

United States Department of State
Overseas Security Advisory Council

Personal Security Guidelines For the American Business Traveler Overseas

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Overseas Security Advisory Council U.S. Department of State

NOTE: The member organizations whose representatives serve on the Council are rotated periodically. Those who served as members when this booklet was released for publication in November 1994 are listed below.

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The Coca-Cola Company

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Northwest Airlines, Inc.

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Xerox Corporation

Agency for International
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OSAC

Foreword

The Overseas Security Advisory Council (OSAC) was established by the U.S. Department of State in 1985 to foster the exchange of information between American companies with overseas operations and the U.S. Government. Since that time, OSAC has developed into an enormously successful joint venture and a dynamic vehicle for effective security cooperation.

As a part of these continuing efforts, OSAC has produced a series of publications designed to assist the U.S. private sector in meeting security challenges overseas. This latest publication Personal Security Guidelines for the American Business Traveler Overseas was developed to provide specific security guidelines for Americans who travel abroad on business.

Effective security precautions require a continuous and conscious awareness of one's environment as well as the need to exercise prudence, judgment and common sense. This is especially true where the traveler must adapt to new cultures, customs and laws. Personal security cannot be delegated to others; it is a responsibility of each one of us, as we promote American economic and commercial interests around the globe.

Warren Christopher

Preface

The Overseas Security Advisory Council (OSAC) consists of 21 organizations from the private sector and four U.S. Government departments and agencies. There are 1400-plus private sector organizations that participate in the Council's activities and are recipients of the information and guidance it provides.

As part of its security program, OSAC has prepared publications containing suggested security and emergency planning guidelines for American private sector personnel and organizations abroad. A listing of current OSAC publications is contained under the title *Publications* on page 47. As indicated by their titles, protection against the threat of terrorism, catastrophes, crime and theft of information is addressed in the OSAC booklets.

This publication is intended for American private sector organizations and their personnel abroad. The guidelines were written by members of OSAC's Committee on Personal

Security including Chairman Roger H. Robinson, Schering-Plough Corporation; Douglas R. Laird, Northwest Airlines, Inc.; and Special Advisors Robert J. Vinsec, BFGoodrich Company; Stefanie C. Stauffer, Federal Aviation Administration; and Richard Hudak, Sheraton Corporation.

Effective security precautions require a continuous and conscious awareness of your environment. This is especially true when visiting a foreign country where it will be necessary to adapt to new cultures, customs, and laws which, in many instances, are very different from those to which Americans are accustomed in the United States.

The implementation of security guidelines contained in this publication should reduce the vulnerability of American private sector personnel traveling abroad to criminal or terrorist acts. Individuals should ensure, however, that any approach chosen is best suited for their individual situation.



Chapter I. Introduction

This booklet was developed to inform and make the American business traveler aware of the potentially hostile overseas environment in which they may be traveling or working. The information contained in this booklet will familiarize the traveler with personal security guidelines for traveling overseas. The potential hazards and vulnerabilities that are inherent in protecting/carrying sensitive or proprietary information while traveling are described, as are surveillance and/or targeting recognition, personal conduct abroad, hostage/hijacking survival and fire safety.

There are several scenarios to traveling abroad that are addressed: first, the actual getting from point A to B; second, the airport; third, the hotel or temporary quarters; fourth, traveling within a foreign country; and, lastly, the office or work place. Each of these five situations presents different potential security problems.

The most effective means of protecting yourself and your property is the liberal use of common sense reinforced with a high state of security awareness. Do not give anyone the opportunity to exploit vulnerabilities. Stay alert and exercise good judgment.



Chapter II. Travel Preparation and Planning

Travel Itinerary

DO NOT publicize your travel plans, but limit that knowledge to those who need to know. Leave a full itinerary of your travel schedule, hotel phone numbers and business appointments with your office and with a family member or friend.

Passport

Is it valid? Are the visas current for the country of destination? If not, you and everything in your possession, may be looked at in-depth by host government authorities. If you are carrying documents that are sensitive or proprietary, they will be examined in detail to see if there is anything that would be of interest. If there is, you can bet that copies will be made, and there is not much that you will be able to do about it.

Make photocopies of your passport, visa and other important documents that you will be traveling with. Put copies in both your carry on and checked luggage. This makes it easier to replace your identification documents should anything happen. (Also, it is a

good idea to leave a photocopy with someone at home.)

Visas

Is a visa required for any of the countries that you are visiting and do you have the appropriate visa(s)? Is the information on your visa application true and correct? In some countries, falsifying information on a visa application can result in an unexpected vacation in the local bastille.

Some countries are sensitive to which visa you obtain. If you are traveling on business, a business visa should be obtained; otherwise a tourist visa is acceptable.

Medical

Take plenty of any prescription medication with you, as well as an extra set of eyeglasses or contact lenses. Also, take a copy of your prescription should you need to have glasses, contacts or medication replaced. Keep an inoculation record and update it before each trip as each country has different requirements.

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- Carry with you a list with your blood type, allergies, medical conditions and special requirements. It is a good idea to have a medical alert bracelet if you have a special medical condition.
 - Inoculations — Does the country to be visited require any specific inoculations? This information is available from the embassy or consulate. Be sure to carry your international shot record, just in case.
 - If you do not have comprehensive medical coverage, consider enrolling in an international health program. Hospitals in foreign countries do not take credit cards and most will not honor U.S. based medical insurance plans.

Miscellaneous

Keep your personal affairs up to date. If possible, leave a power of attorney with a family member or friend should anything happen to you.

- Do research on the country you will be traveling to before you go. Talk with friends, family or business associates who have visited the country. They can usually give you some good tips for your trip. Also, for any travel warnings or other conditions that you should be aware of, check with the U.S. State Department, Bureau of Consular Affairs.
- Travelers should discuss with their travel agents, which airlines, hotels and car rental companies are recommended.

- Carry in your wallet/pocketbook only the documents you will need. Take only the credit cards you plan to use on your trip.
- If you plan to rent a car, check to see if you must obtain an international drivers permit for the country you plan to visit.
- Obtain information from U.S. Customs regarding any special requirements for the country you are visiting.

Local Import Restrictions

Request from the embassy of the country you plan to visit a copy of any list or pamphlet describing customs restrictions or banned materials. This is a hint designed to minimize the possibility of an encounter with the local authorities.

