



# Secure Travel Guide



Presented by Kroll Associates  
Sponsored by State Risk Management Department



# Information

Personal security while traveling is a pressing concern, not only abroad but also in the United States. This guide contains proven guidelines to reduce the risks of being victimized by a criminal or terrorist assault, a kidnapping, or the theft of sensitive corporate information. No protective system or device can do much to enhance a traveler's security if he or she does not make an effort to be aware of potential danger and adhere to prudent security practices.

## **GENERAL PRINCIPLES**

- ➔ When traveling, recognize that you may become the target of a criminal or terrorist assault. It doesn't always happen to someone else.
- ➔ Remember that you are more intelligent than most, if not all, of your potential assailants. Use your head by anticipating risks, planning for contingencies, and remaining alert.
- ➔ Realize that good security techniques are often inconvenient but worth the extra effort. Commonsense precautions can and will deter most potential assailants.
- ➔ Make a habit of being unpredictable.

## **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 that could be used as a safe haven in case of an emergency.
- ➔ Be as inconspicuous as possible. Use vehicles that won't attract unwanted attention. Sometimes, taxis are the best 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 that 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.

## **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.
- ➔ If you decide to resist: Scream, Kick and/or scratch the assailant. Run toward lights and people.

## In the Hotel

- ➔ Do not provide title, company or other information for hotel registrations, restaurant reservations, etc., which 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 that identify your business or reason for your visit in your hotel room. Keep this information at the local office or in the hotel safe.
- ➔ 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.

## 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.
- ➔ 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 a seat 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.
- ➔ 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, 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.



## In Case Of An Airline Hijacking

- ➔ Do not assume all hijackers identify themselves at the beginning of a hijacking. Hijack teams may keep a card up their sleeve by holding one or more of their number in reserve among the ordinary passengers.
- ➔ Avoid making eye contact with the terrorists, especially within the first 20 minutes to an hour of their takeover.
- ➔ Listen carefully to the hijackers and follow their instructions.
- ➔ If the hijackers collect valuables and passports, do not hide or attempt to withhold anything.
- ➔ Concentrate on being as quiet and as inconspicuous as possible.
- ➔ Don't talk to other passengers. If hijackers have any reason to think you are plotting something, they are likely to harm you.
- ➔ Don't ask the terrorists for favors, such as special 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.
- ➔ Bear in mind that efforts are underway to secure your safe release. Do not complicate matters, or draw attention to yourself, by attempting to take an active role in negotiations.
- ➔ Don't worry about your loved ones. They have heard about the hijacking and are keeping abreast of developments.
- ➔ Remain as calm as possible throughout the hijacking and conserve your energy.
- ➔ Prepare yourself psychologically for the possibility the hijackers will question you at gunpoint and/or under other forms or pressure.
- ➔ Do not openly defy questioning, but do not volunteer any information. 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.
- ➔ Do not offer any opinions about the hijackers' cause - or about any other political or religious subjects. Opinions, your own or those you think the hijackers want to hear, will not help you, and may hurt by focusing terrorist attention on you.
- ➔ Even if heat inside the airplane becomes uncomfortable, continue to wear as much clothing as you can tolerate.
- ➔ Try to remain awake and alert to everything going on around you. Feign sleep if you think keeping your eyes open will draw attention to you. If the hijacking becomes a prolonged incident and you must sleep, try to do so in brief spells of a few minutes at a time.
- ➔ Use your time to evaluate the situation and to consider your options in various situations that might arise.
- ➔ Mentally rehearse what you will do if there is a struggle or a firefight. In such a situation, you may have to move rapidly. Be ready.
- ➔ Don't let clutter accumulate in the area of floor between your row of seats and the row directly in front. If you hear gunshots, explosions or other disturbances indicating a firefight or a struggle, you should crouch down as low as you can and try to be ready to move quickly
- ➔ If an opening for escape presents itself, first carefully weigh the chances of being stopped and punished by the terrorists. If your first escape attempt fails, you are not likely to get another opportunity.
- ➔ If you decide to try your escape path, move rapidly. Don't hesitate or the opportunity could be lost.



## **Additional Recommendations for Traveling Abroad**

- ➔ Keep any 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. 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.
- ➔ If you work for a company embroiled in a public or 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 linking 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.
- ➔ Senior corporate executives should follow the recommendations provided in the SECURE TRAVEL GUIDE. In addition, because of the high public profile corporate leaders sometimes have, and because of their value to the company, travel by senior executives may call for the enhanced travel security measures listed below:
  - ➔ The company name or logo should not be printed on the senior executive's credit cards, including airline travel cards and car rental cards. Credit card issuers do not require that corporate cardholders have their firm's name imprinted on the charge plate. Doing so offers few practical advantages that cannot be secured by other means - and it effectively prevents anonymous travel by senior executives.
  - ➔ The travel agent used by a senior executive must be briefed on good travel security procedures. In making efforts to please valued clients such as senior corporate executives, a travel agent may unwittingly compromise the traveler's anonymity. For instance, the agent should not inform the airline that the traveler is a "VIP" and ask that he or she be given special treatment. 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., Miss" should not be used. This information is not legally required for domestic or international travel. Providing an indication of sex or marital status may inhibit certain tactics --such as switching rickets or seats with a corporate security escort - that can be helpful in protecting a senior executive in a threat situation. Nor is it helpful to 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 the company address, If the ticket is paid for by means other than cash or credit card, no reference

to a corporate purchase order should appear on the ticket, ticket jacket, or itinerary

- ➔ 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 or South Africa. It is worth bearing in mind that in many 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 --preferably not an expatriate --under his own name.
- ➔ 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 some cases, it is best for the local manager to register himself as the occupant of the room. This tactic secures the room for the visiting senior executive without compromising anonymity. It also minimizes delays and exposure when the senior executive arrives at the hotel.
- ➔ In high-risk countries, the local manager should not use a personal vehicle or a company car to transport a visiting senior executive. In most cases, regular company vehicles can be easily identified with the local manager or the firm. Instead, a car should be rented especially for the senior executive's visit immediately before his or her arrival.
- ➔ Senior corporate executives should not be transported, or accept the offer of a ride, in another executive's or a government official's vehicle – even if the other individual's vehicle is armored or equipped with special security equipment or with body guards. To ride with someone else is to take on whatever risks or threats attach to the other individual. A significant percentage of kidnap hostages and terrorist fatalities become victims in the first place for no reason other than being in the wrong place – often a vehicle – with the wrong person at the wrong time.

The State covers officers, employees, and agents of the State of Arizona while stationed or traveling outside the United States in the course and scope of their State authorized activities. To comply you must follow your department, agency, board, commission or university's **Policy and Procedures** regarding foreign travel prior to departure.

## International Emergency Assistance Updated 7/11/2011

### Program

- ➔ In Canada, call: **1-800-766-8206**
- ➔ Outside of the United States and Canada, call collect:  
**1+202-659-7777**

### Foreign Travel Information

- ➔ U.S. Department of State, Bureau of Consular Affairs - <http://www.travel.state.gov>

## **WARNING**

If you are considering traveling to a **sanctioned country**, you are **required** to obtain approval from the Risk Management Department of your university or the State of Arizona, Department of Administration, Risk Management Section, Kristine Rowen (at 602-542-1445) 60-90 days prior to your departure. If you do not have the **authorization** to travel to these countries, you may not have coverage through the insurance carrier or the State of Arizona.

**Kroll**

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