

# SECURITY AWARENESS



## INTRODUCTION

### With knowledge we dispel fear

This brief is intended as a practical guide for use by you at work, at home with your family and whilst traveling. It consists of a series of simple 'tips' and common sense precautions designed to be easy to remember and apply.

It advises you on how to plan your security with minimum disruption to your routine, but safeguarding you in your daily life.

It aims to be all-encompassing...don't be intimidated by the range of hypothetical threats covered here.

If you travel frequently or work in regions that can be politically unstable, supplementary training should be completed, seek advice from your HR Department.

This material does not provide in-depth analysis of risk. Threat specific information should be available through your company's resources. It covers:

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# PERSONAL SECURITY

As an individual, you need to know how to...

## Lower your profile:

You are unlikely to become a target unless you attract attention. Therefore, keep a low profile whenever possible and:

- Lower your voice when talking in public places – remember this particularly when using mobile or public telephones.
- Avoid discussing work or personal matters where you can be overheard by strangers.
- Where possible, dress to blend in – play the ‘chameleon’.
- Always think of the image you are portraying to potential aggressors. Keep attractive items such as expensive watches, mobiles and jewellery out of sight when in public.

## Vary your routine:

Whenever possible, avoid establishing predictable ‘patterns’ to your daily life. These could be used by a potential aggressor to plan a crime against you:

- Vary the times and routes you travel, and modes of transport.
- Alternate use of your family cars, if you own more than one.
- Vary your social venues – including where you go for meal breaks at work, not always ‘same time, same place’.

Some patterns are clearly unavoidable, but it is important to recognize when they are and to exercise extra vigilance.

## Recognise possible danger:

At times and under certain situations the risk is higher and greater awareness is required so:

- Train yourself to recognize the signs of confrontation and potential danger early on. They may be obvious (e.g. individuals/groups fuelled by alcohol, areas of social unrest) or be more difficult to detect (subtle changes in body language). Trust your instincts: always WALK AWAY.

- Be especially aware arriving or departing from the office, one or children’s schools. You always go there, so they provide a focal point for a criminal planning a crime against you.
- Be extra vigilant on foot alone at night in poorly lit areas or in places with cover that could conceal an aggressor. Ask yourself, ‘do I need to go this way?’ Be wary of strangers approaching to ask for assistance.
- Avoid urban areas at times of day/night when few people are around. Avoid empty underground trains and under-passes.
- Females should carry anti-rape spray and personal alarms – make sure they are easily accessible.
- Be aware that crowded places attract pickpockets - secure your belongings.
- Know where you are at all times. Travel with a map and/or city plan and your mobile.
- Find out about a new area before going there – areas and types of risk.
- Before using your mobile, check your immediate surroundings: once talking you will be distracted.



## You also have to consider...

### Security, carriage and use of your personal possessions

- **Wallet or purse:**
  - Do you need it with you – could you take cash and a credit card in a pocket instead?
  - Always conceal it in an inside pocket, zipped or buttoned up.
  - Consider using a money belt when mobile in higher risk areas.
  - Duplicate as much of the content of your wallet/purse as you can, keeping the 'reserve' in a secure place (hotel safe, locked cabinet at home/work). Be aware that this also doubles the security requirement.
  - The design of your wallet/purse should allow you easy access, reducing exposure time at cash points, in bars etc.
  - Always check your immediate surroundings before getting your wallet/purse out – if you are at all suspicious, MOVE ON.
  - Cancellation details for credit cards must not be kept with the cards.
  - Limit the amount of cash you carry.
  - Keep some notes loose in a separate pocket in case your wallet is stolen or lost.
- **Mobile telephone:**
  - Keep it hidden when not in use.
  - If available, 'silent alert' should be activated: 'lower the profile'.
  - Avoid top-of-the-range handsets: 'lower the profile'.
  - Before using it, check to see who's around.
  - Move to a secure area (well lit and/or populated) before talking. You will be distracted and vulnerable.
  - Make sure the battery is fully charged – your mobile could be your lifeline. Frequent travelers should carry a spare battery.
  - Avoid discussing anything sensitive on your mobile – mobiles are insecure and can be intercepted.
  - Do not allow strangers the use of your mobile. If there is an emergency, make the call yourself.
  - Consider encoding 'Phone Book' numbers (i.e. 'Mum = 01, Home = 02'), particularly in regions prone to kidnapping where the information could be used against you or your family.
- **Laptop and personal organiser:**
  - Only travel with them when necessary.
  - Consider using an alternative to the standard laptop carrier – a non-descript day-sack or briefcase: 'lower the profile'.
  - Ensure that the 'System Lockout' facility is activated when not in use.