Leave all expensive and heirloom jewelry at home.

Luggage

DO NOT pack sensitive or proprietary information in your checked luggage. Double envelope the material and hand carry it. Be sure that your luggage is tagged with covered tags that

protect your address from open observation. Put your name and address inside each piece of luggage and be sure that all luggage is locked or secured in some fashion.

Luggage Locks

The locks on your luggage are not that secure when it comes to the professional thief or manipulator and are really no more than a deterrent. But, if time is of the essence to the perpetrator, and it usually is when a crime is involved, there are a couple of suggestions that might deter surreptitious entry and/or theft.

- For added security on all luggage, run a strip of nylon filament tape around the suitcase to preclude its opening accidentally if dropped or mistreated by baggage handlers.
- For luggage and briefcases with two combination locks, reset the combination locks from the factory combination (000) to different combinations on each of the right and left locks.
- For luggage with single locks, set the lock on each piece of luggage with a different combination.
- DO NOT pack extra glasses or necessary daily medication in your luggage. Carry it in your briefcase, purse or pocket. If you are the victim of a hijacking you may need these items — if they are in your luggage, you probably will not be able to get to them.
- On your luggage use your business address and telephone number. If possible, use a closed name tag with a cover. Do not use a laminated business card on your luggage, and avoid putting the company name or any logos on your luggage.
- Check with the airline and/or your personal insurance company regarding any lost luggage coverage.
- Make sure you use sturdy luggage. Do not over pack as the luggage could open if dropped. Bind the luggage with strapping so that it will remain intact.
- Never place your valuables (jewelry, money and travelers cheques) in your checked luggage. Never leave your bags unattended.
- Consider obtaining a modest amount of foreign currency before you leave your home country. Criminals often watch for and target international travelers purchasing large amounts of foreign currency at airport banks and currency exchange windows.

Airline Security and Seat Selection

- Try to book a non-stop flight, as these have fewer takeoffs and landings.

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- Choose an airline with a good safety and on-time record.
 - Try to make your stopovers in airports that have a high security standard and good security screening.
 - Try to fly wide body planes. Hijackers tend to avoid these as having too many passengers.
 - Most travelers prefer an aisle seat. Choose a window or center seat. This will keep you away from the hijackers and any action that may be happening in the aisle.

Chapter III. At The Airport

To diminish the risks of becoming an innocent bystander victim of a terrorist attack and reduce your exposure to the criminal threat, there are a number of things that you should remember when checking into an airport.

- In the event of a disturbance of any kind, go in the opposite direction. *DO NOT GET INVOLVED!*
- Plan to check in early for your flight to avoid long lines at the ticket counter.
- Go directly to the gate or secure area after checking your luggage. (Secure Zone — Area between security/immigration and the departure gate.) Avoid waiting rooms and shopping areas outside the secure areas.
- Stay away from glass wall areas and airport coffee shops which are open to the concourse or public waiting areas.
- From the time you pack your luggage until you check it with the carrier at the airport maintain positive control of all items, both hand carried and checked.
- At many airports security personnel, following FAA protocol, will ask you questions about control of your luggage. Know what items you are carrying and be able to describe any/all electrical items.
- When going through the pre-board screening process cooperate with security personnel and remember that they are there to help ensure that your travel is safe.
- When arriving at or departing from an airport it is a good idea not to be exchanging items between bags while waiting in line for security screening or immigration/customs processing. Complete all packing before entering such areas.
- If a conflict should arise while undergoing the screening process, cooperate. Obtain the names of the screeners involved, and then discuss the matter with a supervisor from the appropriate air carrier.
- Remember that x-ray will not damage film, videos or computer equipment. Many times such items can be cleared using x-ray which

means that they will not have to be handled by the screener.

- Consider being transported to/from the airport by a hotel vehicle. Generally the cost is not prohibitive, and arrangements can be made in advance by your travel agent.
- Declare all currency and negotiable instruments as required by law.
- *NEVER* leave your luggage or briefcase unattended, even while checking in or once in the secure zone. In some countries, the police or security forces assume that an unattended bag is a bomb, and your luggage could be forcefully opened or even destroyed.
- Always be aware of where you are in conjunction with where you are going. If an incident occurs, you need to know how to avoid it and either get out of the area or to your boarding area.
- Dress casually when traveling as this will keep any undue attention from

you. Once aboard the flight, remove your shoes for better circulation. Walk around the flight cabin to keep your blood circulating and swelling down.

- Avoid last minute dashes to the airport.
- Eat moderately, avoid alcoholic beverages and drink plenty of water as this will help to avoid dehydration.
- If possible, before you leave make an effort to adjust your sleep patterns.
- Sleep as much as possible during the flight.
- Carry air sickness medication with you. Even the best traveler sometimes experiences air sickness.
- Avoid a demanding schedule upon arrival. Give yourself a chance to adjust to your surroundings.

Chapter IV. Selecting a Secure Hotel

Many U.S. corporations have hotels abroad that are owned by local businessmen and staffed by local workers but managed by first class U.S. hoteliers. You usually can expect levels of safety and security that are consistent with U.S. standards.

- Ask the corporate travel agent for a list of recommended hotels.
- Check with the Regional Security Officer at the U.S. Embassy for a list of hotels utilized by officials visiting the area.

Making Reservations

Make your own reservations when practical and consistent with company policies. The fewer people that become involved in your travel and lodging arrangements, the better.

- If traveling abroad, especially in politically sensitive areas, consider making reservations using your employer's street address, without identifying the company, and using your personal credit card. Again, the less known about your travel itinerary, and who you represent, the better.
- If arriving after 6:00 P.M., ensure that

reservations are guaranteed.

- Request information about parking arrangements if anticipating renting an automobile.
- Be aware that credit card information has been compromised in the past. Always audit monthly credit card statements to ensure that unauthorized use has not been made of your account.
- It is advisable to join frequent travelers' programs available with many lodging companies. These programs enable upgrades to executive or concierge floors where available. Be sure to advise the person taking reservations that you are a member and request an upgrade.

Arriving at or Departing From the Hotel

The most vulnerable part of your journey is traveling between the point of debarkation/embarkation and the hotel. Do not linger or wander unnecessarily in the parking lot, indoor

garage or public space around the hotel — be alert for suspicious persons and behavior. Watch for distractions that are intentionally staged to setup a pickpocket, luggage theft or purse snatch.

