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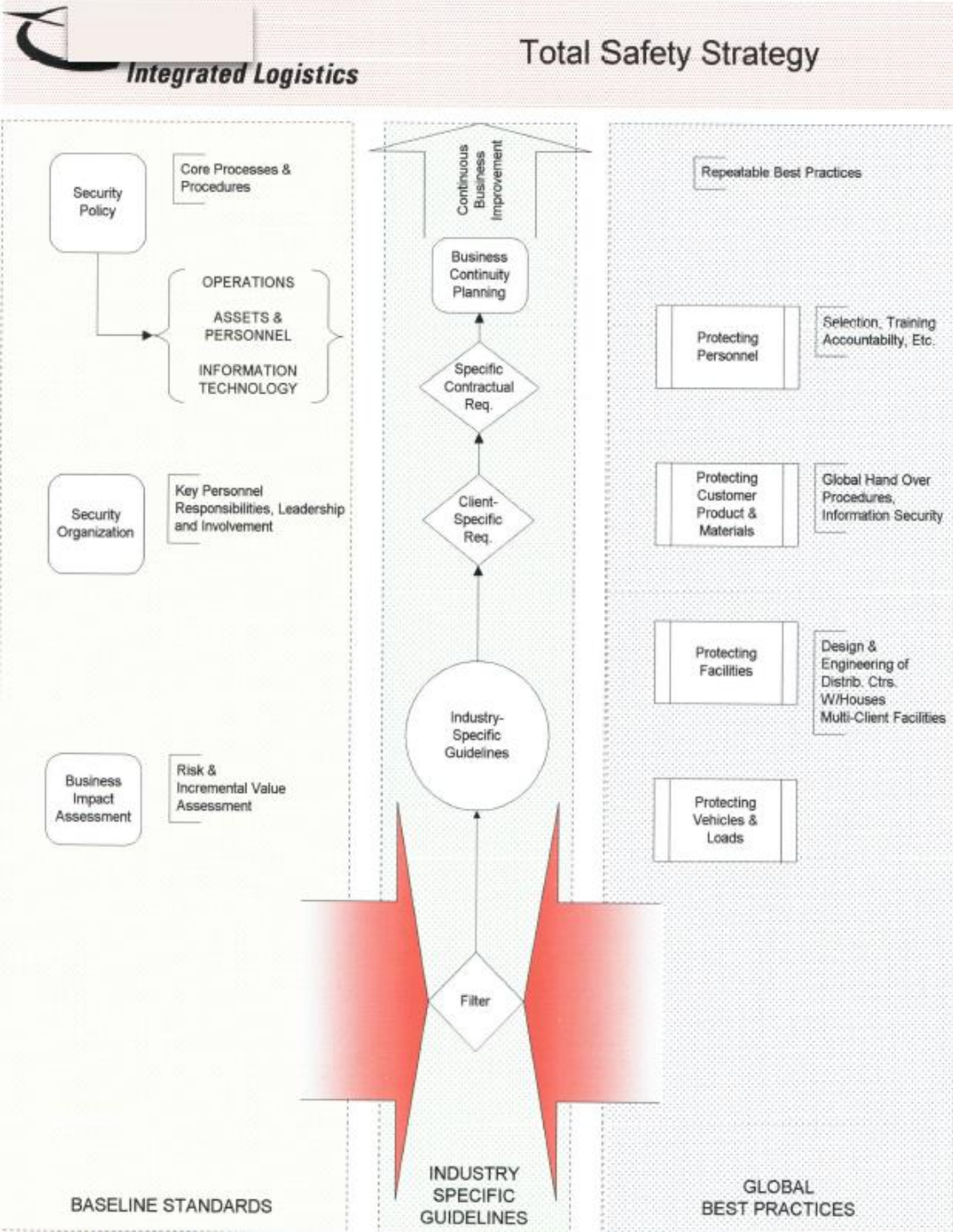
Worldwide Travel Security



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FoneTrac[®]
Peace of mind wherever you go



- So, where are the pipeline’s likely points of failure (not that they are awaiting discovery)...
- What’s the ability to communicate an issue that has the potential to escalate, cause harm to employees or the organization?
- Carry out an ongoing, proactive analysis and assessment of existing, complex operations to illicit possible risk, and to determine its likelihood and ramifications
- Confirm the ability to mount a meaningful response to an incident that may impair business continuity, cause reputational damage, or other unforeseen circumstance?

Supply Chain Management

Efficiency & Resilience

Many security-related components:

- “Visibility” Throughout
- Security (handover) controls at each point of transfer
- Forward/Reverse Notifications
- Protective Physical/Technical Measures
- Loss Reporting/Escalation
- Degree of accountability
- Lack of concern - and many more...

What happens if a protective component is missing/overlooked?



Both manufacturing/distribution and travel security systems are complex operating environments...