- Minimise the loading of sensitive information – if possible, restrict databases to the specifics of the current task, then wipe the hard drive when finished.
- Be aware of your surroundings before using personal organizers – the same rules apply as for mobiles.
- Consider using mini-chains to secure your laptop to the desk at work or when traveling.

### Travel security

- **Public transport:**
  - Should be avoided late at night or early in the morning when few people are about (whenever practicable).
- **Avoid too long a wait at deserted departure points.** Go to a bar or other occupied place such as a designated waiting room/area or even just stand under a CCTV camera obvious to all, including a potential aggressor.
- **Only use licensed taxis.** Book your cab before departure from home, work, hotels, restaurants etc.
- **Ensure the meter is running or that a fare is negotiated beforehand** to avoid potential confrontation later.
- **In your car:**
  - Always plan your journey prior to departure. Let someone else know where you are going and when you intend to get there.
  - Ensure your vehicle is properly maintained, with a serviceable spare tyre, wheel changing equipment and with oil and water levels checked regularly.
  - Ensure that you have at least 25 miles of fuel (or more depending on the location of the nearest open garage), a lockable fuel cap and, if permitted by local regulations, a small (5 litre) reserve can.

- Subscribe to a recognized vehicle recovery service – AA, RAC etc [national equivalent] - ensuring that you carry the contact and membership details whenever you travel.
- Equipment to be kept in your vehicle (\*denotes optional):
  - Up to date road atlas or city plan.
  - Torch with a spare battery.
  - Basic medical pack: 2 crepe bandages, 2 sterilized unmedicated dressings, 2 burns dressings, safety pins, sterile gloves.
  - Spare engine oil\*
  - Tow chain
  - Jump leads\*
  - Water (dependant on climate and easy access)\*
  - (Mobile telephone whenever you travel).
- Never leave anything of value on show when the car is unattended.
- Central lock all doors when traveling. In slow moving traffic and in areas unknown to you wind your windows up.
- Where a known risk of car-jackings exists, ensure that when you pull up to the lights or stop in traffic you leave at least one car's length between you and the vehicle in front. This will allow you to drive out of danger if threatened.
- Similarly, keep your vehicle in first gear/shift when waiting at lights and in traffic jams.
- Consider fitting an anti-tamper alarm with an internal initiator.
- Reverse your vehicle into parking spaces, the vehicle is then positioned for a quick and easy exit.
- Reverse your vehicle into parking spaces, the vehicle is then positioned for a quick and easy exit.
- Where available, use authorized car parks: they are normally well lit, attended and covered by CCTV.
- If you have a home garage, ensure that it is lockable and preferably accessed straight from the house. Consider fitting a remote sensor opening device to avoid potential risk when arriving home late.
- Avoid delay when unlocking your vehicle: you may have been followed and will be distracted. Use your remote well in advance.
- Never leave personal details (addresses) in a vehicle or any form of spare key.
- REMEMBER, the greatest threat to your safety is through speeding or intoxicated driving by you and/or others.
- Traveling abroad:
  - Change at least some foreign currency before traveling - arrive capable of dealing with unforeseen problems from the outset.
  - Carry small denomination notes and small change – lower the profile.
  - Keep a photocopy of the personal details page of your passport at home or in the office, where it can be readily accessed should you lose your passport or have it stolen overseas.
  - Consider carefully what personal possessions and clothing you actually need to take with you. Keep a low profile: cameras and guidebooks mark you out.
  - Minimise the weight and pieces of luggage you travel with. If you can, take hand luggage only.
  - Travel with a small medical pack - though be aware of air travel regulations. Put medical drugs and sharp objects in the hold.
  - Carry a torch and spare battery.
  - Ensure you have correct travel and medical insurance and know your own personal medical details - blood group, medication and any allergies. If traveling with children, take their medical records.
  - Ensure you are in compliance with vaccination requirements of your country of destination. For malarial regions, the full course of prophylactics must be followed, before and after your visit. Seek appropriate medical advice before traveling.
  - Do not label your luggage with your home address – a sure indicator, for anyone that wants to know, that you are not at home. Name, flight number and destination address only.
  - If possible, arrange to be met, ensuring you that you can establish the identity of the person meeting you.
  - Ensure taxis are licensed and, where possible, pre-booked. DO NOT accept unlicensed approaches on the street.
  - Have at least the first night's accommodation arranged prior to departure.
  - Ensure you have mobile telephone coverage in the country you are visiting - through your own service provider or by hiring locally (organised in advance and available on arrival). Take the correct mains power adaptor to recharge your battery.
  - As a back up, carry a phone card for the local telephone network.
  - Adopt a simple 'reporting in' system to your office, home and/or a point of contact in-country - once a day during a given time slot, stating your intentions for the next 24 hours.
  - In advance, enquire about the political and domestic circumstances of the country you are visiting. Find out where in country you can update your knowledge if the situation changes - the number of your embassy/consular office there.
  - Find out the emergency services telephone in the country you are visiting.