- Stay with your luggage until it is brought into the lobby, or placed into the taxi or limo.
- Consider using the bellman. Luggage in the "care, custody and control" of the hotel causes the hotel to be liable for your property. Protect claim checks; they are your evidence!
- Keep in mind though that there are limits of liability created by states and countries to protect hoteliers. Personal travel documents, lap tops, jewelry, and other valuables and sensitive documents in excess of \$1,000 in value should be hand carried and personally protected.
- If you arrive by auto, park as close to a hotel access point as possible, and park in a lighted area. Remove all property from the car interior and place it in the trunk. Avoid leaving valuables or personal documents in the glove compartment. Prior to leaving the security of the vehicle, note any suspicious persons or behavior.
- If using valet service, leave only the ignition key, and take trunk, house, or office keys with you. Often, valets are not employees of the hotel and work for contract firms.
- Parking garages are difficult to secure.

Avoid dimly lit garages that are not patrolled and do not have security telephones or intercoms.

- Female travelers should consider asking for an escort to their vehicles whether parked in the lot or garage.

Registration

In some countries, your passport may be temporarily held by the hotel for review by the police or other authorities, obtain its return at the earliest possible time.

- Be aware of persons in the hotel lobby who may have unusual interest in your arrival.
- If carrying your luggage, keep it within view or touch. One recommendation is to position luggage against your leg during registration but place a briefcase or a purse on the desk or counter in front of you.
- Ground floor rooms which open to a pool area or beach with sliding glass doors and window access, are considered vulnerable. Depending upon the situation, area, and security coverage, exercise a higher level of security if assigned a first floor room.

- It is suggested that female travelers request rooms that are away from the elevator landing and stairwells. This is to avoid being caught by surprise by persons exiting the elevator with you or hiding in the stairwell.
- Always accept bellman assistance upon check-in. Allow the bellman to open the room, turn lights on, check the room to ensure that it is vacant and ready for your stay. Before dismissing the bellman, always inspect the door lock, locks on sliding glass doors, optical viewer, privacy latch or chain, guest room safes, dead bolt lock on interconnecting suite door, and telephone. If a discrepancy is found, request a room change.
- Ask where the nearest fire stairwell is located. Make a mental note which direction you must turn and approximately how many steps there are to the closest fire stairwell. In the event of a fire, there is frequently dense smoke and no lighting.

- Also observe where the nearest house telephone is located in case of an emergency. Determine if the telephone is configured in such a manner that anyone can dial a guest room directly, or whether the phone is connected to the switchboard. Most security-conscious hotels require a caller to identify whom they are attempting to telephone rather than providing a room number.

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Chapter V. In Your Hotel

All hotel rooms abroad are bugged for audio and visual surveillance. This statement, of course, is *NOT TRUE*, but that is the premise under which you must operate to maintain an adequate level of security awareness while conducting business abroad. Many hotel rooms overseas are under surveillance. In those countries where the intelligence services are very active, if you are a business person working for an American company of interest to the government or government sponsored competitor, everything that you do in that hotel room may be recorded and analyzed for possible vulnerabilities or for any useful information that can be derived from your conversation.

With the basic premise established above, here are some security tips that will minimize the potential risks.

Hotel Room Key

Keep it with you at all times. The two most common ways that thieves and others use to determine if a person is in their hotel room is to look at the hotel room mail slot or key board or call the room on the house phone. If you do not answer the phone that is one thing, but, if your room key is there, you are obviously out and the coast is clear for a thief or

anyone else who is interested in searching your room and luggage.

Upon Arrival

Invest in a good map of the city. Mark significant points on a map such as your hotel, embassies and police stations. Study the map and make a mental note of alternative routes to your hotel or local office should your map become lost or stolen.

- Be aware of your surroundings. Look up and down the street before exiting a building.
- Learn how to place a telephone call and how to use the coin telephones. Make sure you always have extra coins for the telephone.
- Avoid jogging or walking in cities you are not familiar with. If you must jog, be aware of the traffic patterns when crossing public streets. (Joggers have been seriously injured by failing to understand local traffic conditions.)

Valuables

Valuables should normally be left at home. The rule of thumb is, if you neither want nor can afford to lose them, *DO NOT TAKE THEM!* However, if you must carry valuables, the best way to protect them is to secure them in your local offices. If that is not possible, the next best course of action is to seal any valuables by double enveloping, initialing across seams and taping all edges and seams before depositing them in the hotel's safe deposit box or safe.

Luggage

Keep it locked whenever you are out of the room. It will not stop the professional thief or intelligence agent but it will keep the curious maid honest.

Passport

Keep your passport with you at all times. The only time that you should relinquish it is:

- To the hotel if required by law when registering.
- If you are required to identify yourself to local authorities for any reason.

At night, lock your passport and your other valuables in your luggage. This eliminates their mysterious disappearance while you are asleep or in the shower.

Utilize a portable or improvised burglar alarm while asleep. Two ash trays and a water glass are quite effective as an alarm when placed on the floor in front of the entry door into your room. Place a water glass in one ashtray and put the second ashtray on top of the glass. If a straight chair is available, place it next to the door and put the ash tray/water glass alarm on the edge of the chair where it will fall with enough racket to wake you.

Chapter VI. Guest Room as a "Safe Haven"

Hotels are required to provide reasonable care to ensure that guests have a safe and secure stay. Hotels are not required to guarantee guest security. You are responsible for your personal security and property.

- While in the room, keep the door closed and engage the dead bolt and privacy latch or chain. A limited number of hotel emergency keys can override the dead bolt locks. To ensure privacy use the latch or chain!
- Hoteliers provide guest room "safes" for the convenience of guests. However, these containers are not as durable as bank safes and can be breached. Furthermore, the Housekeepers Liability Laws provide that if guest property is not in the "care, custody and control of the hotel," the hotel is not liable. Guests should always place money or valuables in the safe deposit box at the front desk of the hotel.
- When leaving the guest room, ensure that the door properly closes and is secured. Make a mental note of how your property was left; avoid leaving valuables in plain view or in an unorganized manner. A number of hotel employees enter the room each day to clean, repair and restock the room. Although most hotel employees are honest and hardworking, a few succumb to the temptation of cash or jewelry left unprotected.
- If you determine that an item is missing, conduct a thorough search prior to reporting the incident to hotel security. Do not expect to receive a copy of the security report, as it is an internal document. The incident should be reported to the local police, the Regional Security and Consular Officers at the U.S. Embassy, and your insurance carrier. Hotel security can provide a letter verifying that you reported property missing.
- Prior to traveling, it is recommended that you copy all credit cards, passport, air tickets and other documents to facilitate reporting loss and replacing them. While traveling abroad, secure these documents in the room safe deposit box and carry copies of your passport and visa.

