

# Secure Travel Guide

Security precautions for business travel.

## *Travel Precautions*<sup>1</sup>

### Air Travel

- Before leaving, give your office and your spouse a complete itinerary of your flights and hotels. If you have to change your itinerary – whether in terms of duration, destination(s), specific flights or hotels – make sure to inform your office of these changes.
- Luggage should not call attention to your position, company or affiliations. Baggage tags should bear only your name and telephone number and not the company logo. Files or binders with company logos should be discarded and replaced with unmarked files, blank manila envelopes, or airline-provided folders.
- Use hard-sided clip-to-close luggage that locks.
- Pack and lock your own bags and know all the contents. Once packed, keep them locked and do not let them out of your custody until you check them in at the airport.
- Do not take any baggage or parcels from someone else – either to be carried on the flight or to be checked – unless you have absolute confidence in that individual.
- Call the airline one hour before departing for the airport to determine if the plane is on schedule.
- Wear inconspicuous casual clothing. Avoid expensive jewelry or other trappings of status.
- Whenever possible, check your luggage at curbside rather than at the airline ticket counter. Await boarding in a secured area.
- At the departure gate, look for the best place to sit: avoid large expanses of glass, unattended luggage, telephone booths, vendors' carts, waste containers and any other places bombs can be hidden.
- Avoid people receiving special attention from the airline.
- Select on the aircraft near a wing emergency exit. If flying first or business class select a window seat as close as possible to an emergency exit. Do not occupy seats on the aisle or near boarding entrances.
- Prior to and during your flight, do not discuss personal details such as your identity and business position with other passengers.
- 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 not being met upon arrival, take reputable ground transportation.
- If being met at the airport, again watch for anyone who may be monitoring your movements. 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. Instead, take reputable ground transportation.
- 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.

<sup>1</sup> Content taken from material published by Thomas A. Clayton Consultants, Inc.

## Secure Travel Guide cont'd

- If you notice an influx of uniformed security officers or policemen, do not gawk – 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, do not take the lead or straggle behind.

### Travel by Vehicle

- Vary time of departure. Be on the lookout for surveillance when departing.
- Vary road routes. Learn the locations of police stations, hospitals, military posts, or other places, which could be used as a safe haven in case of emergency.
- Be as inconspicuous as possible. Use vehicles that won't attract unwanted attention. Sometimes, taxis are the transportation.
- Don't always use the same type and color of vehicle. This is important for visits to high-risk kidnapping locations, particularly visits lasting more than a week.
- Keep the vehicle's hood, trunk and gas cap secured.
- After entering the vehicle, immediately lock all doors and keep them locked until you get out – then relock them.
- Keep windows up and do not lower more than two inches for ventilation. Do not lower windows below this level even if talking to a police officer. Two inches is enough to conduct a conversation.
- Avoid driving on remote roads whenever possible.
- Do not pick up hitchhikers.
- Whenever possible, keep the 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 quick evasive maneuver.
- Park the vehicle in a well-lighted area. Whenever approaching or returning to the vehicle, don't get into it or draw too near before taking a cursory look for any signs of tampering or anything unusual. If you sense something may be wrong, don't continue toward the vehicle. Use the least predictable means of safe alternate transportation that is readily available.
- If you use a driver, request one with training in defensive driving techniques and provide him with a security briefing. The driver should agree to a predetermined signal which he will give as you are approaching the car if he suspects danger.
- Tell your driver the next destination only at the moment you are ready to set out for it. Don't give a driver or anybody else an advance ground itinerary unless there is a compelling reason for doing so.
- The use or purchase of an armored car is expensive but in some areas is necessary.
- Defensive driver training can be useful if you live and commute in a dangerous area.
- Remember that a flashy and expensive car increases your risk to become a target of crime.
- It is safer to close windows and to lock doors while driving.

## Secure Travel Guide cont'd

- Always close and lock 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” which you can activate.
- Keep the fuel tank full or near full, and make sure the tank is lockable.
- Always allow space in front of your vehicle while moving, at a signal and when parked to avoid being trapped.

### **On the Street**

- High crime areas should be identified and avoided.
- Clutch briefcases or handbags tightly. Place wallets in front trouser or inside jacket pockets.
- Keep a low profile in terms of behavior, voice and dress.
- Never walk down deserted streets.
- Always be mindful of your surroundings.
- Avoid street vendors. Shop in reputable, well-known stores.
- When making a purchase, select and remove only the credit card or bank-note(s) needed for that transaction – without flashing other signs of wealth.
- Avoid political or religious conversations with persons you do not know well. Steer clear of any public demonstrations. Do NOT criticize local customs, or make comments agreeing with criticism of them.
- Don't 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 out people in well-lit places.
- Routinely practice surveillance detection techniques. If followed, stay on brightly illuminated streets, enter a busy place and ask for help.
- If accosted in what appears to be a robbery attempt, do not resist unless you sense it would be more dangerous to cooperate.

### **In the Hotel**

- Do not provide title, company or other information for hotel registrations, restaurant reservations, etc. that would identify your position or company affiliation. Corporate credit cards need not show the corporation's name on the card.
- When registering at a hotel, show only the credit card needed and do not expose the other contents of your wallet, briefcase or handbag.
- Learn the location of hotel entrances, exits, elevators, stairways and fire escapes.
- Do not leave documents, which identify your business or reason for your visit in your hotel room. Keep information at the local office or in the hotel safe.

