank full or near full, and make sure the tank is lockable.
- ◆ To avoid being trapped, always allow space in front of your vehicle while moving, at a signal and when parked.

Kidnap and Extortion

- ◆ Individuals and families can take specific steps to reduce the risk of kidnap. Consider that most kidnaps for ransom take place on a weekday morning on a public street between the victim's residence and office or school. Kidnappers surveil their targets and use a victim's routine and predictability to their advantage.
- ◆ The three most important security measures to avoid being kidnapped are vary routines, be alert and react!
- ◆ Vary times, routes, patterns, mode of transportation, locations and any other activity that can be used to predict your presence at a certain place and time.
- ◆ Be alert to your surroundings and be suspicious. Know the typical situation and environment and notice things that are unusual or potentially dangerous. Take note of suspicions such as a license plate or stranger in the area.
- ◆ Know how to react and do something. If you see someone or something that is suspicious, react immediately.
- ◆ Identify the secure havens along your various routes such as a bank, police station or hospital.
- ◆ Identify the danger points along your routes: sharp corners, tight curves and other places where you are unable to see several car lengths in front of or behind you.
- ◆ Keep your car windows and doors always closed and locked, especially at night and when traveling in high-risk foreign countries.
- ◆ If living in a highly dangerous location where kidnaps are common, then alert your family and friends so that each has a sum of money on hand, day and night, in order to provide mutual assistance rapidly.
- ◆ Do not share your personal information, such as finances, net worth, investments and business dealings with anyone unless necessary. Work with your family members and business colleagues to maintain a similar and consistent level of confidentiality.

- ◆ Do not respond immediately or directly to extortionists. Most extortions fade over time. Notify the police authorities if appropriate.
- ◆ Consult a security professional if a kidnap or extortion has been attempted or executed.
- ◆ Do not resist armed kidnappers.
- ◆ If kidnapped, be patient and do as you are instructed and no more.

TRAVEL

TRAVEL SECURITY

Traveling Abroad

- ◆ Keep prescription drugs in their original container with a copy of the prescription. If you have a condition requiring medication, make sure you take more than enough with you to cover any emergency that might occur during your trip.
- ◆ Leave conspicuous items such as jewelry, gold watches and expensive luggage at home. Valuables tend to attract unwanted attention and increase personal risk.
- ◆ Do not carry personal financial information indicating wealth.
- ◆ Do not carry identification cards linking you to military or police reserve associations or support groups.
- ◆ Avoid areas and establishments frequented by military personnel of any nation.
- ◆ Always carry your passport and know the location and phone number of your nation's nearest embassy or consulate.
- ◆ Learn about the country or countries you will be visiting. Respect local laws, religious traditions, customs, business practices and standards of behavior.
- ◆ Before travel or immediately upon arrival learn the exchange value of the local currency. Also find out where, when and how to conduct exchange transactions.
- ◆ Learn to use the local phone system.
- ◆ Do not discuss personal or business information with strangers.

Air Travel

- ◆ Before leaving, give your office and spouse a complete itinerary of your flights and hotels. Inform them of any changes in your itinerary.
- ◆ Luggage should not call attention to your status, company or affiliations. Baggage tags should bear only your name and phone number. Do not use company logos on luggage tags, shirts, jackets, bags or any other item that can be recognized.
- ◆ Pack and lock your own bags and know all of the contents. Once packed, keep them locked and do not let them out of your custody until you check them at the airport.
- ◆ Do not take or carry any baggage or parcels from another person.
- ◆ Call the airline one hour before flight time to confirm departure schedule.
- ◆ Whenever possible, check your luggage at curbside rather than at the airline ticket counter.
- ◆ Await boarding in a secured area and do not leave your personal items alone.
- ◆ Avoid people receiving special attention from the airline.
- ◆ Select a seat on the aircraft near a wing and/or emergency exit. Do not occupy seats on the aisle or near boarding entrances.
- ◆ Upon arrival, watch for anyone who appears to be surveilling the area or paying close attention to baggage tags in order to identify a target. Stand back and survey the area.
- ◆ If being met at the airport, know the name(s) of the person(s) meeting you and get a rough physical description. Do not accompany anyone who does not fit the description or claims to have been sent in place of the person you expected.
- ◆ If meeting another traveler at the airport, do not stand near waste containers, a typical location for an explosive device. Also steer clear of unattended luggage or boxes. If possible, tell your party to meet you in an access-controlled section like an airline club and wait there.