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- Request housekeeping make up your room while you are at breakfast, rather than leave a "Please Service This Room" sign on the door knob. This sign is a signal to criminals that the room is unoccupied.
 - If you are required to use parking stickers in your auto, be sure that it does not indicate your name or room number.

Chapter VII. Around The Hotel

Most first class international hotels have spent a considerable sum to ensure your safety and security. Fire safety equipment, CCTVs, and security patrols are often part of the hotel's security plan. Regardless of the level of security provided by the hotel, you need to become familiar with certain aspects of the security profile of the hotel. This will take on increased significance when you may be forced to stay at the only hotel at a particular location.

- Vary the time and route by which you leave and return to the hotel. Be alert for persons watching your movements.
- Note if hotel security locks certain access points after dark. Plan to use the main entrance upon return to the property.
- Speak with the bellman, concierge and front desk regarding safe areas around the city in which to jog, dine or sightsee. Ask about local customs and which taxi companies to use or avoid.
- Do not take valuables to the spa or work out room. Note if there are house phones available in the event of a confrontation or emergency.
- Be cautious when entering rest rooms

in the hotel. On occasion, unauthorized persons use these facilities to deal drugs or engage in prostitution or theft.

Female travelers should be alert to placing purses on hangers on the inside of the lavatory doors, or on the floor in stalls — two frequent locations for grab and run thefts.

- Areas around public telephones are often used by criminals to stage pickpocket activity or theft. Keep briefcases and purses in view or "in touch" while using phones. Caution is urged in safeguarding telephone credit card numbers. Criminals wait for callers to announce credit card numbers on public phones and then sell the numbers for unauthorized use.
- Purse snatchers and briefcase thieves are known to work hotel bars and restaurants waiting for unknowing guests to drape these items on chairs or under tables only to discover them missing as they are departing. Keep items in view or "in touch". Be alert

to scams involving an unknown person spilling a drink or food on your clothing. An accomplice may be preparing to steal your wallet, briefcase or purse.

- The pool or beach area is a fertile area for thieves to take advantage of guests enjoying recreation. Leave valuables in the hotel. Safeguard your room key and camera. Sign for

food and beverages on your room bill rather than carry cash.

- Prostitutes take advantage of travelers around the world through various ploys, use of "knock out" drugs, and theft from the victim's room. Avoid engaging persons who you do not know and refrain from inviting them to your guest room.

Chapter VIII. Fire Safety for the Traveler

Fire safety at home and abroad is a matter of thinking ahead, knowing what to do, and keeping your fear under control. Panic and smoke are the most dangerous threats in the case of a fire. To minimize the risk of a fire, the traveler should remember the precautions listed below and where feasible:

- Stay only at hotels which have smoke detectors and/or sprinklers installed in all rooms and provide information about fire/safety procedures.
- Request a room between the second and seventh floor. Most fire departments do not have the capability to rescue people above the seventh floor level with external rescue equipment (i.e., ladders).
- Inquire as to how guests are notified if there is an emergency.

Your Hotel Room

- Note the location of the fire exits (stairs) on your floor. Count the number of doors between your room and the exit. If there is a fire, you may have to crawl there in the dark.
- Check exit doors to be sure that they are unlocked and that stairwells are

clear of obstructions.

- Note the location of fire alarms, extinguishers and hoses and read any fire safety information available in your room.
- Check outside your room window to ascertain if there is a possible escape route that would be feasible in an extreme emergency.

In Case of a Fire

- **KEEP CALM — DO NOT PANIC.**
- Call the front desk and notify them of the location of the fire.
- Check your door by placing your palm on the door and then on the door knob. If either feels hot,
DO NOT OPEN THE DOOR.
- If it is safe to exit from your room, head for the stairs. **TAKE YOUR ROOM KEY WITH YOU, YOU MAY HAVE TO RETURN TO YOUR ROOM.**

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- **DO NOT USE THE ELEVATOR!**

- If you can not leave your room or the stairwells are unsafe and you must return to your room:

- Notify the front desk that you are in your room awaiting rescue.
- Open a window for fresh air. Do not break the window as you may need to close it again if smoke starts to enter from the outside.
- Fill the tub and sink with water. Soak towels and blankets as necessary to block vents and

openings around doors to keep the smoke and fumes out.

- Attempt to keep the walls, doors and towels covering vents and cracks cool and wet.
- A wet towel swung around the room will help clear the room of smoke.
- Cover your mouth and nose with a wet cloth.
- Stay low, but alert to any signs of rescue from the street or the halls. Let the firemen know where you are by waving a towel or sheet out the window.

Chapter IX. In The Work Place

The work place, your home away from home. Here you are safe and secure in the one place where you no longer have to worry about what you do or say.

WRONG! You can be just as vulnerable here as anywhere else in the country. You probably are safer, but there are still some precautions that should be taken.

- Safeguard all sensitive or proprietary papers and documents; do not leave them lying around in the office or on top of a desk.
- Guard your conversations so that unauthorized personnel are not able

to eavesdrop on discussions pertaining to proprietary information, personnel issues or management planning or problems. In many countries, employees are debriefed by the local intelligence or security services in an effort to learn as much as possible about activities of American companies and their personnel.

- Be careful of all communications. Be aware that the monitoring of telephone, telegraph and international mail is not uncommon in some countries.



Chapter X. Traveling By Train

In many countries, railroads continue to offer a safe, reliable and comfortable means of travel between major metropolitan areas. Other countries, however, operate rail systems that use antiquated equipment, are often overcrowded and seldom run on time. As a general rule, the more advanced (socially and economically) a country is, the more modern and reliable will be its rail service. Frequently, rail travel provides a more economical method of travel than other modes of transportation, and frequently it is the only available transportation to smaller cities and towns. However, rail travel can present some security risks to the traveler, just like other means of travel.