## Secure Travel Guide cont'd

- Don't reveal too much information about yourself to hotel staff or to strangers in hotel bars, lobbies or lounges.
- Be wary of anyone showing an unusual interest in your comings and goings.
- Be cautious about discussing your travel plans over hotel phones.
- Be mindful that criminals and terrorists seeking to identify a specific person sometimes use hotel paging for this purpose.

### Residential Security<sup>1</sup>

- **Houses** should be surrounded by fencing or walls. Pedestrian and auto entry gates should be of solid wood or of 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 of solid wood or covered with steel and equipped with 180 degree viewers.
- 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, with closed circuit television, and with good lighting.
- Doors and gates should have strong hinges set into the gates or framing, secured with deadbolt locks and positive action bolts if desired.
- Windows should be protected with strong locks and if necessary with steel bars set well into the framing and walls.
- All exterior doors and windows should be equipped with loud sounding alarm mechanisms, if available, 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 and 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 side can be protected with steel bars. Attention should be paid to any balcony or window near an adjoining roof - these 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 internet search or ask local police for a list of sexual offenders living in your area.

<sup>1</sup> Content taken from material published by Thomas A. Clayton Consultants, Inc.

# Secure Travel Guide cont'd

## **Information Security**

- Keep a cellular telephone 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 land line inoperable.
- Instruct children and domestic help never to identify the family on the telephone until the person they are speaking with identifies himself or herself.
- The recorded message on the telephone should not identify the family but should simply ask the caller to leave a message.
- Never give your telephone 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. Such confidential information includes Social Security Number, birth date, credit card, banking, mortgage, healthcare, etc.
- 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 access passwords regularly.
- Avoid unknown e-mails, chat rooms, and potentially damaging webs sites.
- Be as anonymous as possible and maintain a low public profile. Do not appear in the social pages. Don't let your name 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 CO<sub>2</sub> 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 be trained in 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 the inside.
- Emergency numbers should be maintained near the principal telephone in the residence.

## **Service Providers**

- Use only companies or persons with good reputations and reliable references and check the references.
- Have a background check performed on personnel if appropriate.
- Do not permit any service personnel to enter without an appointment.

## **Secure Travel Guide cont'd**

- All service personnel should have an identification document provided by the company for which they work.
- Make sure domestic help is trained in CPR and the Evacuation Plan.
- Never talk about sensitive subjects in the presence of the domestic help. This includes business and financial matters, family or company assets, any personal problems, travel, etc.
- Do not leave sensitive information that can easily be viewed or accessed by domestic help.

### **Security for Children**

- Talk with them 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 telephone rings, they and the entire family should find out who is calling before identifying the family.
- 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 or 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 unknown persons.
- Provide your children with a code word to be used in case the parent is unable to be present and has to send someone to assist the child.
- Teach your children about the dangers of the internet.

### **Additional Recommendations for Traveling Abroad**

- Keep any prescription drugs in their original container with a copy of the prescription. If you have conditions 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, expensive luggage at home. Visible valuables tend to attract unwanted attention.
- Do not carry personal financial information indicating wealth.
- Do not carry company reports containing sensitive or proprietary information or financial statements.
- Don't wear rings, pins, or clothing bearing the company logo.

## Secure Travel Guide cont'd

- If you work for a company embroiled in a public media controversy, don't carry business cards bearing the company name. Also, do not carry the business cards of other people if those cards bear the names of controversial companies or individuals.
- Do not carry identification cards lining you to military or police reserve associations or support groups.
- To the extent possible, avoid areas and establishments frequented by military personnel of any nation – but particularly places favored by American and British troops.
- Always carry your passport and know the location and telephone number of your nation's nearest embassy or consulate. If you have an immediate security concern and have no corporate support to turn to, contact your country's nearest diplomatic or consular office.
- Before travel, or immediately upon arrival, try to learn about the country or countries you will be visiting. Know and show respect for local laws, religious traditions, customs 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.
- Immediately upon arrival, learn how to use the local telephone system.

### Security Questionnaire

#### Personal Security

- Do you, your associates and family protect your personal information such as your home and work addresses, your schedules and itineraries, your personal records and privacy information?
- Do you provide personal information over the phone or internet to services that contact you?
- Are you careful not to parade your wealth openly, such as your clothes, jewelry, cars, personalized plates, memberships, or open dialogue to strangers or in public places?
- Do you work late or alone at odd hours?
- Are you aware of safe sites in your area such as police stations, hospitals, government offices and public places?
- Do you carry a cellular phone for emergencies?
- Do you lock your doors and windows at home, in the office, and in your vehicle?
- Do you have alarms and detectors, and do you use them and test them regularly?
- Do you have an intercom or viewer at the door for visitors?
- Do you store a spare key in a safe place outside?
- Do you store your private information in a locked safe?
- Would you be aware of strangers loitering near you or your premises?
- Do you allow workers into your home? Do you know their history?
- Do you illuminate your premises at night when away?
- Does your mailbox lock, and do you shred your confidential information?

# Secure Travel Guide cont'd

## Family Security

- Do your children travel in groups and avoid isolated areas?
- Do you know where your children are and whom they are with at all times?
- Have you instructed your children how to react and what to say to strangers and callers?
- Do your children have an evacuation plan such as what to do, where to go, and whom to call in an emergency?
- Do your children have a code word for emergencies?

## Automobile Security

- Do you check the inside of your car at night before entering?
- Do you fill your gas tank late at night?
- Do you keep valuables or private information in your car?
- Do you ever give rides to strangers?
- Are you a defensive driver, and do you allow for space in front of your vehicle at all times?