## When all else fails...

Precautions that you take can never guarantee your safety. Situations may occur in which - despite your best efforts - you become directly threatened by an aggressor.

### When an attack is imminent:

- If still possible, remove yourself from the danger zone. This may simply mean walking away a short distance or driving out of trouble.
- If this is not an option, make as much noise and commotion as you can to attract attention and assistance. Muggers strike only when they think they can get away with it.
- If alone, DO NOT EXACERBATE the situation. Comply with all demands, giving them what they want.
- If it's about cash or your mobile, keep it that way. Don't make it personal.
- Do not underestimate the risk by being tempted to 'have a go': the attacker may well be armed – even a child becomes lethal with a knife in its hand.

### When you come under physical assault:

- The aim must be to break contact with your attacker and escape.
- Physical retaliation must only occur once the situation is so grave that there is every likelihood that you are going to suffer injury or death.
- If you must react ensure it is done with maximum aggression for the time it takes to break away from your attacker.
- Strike at the vulnerable points – groin, throat, eyes, solar plexus, shins. For effect and to lessen the possibility of personal injury use an improvised weapon such as your mobile phone, a rolled up newspaper (jabbed end on), an umbrella or sharpened pencil or similar. Or use your clenched fists to the solar plexus, face or throat, your fingers to the eyes, knees to the groin, elbows to the throat and feet to the shins (not to the groin as this may unbalance you).
- Maintain the aggression until you break free, then run.
- Be assured, regardless of size or gender, one effective blow from you with any of the above will deter even the largest attacker.

## SECURITY OF THE HOME & FAMILY

- The need for security awareness exists all the time, not just during working hours. The risks to you and your family at home and at leisure will be different from those at work and you will be exposed to the same threat of crime as the rest of the population. However, your professional circumstances may also have specific bearing on the risk that exists in your private life. Therefore, security at home, with the family and at work must be taken as a whole.
- You should review your family circumstances and routine regularly. All your family members should, to some degree, know and practice security awareness.

## You and your spouse/ partner's responsibilities...

### Security of the home environment

- If you move to a new area, spend some time researching:
  - Crime levels by borough/district.
  - Proximity of police and emergency services plus contact details.
  - Public transport links.
  - Reputable local taxi firms.
  - Schools – locations, security, and routes to and from (look for alternative routes and methods of transport).
  - Neighbours and Neighbourhood Watch (or equivalent schemes).
- When selecting your place of residence, look for:
  - Street illumination and security lighting in the vicinity of the property and its access points.
  - Control of exterior lighting from inside the house.
  - A house alarm with panic buttons in the bedroom and beside the front door; these should be wired to the audible alert system and, ideally, be connected to the local police station and/or commercial monitoring service.



- Availability of secure, off-street parking – preferably, a lockable garage with automatic opening (from the car) and secure access to/from the house.
- Avoid basement or ground floor (US: ‘first floor’) apartments – UK Foreign Office advice for the selection of accommodation in higher risk regions is to choose the third floor or above.
- Assess the residence from a criminal's view:
  - Is there an obvious easy way in.
  - Is there cover from view - consider cutting back vegetation around access points.
  - Is there easy access to the house and garden. Deny it by installing fences and/ or walls and gates, should be a minimum of 2.5 metres to prevent snoopers and opportunistic crime. Having a solitary entry/exit route, houses in cul-de-sacs are less attractive to criminals.