Railroads are "soft" targets for several types of criminal or terrorist attacks. They operate over open ground and are easily accessible to the public. The tracks on which the trains operate are in the open for most of the distance they cover. This easy accessibility provides an inviting target for bombings and other forms of sabotage.

The railroad terminals and stations are like self-contained cities, open to the public, frequently for 24 hours a day. They provide a fertile ground for pickpockets, purse snatchers, baggage

thieves, bombers and other criminals to operate.

Likewise, trains themselves offer similar opportunities to criminals and terrorists. A train is like a hotel on wheels, offering temporary accommodations, such as restaurants, sleeping space, bars and lounges. All of these can be, and often times are, subject to criminal activities including robbery, thievery, bombing and even, albeit rarely, hostage taking.

Security Risks

Generally, railroad terminals and trains are easy targets for the following types of attacks:

- Bombing and other forms of sabotage to railroad tracks, terminals and trains;
- Robberies and burglaries;
- Theft of unattended baggage on board trains and in rail terminals; and
- Thefts from sleeping compartments.

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- Just as air travel calls for planning and preparation to lessen the risks of unfortunate experiences while traveling, rail travel also requires certain preventive measures in order to lessen the likelihood of the traveler becoming a victim. Some of these simple, yet effective, precautions can help make a rail trip a comfortable and convenient means of moving between or within many countries of the world.

Some Precautionary Measures

Prior to Departure:

- It should be noted that many cities have more than one railroad station. Travelers should confirm in advance from which station your train will depart. Make certain that you use the right one.
- Make reservations in advance so that you do not have to stand in the frequently long lines at the rail station ticket counters. This is where pickpockets, baggage thieves and purse snatchers like to operate. Your hotel concierge can assist in making your reservations and picking up your ticket.
- Travel light and always keep your luggage under your control. In the time it takes to set down your luggage to check a timetable, a baggage thief can make off with it.
- Watch your tickets. Keep them in an inside pocket or purse to lessen the chance that they can be stolen.
- Do not discard your train ticket until completion of your trip and you have left the arrival area. In some countries you will be required to show your ticket at the exit of the arrival station. If you do not have it, you may be required to purchase another one. Hold on to your ticket, whether or not a conductor checks it.
- Make certain that you board the right car and that it is going to your intended destination.
- Find out in advance if your car will have to be switched to another train en route, when and where this will occur, and the name of the stop just prior to the switching point; be prepared accordingly.
- If you have to transfer to another train to reach your destination, determine this in advance and know where you will make the transfer, the time of transfer, and the train number and departure time of your connecting train (and the track number if possible).
- Learn how to tell if you are in the correct car and if it goes to your destination. Name boards on the side of the car will tell you this.

For example, a name board which appears like this:

VENEZIA

Bologna — Firenze

ROMA

shows that the car began in Venice, stops in Bologna and Florence, and terminates in Rome. Next to the steps leading into the car you should see the numeral "1" or "2", or both. The "1" indicates First Class; the "2" indicates Second Class; and "1" at one end of the car and "2" at the other indicates one part of the car is First Class and the other is Second Class.

- Make certain you know how to spell and pronounce the name of your destination city so you can recognize it when announced.
- Be alert to train splitting. This occurs when part of the train is split off and attached to another train while the remainder of the original train then continues on its way. Check with the ticket agent or on-board conductor to determine this.
- Try not to schedule a late night or early morning arrival. You might find yourself stranded at a rail station with no public transportation.
- Arrange to be met at your arrival point whenever possible.

On Board the Train

- If possible, check unneeded luggage into the baggage car.
- Keep your luggage with you at all times. If you must leave your seat, either take the luggage with you or secure it to your seat or the baggage rack with a strong cable-lock.
- Try to get a window seat. This provides a quick means of escape in the event of an accident.
- Have necessary international documents, including your passport, handy and ready for inspection by immigration officials at each border crossing.
- Always keep your camera and other valuables with you at all times.
- If you have a private compartment, keep the door locked and identify anyone wishing to gain access. Know the names of your porters and ask them to identify themselves whenever entering your compartment.
- When in your compartment, be aware that some train thieves will spray chemicals inside to render the occupant(s) unconscious in order to enter and steal valuables. A locked door will at least keep them out.

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- If you become suspicious of anyone, or someone bothers you, notify the conductor or other train personnel.
 - If you feel you must leave the train temporarily at a stop other than your destination, make certain that you are not left behind.
 - An understanding of military time (the so-called 24-hour clock) will make it easier for you to understand the train schedule.
 - Make certain you have currency from each of the countries through which you will be traveling. In some lesser developed countries (and on some trains) it may be advisable to carry your own food and water.

Upon Arrival

- Make certain that you depart from the train at the correct location.
- Use only authorized taxis for transportation to your hotel or other destination.
- Be alert to criminals such as pick pockets, baggage thieves and/or unauthorized taxi drivers/guides.
- If you do not have a hotel reservation, go to the in-station hotel services and reservations desk for help in obtaining a hotel room.

Chapter XI. Driving Abroad

Obtain an International Drivers Permit (IDP). This can be purchased through your AAA Club. Have your passport photos and a completed application. There will be a fee involved. Carry both your IDP and your state driver's license with you at all times.

- Some countries have a minimum and maximum driving age. Check the laws before you drive in any country.
- Always "buckle up". Some countries have penalties for people who violate this law.
- If you rent a car, always purchase the liability insurance. If you do not, this could lead to financial disaster.
- As many countries have different driving rules, obtain a copy of them before you begin driving in that country.
- If the drivers in the country you are visiting drive on the opposite side of the road than in the U.S., practice driving in a less populated area before attempting to drive during the heavy traffic part of the day.
- Be aware of the countryside you will be driving in. Many countries require you to honk your horn before going around a sharp corner or to flash your lights before passing.
- Find out before you start your journey who has the right of way in a traffic circle.
- Always know the route you will be traveling. Have a copy of a good road map, and chart your course before beginning.
- Do not pick up hitchhikers or strangers.
- When entering your vehicle, be aware of your surroundings.