- ◆ If you notice an influx of uniformed security officers or policemen, quickly find and take shelter in a protected area, such as behind a support column, vending machine or upholstered furniture. Locate the nearest emergency exits. If evacuated in a group, take a position in the center of the group with as many people around you as possible. Do not take the lead or straggle behind.

Air Hijacking

- ◆ Note that not all hijackers will identify themselves as part of their strategy.
- ◆ Avoid making eye contact with terrorists, especially within the first 20 minutes to an hour of a plane takeover.
- ◆ If the hijackers collect valuables and passports, do not hide or attempt to withhold anything.
- ◆ Concentrate on being as quiet and inconspicuous as possible.
- ◆ Do not speak to other passengers. If hijackers have any reason to think you are plotting something, they are likely to harm you.
- ◆ Do not ask the terrorists for favors, such as permission to smoke, move to another seat or use the lavatory.
- ◆ Do not refuse a terrorist's offer of food, beverages or tobacco, but consume them only in moderation. If you are offered an alcoholic drink, accept but do not drink it.
- ◆ If possible, avoid turning your back to a terrorist – especially to the terrorist who appears to be in command of the hijacking.
- ◆ Do not attempt to negotiate with the terrorists or offer opinions to them.
- ◆ Remain as calm as possible throughout the hijacking and conserve your energy.
- ◆ Prepare yourself psychologically for the possibility that hijackers will question you at gunpoint or use other forms of pressure.

- ◆ With hijackers, it is wisest to speak only when you are spoken to.
- ◆ Mentally rehearse a plausible and unremarkable account of your employment and the specific reason for your being on the airplane.
- ◆ Even if heat inside the airplane becomes uncomfortable, continue to wear as much clothing as you can tolerate.
- ◆ If the hijacking becomes a prolonged incident and you must sleep, try to do so during brief moments.
- ◆ Use your time to evaluate the situation and consider your options in various situations such as a firefight, passenger struggle or escape opportunity.

Vehicle Travel

- ◆ Vary your departure times and be on the lookout for surveillance when coming and going.
- ◆ Vary your routes. Learn the locations of police stations, hospitals, military posts or other places that could be used as a safe haven in case of emergency.
- ◆ Be as inconspicuous as possible. Use vehicles that do not attract unwanted attention.
- ◆ Do not always use the same vehicle. This is important in high-risk kidnap locations.
- ◆ Keep the vehicle's hood, trunk and gas cap secured.
- ◆ Keep doors and windows locked at all times.
- ◆ Do not lower windows more than two inches for ventilation or to speak to someone outside the vehicle.
- ◆ Avoid driving on remote roads whenever possible.
- ◆ Do not pick up hitchhikers or strangers.
- ◆ Keep your vehicle at a distance from the curb. Drive as close as possible to the centerline so the vehicle cannot be forced to the curb.

- ◆ When stopping at a traffic signal, keep enough distance from the vehicle in front to allow your vehicle room for evasive maneuvering.
- ◆ Park your vehicle in a well-lighted area. Whenever approaching your vehicle, make sure that no one is near the vehicle or inside the vehicle.
- ◆ If you use a driver, request one with training in defensive driving techniques and provide a security briefing. The driver should agree to a predetermined signal to be used in case of emergency or danger.
- ◆ Do not provide a driver with an advance ground itinerary unless there is a compelling reason to do so.
- ◆ If carjacked, surrender the vehicle and do not resist. Move away from the vehicle and call the police.

Street Security

- ◆ High-crime areas should be identified and avoided.
- ◆ Clutch briefcases or handbags tightly. Place wallets in your front trouser or inside jacket pocket.
- ◆ Keep a low profile in terms of behavior, voice and dress.
- ◆ Avoid deserted streets, walking alone and at night.
- ◆ Always be mindful of your surroundings.
- ◆ Shop in reputable, well-known stores and avoid street vendors.
- ◆ When making a purchase, select and remove only the credit card or cash needed for that transaction without demonstrating other signs of wealth.
- ◆ Avoid public demonstrations. Do not openly criticize local customs.
- ◆ Do not stop to give directions to pedestrians or motorists.
- ◆ If accosted by persons in a vehicle, turn and walk in the direction opposite to the car's travel and seek a safe location.
- ◆ If being followed, stay on illuminated streets and seek help.