### Help protect your property by:

- Fostering good relations with your neighbours. They will keep an eye on your property when you are away, notice strangers showing any undue interest and come to your aid when needed.
- Consider a dog – one with a convincing bark! Dogs are a proven deterrent. Use automatic timers on lights and radios.
- Installing physical security measures:
  - All external doors and windows should be fitted with locks and wired to an alarm system. If a key is lost, all associated locks must be changed immediately.
  - The whereabouts of all spare keys must be noted.
  - Avoid external hiding places for keys: what's convenient to you and the family – ‘under the pot plant’ - will probably be obvious to an experienced thief.
  - Window and door hinge screws should be accessible from inside the property only.
  - External doors should be fitted with chains and/or restrictors strong enough to resist shoulder charges and kicks.
  - Peepholes and/or an intercom system should be fitted.
  - External doors should be constructed of heavy-duty materials.
  - In higher risk areas, ground floor or easily accessible windows should be fitted with bars or grills – attachment fittings must be inaccessible from outside the building.
  - Ground floor windows should be fitted with solid shutters (or reinforced glass) that can be closed at night and when the family is away.
  - In high-risk areas particularly, identify a secure place within your residence to which the family can withdraw to safety

in extremis: (ideally) a room with internal walls only, a boltable door, equipped with a telephone - with separate battery/power source from the mains electricity, a small medical pack and water.

- Everyday security:
  - On the telephone
    - Be guarded with sensitive information - it is an ‘insecure’ means of communication that is open to technical attack.
    - Your family - especially young children - must be a warned not to give out address details.
    - Before you give out information make sure you establish the identity of the caller. If, necessary, call the person back to verify their identity.
    - Consider un-listing your telephone number.
    - If you receive any suspicious calls report it immediately to the police or telephone company.
  - Answering the door:
    - Always be suspicious. Apply the safety chain/ restrictor and observe any visitor through the peephole before opening the door. If still suspicious, **DO NOT LET THEM IN!**
    - Check the identity of service or maintenance operatives – ask the manager for a name when you organize the home-call. If in any doubt, verify details with the service provider: leave the person to wait **OUTSIDE**.
    - Service/maintenance operatives should be escorted around your property, unless you know them well and trust them.
    - Impress upon children never to open the door to strangers. They must call an adult first.
  - Receiving mail:
    - To help identify suspect items, organise your mail into ‘work-related’ (to the office) and ‘personal’ (to your home).
    - Be naturally cautious of unexpected or unrecognized mail, particularly padded items or those unexpectedly heavy for their size. Handle them carefully;
- First, check for familiar handwriting and/or postmarks.
- Feel the package for unusually shaped items or wires.
- Look for;
  - Signs of staining or “sweating” on the outside of packaging; this could indicate the presence of a fluid or powder agent inside.
  - Envelopes that have been ‘over sealed’ with tape – treat them as suspicious.

Unfamiliar smells, such as almonds, which can denote the presence of plastic explosive.

- If on opening a letter or package you discover any traces of unexpected powder or fluid you should:

- Put the item down immediately.
- Prevent others from gaining access to it.
- Withdraw from the room, closing the doors and windows as you leave.
- Wash any contaminated areas of skin with warm soapy water or a mild disinfectant.
- Call the police.
  - Useful home emergency equipment and contact details:
    - First Aid pack: 2/3 sterile, unmedicated dressings, an adhesive wound dressing, a large triangular bandage, an assortment of plasters, a packet of cotton wool, anti-septic wipes and safety pins.
    - Torch and spare batteries.
    - Display the emergency services (doctor and/or hospital, the local police, gas, water and electricity) telephone numbers and/or locations in a prominent place – on the fridge or beside the phone.

### Protecting your children:

- MOST IMPORTANT: explain to your children that they must never talk to strangers when you are not around.
- Recognise the vulnerable times when you may be distracted and not fully focused on the security of your children, even when you assume that they are close to you:
  - Talking on the mobile.
  - Shopping.
  - Talking with acquaintances or other parents at school pick-ups, playgrounds etc.
  - Loading the car in busy streets.
- Only allow your children to use 'dedicated' public or private transport for school runs.
- If children have to walk, they should do so in pairs and on recognized routes.
- Ensure the school operates a sign-in/sign-out system, with only registered adults permitted to make pick-ups.

# SECURITY AT THE WORKPLACE

## Keeping the office safe...

### We all have a role to play:

- Wear your security pass at ALL TIMES. Ensure that it is visible when in the building. Conceal it when away from the workplace.
- Ensure that your colleagues are wearing theirs - if you are a manager you are responsible for this.
- Ensure that all your visitors receive and wear the correct passes. Notify reception/security of all visitors in advance
- You must challenge anyone not wearing a security pass:
  - Check their identity.
  - Call Security if you suspect a security breach.
  - Tell the person to stay where they are until the situation has been clarified.
- Don't allow your possessions to become a security problem – NEVER leave briefcases or laptop carriers unattended (away from your own desk).
- Make a point of getting to know the office security staff. Make them feel part of the 'team', which will improve their motivation and effectiveness.
  - Know how to call Security in an emergency; learn the Security contact number by heart - looking it up could waste vital seconds.
- Ensure you are fully conversant with all local emergency procedures.
- If you see anything suspicious or anyone acting unusually, within or outside the office, report it immediately to Security and/or the police:
  - Briefcases, suitcases or packages left unattended.
  - Suspicious mail.