Chapter XII. Personal Conduct Overseas

A hostile or even friendly intelligence organization is always on the lookout for sources who are vulnerable to coercion, addictions, greed or emotional manipulation. To eliminate, or at least diminish, the possibility of your doing something inadvertent that would bring your activities to the special attention of one of these agencies, here are some *DO NOT's* to remember:

- *DO NOT* do anything which might be misconstrued or reflect poorly on your personal judgment, professional demeanor, or embarrassing to you and/or your company.
- *DO NOT* gossip about character flaws, financial problems, emotional relationships or marital difficulties of anyone working for the company, including yourself. This type of information is eagerly sought after by those who would like to exploit you or another employee.
- *DO NOT* carry, use or purchase any narcotics, marijuana, or other abused drugs. Some countries have very stringent laws covering the import or use of medications and other substances. If you are using a prescribed medication that contains any narcotic substance or other medication

that is subject to abuse, such as amphetamines or tranquilizers, carry a copy of the doctor's prescription for all medications and check your local restrictions and requirements prior to departure. Some countries may require additional documentation/certification from your doctor.

- *DO NOT* let a friendly ambiance and alcohol override your good sense and capacity when it comes to social drinking. In some countries, heavy drinking in the form of toasting is quite common, and very few westerners can keep up with a local national when it comes to drinking the national brew. An intoxicated or hung over business negotiator could, if they are not careful, prove to be very embarrassing to themselves and expensive to the company. In these situations, prudence is essential.
- *DO NOT* engage in "Black Market" activities such as the illegal exchange of currency, or the purchase of religious icons or other local antiquities.

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- *DO NOT* accept or deliver letters, packages or anything else from anyone unknown to you. You have no way of knowing what you are carrying and it could result in your being arrested for illegally exporting a prohibited item.
 - *DO NOT* engage in any type of political or religious activity, or carry any political or religious tracts or brochures, or publications likely to be offensive in the host country, such as pornography or mercenary/weapons.
 - *DO NOT* photograph anything that appears to be associated with the military or internal security of the country, including airports, ports, or restricted areas such as military installations. If in doubt, *DO NOT*.
 - *DO NOT* purchase items that are illegal to import such as endangered species or agricultural products.

Chapter XIII.

I've Been Arrested! — What Do I Do Now?

Foreign police and intelligence agencies detain persons for a myriad of reasons or for no other reason than suspicion or curiosity. The best advice is to exercise good judgement, be professional in your demeanor and remember the suggestions and hints that are listed in this booklet. But, if you are detained or arrested for some reason, here are some points to remember:

- *DO* ask to contact the nearest embassy or consulate representing your country. As a citizen of another country, you have this right; but that does not mean that your hosts will allow you to exercise that right. If you are refused or just ignored, continue to make the request periodically until they accede and let you contact your embassy or consulate.
- *DO* stay calm, maintain your dignity and do not do anything to provoke the arresting officer(s).
- *DO NOT* admit anything or volunteer any information.
- *DO NOT* sign anything. Often, part of the detention procedure is to ask or tell the detainee to sign a written report. Decline politely until such time as the document is examined by an attorney or an embassy/consulate representative.
- *DO NOT* accept anyone on face value. When the representative from the embassy or consulate arrives, request some identification before discussing your situation.
- *DO NOT* fall for the ruse of helping the ones who are detaining you in return for your release. They can be very imaginative in their proposals on how you can be of assistance to them. Do not sell yourself out by agreeing to anything. If they will not take no for an answer, do not make a firm commitment or sign anything. Tell them that you will think it over and let them know. Once out of their hands, contact the affiliate or your embassy for protection and assistance in getting out of the country.



Chapter XIV. Targeting Recognition

Any person traveling abroad on business should be aware of the fact that they could be targeted by an intelligence agency, security service or, for that matter, a competitor if they are knowledgeable of, or carrying, sensitive or proprietary information. In the course of doing business abroad, there are certain indicators that may occur which should be recognized as potential hazards and indicative of unwarranted interest in your activities. These situations should be closely scrutinized and avoided if at all possible. A few of the most common scenarios that have been utilized by intelligence/security services and have led to successful targeting and acquisition of information are listed below:

- Repeated contacts with a local or third country national who is not involved in your business interests or the purpose of your visit, but as a result of invitations to social or business functions, appears at each function. This individual's demeanor may indicate more than just a passing interest in you and your business activities.
- A close personal social relationship with a foreign national of a hostile host government is often unavoidable for business reasons. In these instances, be cautious and do not allow the

relationship to develop any further than the strictly business level.

- Be suspicious of the accidental encounter with an unknown local national who strikes up a conversation and wants to:
 - Practice English or other language.
 - Talk about your country of origin or your employment.
 - Buy you a drink because they have taken a liking to you.
 - Talk to you about politics.
 - Use a myriad of other excuses to begin a "friendly" relationship.

If any of the above or anything else occurs which just does not ring true, BE SUSPICIOUS!! It may be innocent but, exercise prudence and good judgment.



Chapter XV. Surveillance Recognition

The subject of surveillance is extremely important to anyone conducting business abroad. Surveillance could be indicative of targeting for reasons other than interest by a foreign intelligence or security service. Terrorists and criminals also use surveillance for operational preparation prior to committing other terrorist or criminal acts. It should be noted, however, that the normal business traveler, who only spends a few days in each city and has a low profile, is not really a viable target for terrorists and the risk is very low.

The real terrorist threat to a traveler is that of being at the wrong place at the wrong time and becoming an inadvertent victim of a terrorist act.

Surveillance is an assessment of vulnerabilities in an attempt to determine any information available, from any source, about you or your activities, such as lifestyle or behavior that can be used against you. If the intended target recognizes the fact that he or she is under surveillance, preventive measures can be taken that will hopefully deter further interest. As an example, if the surveillant(s) realizes that he or she has been spotted, then the assumption must be that the operation has been compromised and that the police have been notified or

other preventive measures have been taken. On the other hand, if a traveler is being scrutinized by a foreign intelligence or security agency, the surveillance may well continue.

Surveillance takes many forms, from static, such as an observer physically or electronically watching or monitoring your activities in your hotel room or office, to mobile surveillance where the individual being watched is actually followed either on foot or by vehicle.

How do you recognize surveillance? There is only one way: be ALERT to your surroundings. As a traveler, you probably will not be at any one location long enough to know what the norm is in your surroundings, and this puts you at a disadvantage. You will not realize that the person sitting in the car across the street is a stranger and should not be there, whereas a resident would immediately become suspicious.

Be observant and pay attention to your sixth sense. If you get the funny feeling that something is not right or that you are being watched, PAY ATTENTION! That sixth sense is

trying to tell you something, and more often than not it will be right.