We can use the supply chain approach to enable effective travel security – view it as a “security process” (efficiency & resilience)

Remember, today’s integrated and complex travel and supply chain systems are only as strong as their weakest link...

Time to review your existing Travel Security Process?

- Understand what you have
- Identify weaknesses that could compromise the overall protective plan
- “Visualize” and plan for the unexpected – no “crisis within a crisis”

As with supply chains:

Know the Process – Know the Weakness – Know the Solution

For the traveler – Likely Questions

- What is the risk at various destinations?
- How do we know if we should travel, or not?
- How do we lower our risk and
- How do we raise our security awareness and become less vulnerable?
- How do we know where the employees and travelers are?
- How will we be advised of an actual or emerging threat?
- How can we be contacted?
- How can I get help if I need it?
- Who do we contact in the event of an issue or emergency?
- How will you know if we are safe after a major incident?
- What procedures are in place to deal with an issue, incident or emergency (security, medical or natural disaster)?

Communication - Text / Email Alerts
when situation is identified





Communication - Post-crisis check-ins
to verify traveler safety

Travel Security "Process" – Duty of Care Responsibilities

Basic components:

- Policies & Procedures (security, medical, political, natural disaster), - agreed organizational/individual proactive measures (where to stay, how to travel, where to meet, etc.)
- Risk/Threat Assessment – Pre-trip and ongoing intelligence
- Global monitoring – threat notifications reconciled with actual locations, changes in the threat environment
- Robust communication systems – mass messaging - travel tracking - itineraries/smartphone app (GDPR compliant)
- Proactive steps - Requisites of Personal/Executive Protection
- Risk reduction strategies & programs – site protection, contingency planning, emergency response

Understanding How Victims are Targeted

When traveling overseas, it is important that individuals understand how criminals target their victims. While there are numerous techniques and scams that organized criminal groups use, the following is a list of common targeting techniques that these groups use to identify and isolate their victims.

Language Barriers

Perhaps the greatest threat to anyone traveling abroad is the mere fact that they will not speak the local foreign language. No matter how well one may dress or attempt to blend into the local culture, it is obvious that one is a foreigner when they open their mouth – if they do not have sufficient proficiency in the language of their destination country. Criminals will sometimes attempt to locate and exploit a language inadequacy; they will try to engage you in conversation, and when that does not work, they will have found a visitor. Before leaving on your trip, it is useful to learn some of the most common phrases in the language spoken in the country which you will be visiting. It is also a good idea to learn words for “help, assistance, police,” and the like.

Clothing

Another big blunder that foreign travelers often commit is dressing as if one was still in their home country. For example, it has often been stated that Americans can easily be picked out of a foreign crowd due to their ubiquitous “uniform” – jeans, t-shirt, and a baseball cap. While one may not be wearing clothes as casual as this on a business trip, the same general principle applies. It is important to remember that business styles from one's home country may not apply in foreign countries. One should make every effort to blend into the local culture by wearing clothing appropriate to the region. People become victims when it can be determined easily that they are foreign based simply on their clothing. To take it one step further, instead of trying to use your personal wardrobe to mimic foreign clothing, if your budget allows, one can purchase a few clothing items in their destination country and wear them while there – then one is truly authentic.

Expensive Items

Personal Protection "Barriers"

- USE INITIATIVE
- BE CONSISTENT
- DISRUPT ROUTINE
- USE COMMON SENSE
- IMPROVE AWARENESS
- DEFEAT COMPLICENCY
- MAINTAIN A LOW PROFILE
- INDIVIDUAL RESPONSIBILITY
- BE AWARE OF SURVEILLANCE
- USE GOOD COMMUNICATIONS
- GOOD HABITS vs. BAD HABITS



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Hmmm... What do I do now?

Countermeasures – to “Put off the day when something bad happens...”

- Understand the Concept of Protective “Barriers”
– Designed to Keep the Threat at Bay
- Know the Risk
- Monitor for Threat Escalation
- Disrupt the Plan
- Maintain Good Communications
- “Imagining” or “visualizing” possible scenarios
(not the Disneyworld version...)
- Know Where you Should & Shouldn't Go



What is the risk?

Mostly ancillary: Being in the wrong place at the wrong time

Countermeasures – to “Put off the day when something bad happens...”

Make Yourself a More Difficult Target:



- Be Aware of Those Around You
- Don't Attract Unnecessary Attention
- Safeguard Personal Information
- Maintain a Low Profile
- Disrupt Routine
- Deflect the Threat Elsewhere
- Vary the Route - Unpredictability
- Notice & Respond to Surveillance
- Be Aware of Critical Arrivals & Departures

Know the risk and don't assume the risk of others...

- Remember that the RISK Level will change dependent on who you are, where you are, & who you are with...