- Visitors or maintenance personnel in unusual areas or acting in an odd manner.
- People in the street paying undue interest in your office building or to the comings and goings of staff.
- Illegally parked vehicles adjacent to the office.
- Keep your work area clean and tidy - abide by any 'clear desk policy'. This will help to highlight any suspicious items.
- Keep home and office mail separate; a mail-ordered 'gadget' - destined for home but delivered to the office - will arouse suspicion in the mailroom and could cause major disruption to the office.

### Receiving mail:

Adopt the same approach as you would at home. Be on the look out for anything unusual and if in doubt call Security. To reiterate:

- Handle with care.
- Be naturally cautious of unexpected or unrecognized mail, particularly padded items or those unusually heavy for their size.
- Check for familiar handwriting and/or postmarks.
- Feel the package for unusually shaped items or wires.
- Also, look for:
  - Signs of staining or sweating on the outside of packaging – this could indicate the presence of a fluid or powder agent inside.
  - An 'over sealed' envelope should be treated as suspicious.
  - An unfamiliar smell such as almonds that could denote the presence of plastic explosive.
- On opening the letter or package, you discover any traces of powder or fluid:
  - Put the item down immediately.
  - Prevent others from gaining access to it.
  - Withdraw from the area.
  - Wash any exposed areas of skin with warm soapy water or a mild disinfectant.
  - Call Security and the facilities/office manager immediately.

### Receiving a bomb threat:

Though unlikely\*, it is possible that you may receive a bomb threat telephone call. If you do, you should:

- Remain calm and keep the caller on the line - this is your opportunity to help Security by getting as much information from the caller as possible.
- Listen very carefully to the caller, noting down EXACTLY what he or she says.
- Then try to obtain:
  - Exact location of the bomb.
  - What it is contained in - a car, waste bin etc.
  - Time set to explode.
  - Size of the device.
  - Name of the caller.
  - The organisation he or she represents.
  - Whether the caller has a code word to identify their authenticity.
  - Why the bomb has been planted.
- If you get the opportunity, read the message back to the caller to confirm the accuracy of what you have noted down.
- Whilst listening to the caller, try to gather as much supplementary information as possible for the police:
  - Gender.
  - Approximate age.
  - State of mind - calm, excited, nervous etc.
  - Language or accent.
  - Background noises.
- Try to 'last number trace' the caller – 1471 in UK.

## Keeping information safe...

We all have a role in keeping commercial information secure from industry competitors.

### Keep it tight:

- Remember: mobiles, wireless telephones and boom-mikes used for presentations, and hand-held radios are all INSECURE – using them, your dialogue is carried on radio waves, which can be easily intercepted. **BE CAREFUL WHAT YOU SAY.**

\*It is more likely that such a call would be made to the central switchboard or Security.

- Data on your desktop PC and laptop could be useful to a competitor, or even a terrorist so:
  - Keep passwords secure, change them regularly and never write them down.
  - Choose ones that can be easily remembered by you.
  - Avoid the obvious - wife's or children's names, obvious dates (20% of credit card pin numbers in UK are '1066').
  - Keep the information contained on your laptop to a minimum.
  - Always use the 'System Lockout' facility when not in use.
- Be careful when away from the office, particularly socialising. The starting points for intelligence gathering – whether by competitors, criminals or terrorists – are the bars and pubs nearest to the office. Be conscious of those around you - **GUARD YOUR SECRETS.**
- All confidential material must be secured in lockable storage and disposed of using the confidential waste facility. Documents and files must not be left unattended. At the end of the working day ensure that your desk is clear, with sensitive information locked away.

## SUMMARY

Finally remember the aim of this pamphlet, which is to give simple advice to help ensure that you are able to enjoy life - given your many circumstances; not to set rigid rules that inhibit your freedoms.

## CONTACT

LONDON  
New London House  
6 London Street  
London  
EC3R 7LP, UK  
Tel: +44 (0) 203 741 9570

DUBAI  
PO Box 502356  
Dubai  
United Arab Emirates  
T: +971 (4) 391 2935  
F: +971 (4) 368 8165

WASHINGTON  
12018 Sunrise Valley Drive  
Suite 140, Reston  
VA 20191  
U.S.A.  
Tel: +1 703 833 9379  
Fax: +1 866 868 5144