In any event, report your suspicions or any information to the general manager of the local affiliate or your embassy or consulate just in case something does occur. If there is any question about what actions should be taken, and guidance is not available from the affiliate, contact your embassy or consulate and they will advise you as to what you should do and whether or not the information should be reported to the local authorities. But, the most important thing you should do is make sure that your demeanor is professional and everything you do is above board and not subject to compromise.

If you have reason to believe that you are under surveillance, here is what you should NOT do:

- DO NOT try to slip away or lose the followers as this will probably alert

them and belie the fact that you are just a business person or tourist going about your business.

- In your hotel room, assume that the room and telephone are being monitored. DO NOT try to play investigator and start looking for electronic listening devices. This again could send the wrong signals to the surveillant. Just make sure that you do not say or do anything in your hotel room that you would not want to see printed on the front page of the New York Times.

Response To Targeting

If you have any reason to believe that you are targeted by an intelligence or security service, there is really only one course of action to follow. Report your suspicions to the affiliate or embassy or consulate and follow their guidance.

Chapter XVI. Hostage Survival

Any traveler could become a hostage. The odds of that happening are extremely low when the number of travelers is compared to the number of people that have actually become a hostage. However, there is always that slim chance that a traveler could end up being in the wrong place at the wrong time. With this in mind, the traveler should make sure that his/her affairs are in order before they travel abroad. Items of particular importance to an individual in a hostage situation are the currentness of an up-to-date will, insurance policy and a power of attorney for the spouse. If these items have been taken care of before departure, the employee will not have to worry about the family's welfare and the hostage can focus all of his/her efforts on the one thing of paramount importance and that is SURVIVAL!!

To survive, travelers should realize that there are certain dynamics involved in a hijacking or a kidnapping, and, to increase their ability to survive, they must understand how these interacting forces affect the end result. Each individual involved in an incident of this type will have an impact on the eventual outcome. One wrong move by either a victim or a perpetrator could

easily result in a disaster rather than a peaceful conclusion to the incident.

The first thing that a traveler should remember is that he or she is not the only one that is scared and nervous. Everyone involved is in the same emotional state, including the perpetrators. Fear can trigger a disaster, and it does not take much for some individuals to set off a defensive spate of violence. Whether it is a demonstration of violence to reinforce a demand or to incite fear in the minds of the hostages, the violence will be motivated by fanaticism and/or fear and that violence will be directed at the person(s) who are perceived to be a threat or a nuisance to the hijackers.

To minimize the possibility of being selected for special attention by the perpetrators and to maximize your ability to survive a hostage situation, here are some guidelines to remember:

Hijacking Survival Guidelines

The physical takeover of the aircraft by the hijackers may be characterized by noise, commotion, and possibly shooting and yelling, or it may be quiet and methodical with little more than an

announcement by a crew member. These first few minutes of the hijacking are crucial:

- Stay calm, and encourage others around you to do the same.
- Remember that the hijackers are extremely nervous and are possibly scared.
- Comply with your captor(s) directions.
- If shooting occurs, keep your head down or drop to the floor.
- Remain alert.

Once the takeover of the aircraft has occurred, you may be separated by citizenship, sex, race, etc. Your passport may be confiscated and your carry-on luggage ransacked. The aircraft may be diverted to another country. The hijackers may enter into a negotiation phase which could last indefinitely and/or the crew may be forced to fly the aircraft to yet another destination. During this phase passengers may be used as a bargaining tool in negotiations, lives may be threatened, or a number of passengers may be released in exchange for fuel, landing/departure rights, food, etc. This will be the longest phase of the hijacking:

- If you are told to keep your head down or maintain another body position, talk yourself into relaxing

into the position; you may need to stay that way for some time.

- Prepare yourself mentally and emotionally for a long ordeal.
- Do not attempt to hide your passport or belongings.
- If addressed by the hijackers, respond in a regulated tone of voice.
- Use your time wisely by observing the characteristics and behavior of the hijackers, mentally attach nicknames to each one and notice their dress, facial features and temperaments.
- If you or a nearby passenger are in need of assistance due to illness or discomfort, solicit the assistance of a crew member first — do not attempt to approach a hijacker unless similar assistance has been rendered by them for other passengers.
- If you are singled out by the hijackers, be responsive but do not volunteer information.

The last phase of the hijacking is resolution, be it by use of a hostage rescue team or resolution through negotiation. In the latter instance, the hijackers may simply surrender to authorities or abandon the aircraft, crew and passengers. In the case of a hostage rescue operation to resolve the hijacking:

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- The characteristics of a hostage rescue force introduction into the aircraft will be similar to the hijacker's takeover — noise, chaos, possibly shooting — the rescue force is re-taking control of the aircraft.
 - If you hear shots fired inside or outside the aircraft, immediately take a protective position — put your head down or drop to the floor.
 - If instructed by a rescue force to move, do so quickly, putting your hands up in the air or behind your head; make no sudden movements.
 - If fire or smoke appears, attempt to get emergency exits open, and use the inflatable slides or exit onto the wing.
 - Once you are on the tarmac, follow the instructions of the rescue force or local authorities; if neither are there to guide you, move as quickly as possible away from the aircraft and eventually move towards the terminal or control tower area.
 - Expect to be treated as a hijacker or co-conspirator by the rescue force; initially you will be treated roughly until it is determined by the rescue force that you are not part of the hijacking team.
 - Cooperate with local authorities and members of the U.S. Embassy, Consulate or other U.S. agencies in relating information about the hijacking.
 - Onward travel and contact with family members will be arranged by U.S. authorities as soon as possible.



Chapter XVII. Kidnapping Survival Guidelines

Kidnapping can take place in public areas where someone may quietly force you, by gunpoint, into a vehicle. They can also take place at a hotel or residence, again by using a weapon to force your cooperation in leaving the premises and entering a vehicle. The initial phase of kidnapping is a critical one because it provides one of the best opportunities to escape.

- If you are in a public area at the time of abduction, make as much commotion as possible to draw attention to the situation.
- If the abduction takes place at your hotel room, make noise, attempt to arouse the suspicion or concern of hotel employees or of those in neighboring rooms — minimally, the fact that an abduction has taken place will be brought to the attention of authorities and the process of notification and search can begin. Otherwise, it could be hours or days before your absence is reported.
- Once you have been forced into a vehicle, you may be blindfolded, physically attacked (to cause unconsciousness), drugged, or forced to lie face down on the floor of the vehicle. In some instances, hostages

have been forced into trunks or specially built compartments for transporting contraband.