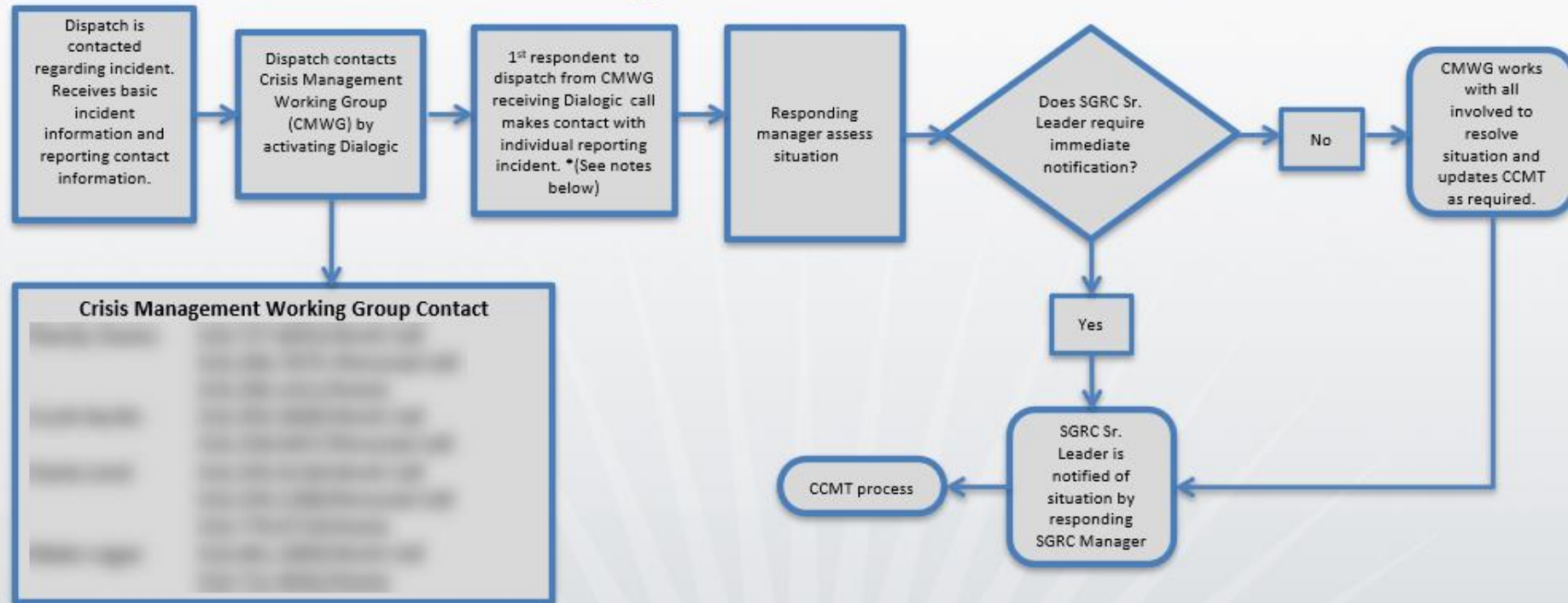
Summary

- Put as much “distance” as possible between you and the threat
- Try to integrate security into the business process
- Use as many of the preventive tools as possible
- Remember that Prevention is better (and less expensive) than intervention

Some Thoughts About Crises...

- They crop up when least expected – and may be difficult to identify
- Develop the ability to mount a meaningful response to any incident or situation that may present a danger to the organization or its personnel
- Minimize the possibility of reputational damage or other unforeseen circumstance
- **Plan Ahead! – Avoid a “Crisis within a Crisis”**

Crisis Management Incident Flow



Crisis Management Working Group Contact

NAME	
PHONE	
EMAIL	
ROLE	

*Incidents may be reported by IMG/GlobalSecur and other external sources

After receiving call regarding incident, dispatcher will launch the Communicator NCT! Scenario "Crisis Incident" with a short detailed message regarding the incident. The message will include the callback number of _____ for additional information. The first person on the CMWG to receive the message and return the call to dispatch will contact the reporting party to determine next steps.

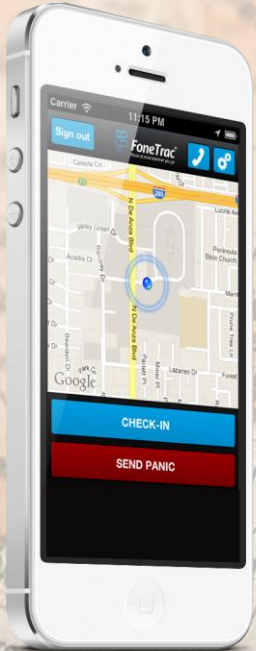
The dispatcher will **STOP THE SCENARIO** immediately after being contacted by any of the CMWG members who received the message so the system doesn't continue to call the remaining personnel.



Remember...

“Nothing in life is so exhilarating as to be shot
at without result . . .

Sir Winston Churchill
Former British Prime Minister



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Travel Security Service

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