- ◆ If accosted, do not resist unless you sense it would be more dangerous to cooperate. If you decide to resist, then scream, kick and scratch the assailant. Run toward lights and people.

Hotel Security

- ◆ Do not provide your title, company name or business purpose to hotel and restaurant personnel or strangers who appear to be guests in the hotel.
- ◆ When registering at a hotel, show only the credit card needed and do not expose the other contents of your wallet, briefcase or handbag. Do not use your corporate credit cards.
- ◆ Learn the location of entrances, exits, elevators, stairways and fire escapes.
- ◆ Do not leave documents in your hotel room that identify your business or purpose for your visit. Keep company and personal information in the hotel safe.
- ◆ Do not provide personal information to hotel staff or strangers in hotel bars, lobbies or lounges.
- ◆ Be wary of anyone taking an unusual interest in your comings and goings.
- ◆ Be cautious about what you discuss over hotel phones.
- ◆ Do not respond to a hotel page unless you can verify it is legitimate.

Executive Travel

- ◆ The company name or logo should not be printed on the senior executive's credit cards, airline travel cards and car rental cards.
- ◆ The travel agent used by a senior executive must be briefed on good travel security procedures. Travel agents also should not comment on the traveler's position or importance when making hotel reservations.
- ◆ Airline tickets, ticket jackets and itineraries should be issued using only the full last name and the initial of the first name. Forms of address such as

“Mr.,” “Mrs.,” “Ms.” and “Miss” should not be used. Do not use military ranks, company titles or professional forms of address such as “Dr.” or “Prof.”

- ◆ Airline tickets, ticket jackets and itineraries should not bear the company name or address.
- ◆ Passports of senior executives should be reviewed on a regular basis. A new passport should be obtained if an executive’s passport bears entry, exit or visa stamps for controversial countries such as Israel. In some countries, foreigners must surrender their passports when registering at a hotel.
- ◆ For visits to high-risk countries, hotel reservations for visiting senior executives should be made by a local manager in his or her name, preferably not by an expatriate. They can even be registered in the name of the local manager.
- ◆ The local manager should not send a letter to a visiting senior executive’s hotel requesting that the hotel charges be forwarded to the local corporate office. If such financial arrangements are preferred, the local manager can place the hotel charges on his own credit card or pay in cash upon the departure of the visiting senior executive.
- ◆ In high-risk countries, the local manager should not use a personal vehicle or company car to transport a visiting senior executive. In most cases, regular company vehicles can be easily identified with the local manager or firm. Instead, a car should be rented especially for the senior executive’s visit immediately before his or her arrival.
- ◆ Senior executives should not be transported with another executive or government official.
- ◆ For visits by senior executives to high-risk countries, careful advance security planning and a security liaison with military or high-ranking government officials may be necessary.
- ◆ Escort protection by professionals, unarmed or armed, may be necessary based on the risk and location of your travels. Only use executive protection services from reputable companies that have been screened.

Business Travel

- ◆ Travel as anonymously as possible.
- ◆ Do not wear or carry anything with the company name or logo.
- ◆ If you work for a company embroiled in a public media controversy, do not carry business cards bearing the company name.
- ◆ Do not carry company reports containing sensitive or proprietary information or financial statements.
- ◆ Make reservations and purchase tickets only in your name, not in the name of the company.
- ◆ Use a personal credit card. Do not use a corporate card displaying the company name.
- ◆ When registering in a hotel, use only your name.
- ◆ Do not identify your company to immigration or customs officials.
- ◆ Travel in casual dress and do not demonstrate articles of wealth such as expensive jewelry, luggage, etc.
- ◆ Note on immigration forms that the purpose of your visit is to attend a local conference.
- ◆ Inform only your family and one or two colleagues of the details of your travel.
- ◆ Carry your own luggage and take the next taxi in line.
- ◆ Try to choose a hotel room located between the third and tenth floors.
- ◆ Secure hotel room doors and windows using all available locks.
- ◆ Use hotel safes to secure valuables.
- ◆ Do not carry more cash or credit cards than you need at the moment.
- ◆ Avoid leaving the hotel at the same time and following the same route every day.
- ◆ Do not respond to loudspeaker calls in the lobby or dining room of the hotel unless you are expecting a call or caller.

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