- Do not struggle in your confined state; calm yourself mentally, concentrate on surviving.
- Employ your mind by attempting to visualize the route being taken, take note of turns, street noise, smells, etc. Try to keep track of the amount of time spent between points.
- Once you have arrived at your destination, you may be placed in a temporary holding area before being moved again to a more permanent detention site. If you are interrogated:
 - Retain a sense of pride but be cooperative.
 - Divulge only information that cannot be used against you.
 - Do not antagonize your interrogator with obstinate behavior.

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- Concentrate on surviving; if you are to be used as a bargaining tool or to obtain ransom, you will be kept alive.
 - After reaching what you may presume to be your permanent detention site (you may be moved several more times), quickly settle into the situation:
 - Be observant — Notice the details of the room, the sounds of activity in the building and determine the layout of the building by studying what is visible to you. Listen for sounds through walls, windows or out in the streets, and try to distinguish between smells.
 - Stay mentally active by memorizing the aforementioned details. Exercise your memory and practice retention.
 - Keep track of time. Devise a way to track the day, date and the time, and use it to devise a daily schedule of activities for yourself.
 - Know your captors. Memorize their schedule, look for patterns of behavior to be used to your advantage, and identify weaknesses or vulnerabilities.
 - Use all of the above information to seek opportunities to escape.
 - Remain cooperative. Attempt to establish rapport with your captors or guards. Once a level of communication is achieved, try asking for items which will increase your personal comfort. Make them aware of your needs.
 - Stay physically active. Even if your movement is extremely limited. Use isometric and flexing exercises to keep your muscles toned.
 - If you detect the presence of other hostages in the same building, devise ways to communicate.
 - DO NOT be uncooperative, antagonistic, or hostile towards your captors. It is a fact that hostages who display this type of behavior are kept captive longer or are singled out for torture or punishment.
 - Watch for signs of Stockholm Syndrome which occurs when the captive, due to the close proximity and the constant pressures involved, begins to relate to, and empathize with, the captors. In some cases, this relationship has resulted in the hostage become empathetic to the point that he/she actively participates in the activities of the group. You should attempt to establish a friendly rapport with your captors, but maintain your personal dignity and do not compromise your integrity.
 - If you are able to escape, attempt to get first to a U.S. Embassy or Consulate to seek protection. If you cannot reach either, go to a host government or friendly government entity.

Chapter XVIII. Conclusion

It is no wonder that most U.S. business people consider business travel hard work — and one of the most stressful aspects of their job. The running, waiting, and anxiety associated with travel can take its toll on the mind and body. Add an unfamiliar location, a foreign language, and a different culture to the situation and you have the potential for all sorts of problems.

As pointed out in this publication, the keys to safe travel are planning and

sound security practices. Proper planning ensures your logistical plan is in place and you have the necessary background information to support your itinerary. Incorporating sound security practices into your travel routine will reduce the likelihood of problems. Together, these keys allow you to get on with the real purpose of your trip.



Resources

Government Resources in the U.S.

Citizens Emergency Center Bureau of Consular Affairs U.S. Department of State

Focal point of liaison between concerned families, friends and U.S. Consular posts and citizens overseas; may render assistance in the areas of passports, visas, inoculations; maintains and issues travel warnings.

Phone: (202) 647-5225 (24 hours)

Operations Center U.S. Department of State

Primary point of contact between U.S. citizens residing in the United States and American Embassies and Consulates overseas.

Phone: (202) 647-1512 (24 hours)

Task Forces U.S. Department of State

Ad hoc groups formed to deal with civil disturbances, coups, natural disasters, etc., which occur overseas.

Phone: Contact Department of State
Operations Center

International Trade Administration U.S. Department of Commerce

Primary U.S. Government liaison with U.S. firms exporting overseas.

Phone: (800) USA-TRADE or
(800) 872-8723
(8:30 a.m.-5:30 p.m. EST)

Overseas Security Advisory Council (OSAC), U.S. Department of State

Departmental point of contact for interface between the U.S. Government and the private sector.

Phone: (202) 663-0533
(8:00 a.m. - 5:00 p.m. EST)

Office of Intelligence and Threat Analysis (ITA) Bureau of Diplomatic Security U.S. Department of State

Provides overseas security information and assessments via the OSAC Electronic Bulletin Board (EBB).

Phone: (202) 663-0787
(8:00 a.m. - 5:00 p.m. EST)

Overseas Resources

U.S. Embassy/Consulate Personnel

The Chief of Mission (with the title of Ambassador, Minister, or Charge d'Affaires) and the Deputy Chief of Mission head each U.S. diplomatic mission overseas. These officers are responsible for all components of the U.S. Mission within a country, including consular posts.

Commercial Officers, at larger posts, represent U.S. commercial interests within their country of assignment. They specialize in U.S. export promotion and will provide assistance to American business in furtherance of that effort. Economic/Commercial Officers fulfill these functions at smaller posts.

Consular Officers extend the protection of the U.S. Government to U.S. citizens and their property abroad. They maintain lists of local attorneys, act as liaison with police and other officials, and have the authority to notarize documents. *Business representatives residing overseas should register with the Consular Officer. In troubled areas, all travelers are advised to register.*

Regional Security Officers are responsible for providing physical, procedural, and personal security services to U.S. diplomatic facilities and personnel. Their responsibilities extend to providing in-country security briefings and threat assessments to business executives.

Publications

The Department of State publication *Key Officers of Foreign Service Posts: Guide for Business Representatives* contains essential information pertaining to telephone numbers, FAX numbers, addresses, and assigned personnel for all U.S. diplomatic posts abroad. It is available for a small price from the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402 (Telephone: 202-783-3228).

Under the aegis of the State Department, current OSAC publications include the following:

Security Guidelines for American
Security Guidelines for American

Emergency Planning Guidelines for American Businesses Abroad

Security Awareness Overseas An Overview

Guidelines for Protecting U.S. Business Information Overseas

Personal Security Guidelines for the Overseas

These are available, as supplies last, through the Overseas Security Advisory Council, Bureau of Diplomatic Security, U.S. Department of State. Additional copies of these OSAC publications are also available at the U.S. Government Printing Office.

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