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# BIOGRAPHICAL FILE

1. Name, plus pseudonyms, if any
2. Address (residential/official)
3. Personal and official telephone number
4. Physical description, including significant abnormalities, with beard or moustache if appropriate
5. Voice tape of principal, and where necessary family members
  - Face-to-face video recording interview
    - Over telephone
6. Handwriting sample, including signature
7. Fingerprints
8. Special physical problems
  - Blood type and any interchangeability problem
  - Allergies and chronic conditions
  - Possibly critical problems which could result from stress and/or lack of treatment (e.g., cardiovascular, diabetes)
  - Dietary requirements
9. Banks and bank officers
10. Credit card numbers, names, and 24-hr phone numbers
11. Physician and dentist information
12. Personal auto description
13. Educational establishments attended by children
  - Administrative personnel and emergency contact arrangements
  - Routes traveled by children to and from school
  - Special requirements of children at boarding school or college
14. Notable civic and outside activities, including those of spouse
15. Names, addresses, and telephone numbers of close relatives
16. List of recreational and special hobby vehicles, with complete descriptions and present location
17. List and location of firearms and weapons owned by principal and family
18. Maps of all family residences, including floor plans and utilities maps
19. Report of any past threats against the principal and family

## BRIEFING FOR OVERSEAS TRAVEL

1. Country's physical characteristics
  - Location
  - Terrain and altitude
  - Climate
2. Country's natural resources
3. Importance to U.S.
4. Health considerations
  - Shots required upon entry
  - Sanitation and hygiene procedure
  - Names, addresses, and telephone numbers of English-speaking and trained doctors
  - Access to special medication
  - Evacuation arrangements and contacts
5. Country's cultural background
  - Brief history
  - Language spoken
  - Religious practices
  - Local customs and laws
  - Schools
  - Visa requirements
  - Monetary exchange
  - Special sensitivities (e.g., use of cameras, female concerns such as covered arms, and women drivers)
6. Political background
  - Major political practices
  - Political background of party of person in power
  - Major allies
  - From whom and what type of aid is received (e.g., military, financial)
  - Political atmosphere
  - Democratic or otherwise
7. Security
  - Executive and family awareness
  - Home and office security
  - Security while traveling
  - Executive's self-protection program
  - "Do's and Don'ts" list
  - Vehicle security (automobiles, aircraft, boats, recreational vehicles, etc.)
  - Emergency telephone number (embassy consulate, hospital, etc.)
  - Active terrorist groups in area and/or any special problems
  - Check with the U.S. Department of State before scheduling a foreign visit to ensure no political or social unrest exists
  - Security support or contact
  - Crime problems in cities or countries visited

## PRE-ADVANCE COORDINATION

This is the most critical part of the trip. It can determine the difference between success and failure.

1. Complete itinerary to include:
  - Principals participating
  - Dates
  - Contacts and phone numbers: home and work
  - Schedules
  - Transportation: air, land, and sea
  - Lodging
2. Review and confirm itinerary:
  - Break it down
  - Business or pleasure
  - Flight conflicts, time changes
  - Special events, clothing, special needs
  - Reconfirm hotel, airline reservation, and seat assignments.
  - Potential problems
  - Reconfirm itinerary with secretary or Chief of Staff

Country's physical characteristics

Itinerary

Contacts

Information on hotels, car service, planes, maps, etc.

Problems encountered

3" x 5" car information

Note changes

Who do you know in the area

Who speaks the language

Research:

Location, potential problems, strikes, demonstrations, political atmosphere

Climate, weather, terrain

Special needs (e.g., theater, golf, fishing)

Phone number (e.g., hotels, airlines, limos)

Foreign trips (e.g., country briefing, political climate)

Passports (Visa, departure tax, shots, reservations)

Embassies (U.S. and foreign, consulates)

Custom restrictions

Public holidays

Terrorist anniversaries

Taboos

Research material available such as:

Newspapers

Library, bookstores

Travel agency, Chamber of Commerce

Customs, U.S. Government Printing Office

Consulates

Baedeker, Pan Am Guide, Acukwik, Amex

Air Travelers Handbook  
Guide to Airports  
Travelers Medical Manual

Phone calls:

Nothing looks more unprofessional than to show up without an appointment. Make notes of names, dates, and times calls are placed

Set up appointments

Airport

Airline

Hotel

Limousine

Police

Embassy

Event contract

Weapons

Permission to carry

- o Local
- o Interstate

Procedures for weapons checkpoints

- o Domestic airports
- o International airports
- o Offices
- o Buildings

Overseas. Get clearance in writing through foreign mission.

Type of weapons allowed

Type of ammo allowed

Request someone with permit to carry a weapon to meet you at airport

Items to go with advance person

Proposed itinerary for the trip

All pertinent contact and phone numbers

Copy of hotel confirmations or number

Airline tickets

Passport and copy of passport

Passport information about persons going on trip, and photos

Emergency bio. On principal

Physical stats

Photo

Emergency numbers

Prescription glasses

Cash, credit cards, checks, foreign currency exchange regulations

Business cards

Leave list of credit cards and check numbers in office and photocopy

Airline pocket flight guide

First aid kit

Spare medial kit for principal

Principal incidentals

Business cards

Extra luggage tags

Combination for luggage and briefcase locks

Photos of principal and luggage

Umbrella, camera and film, tape recorder flashlight, small tool kit

Car identification number if involved in motorcades

You should be traveling in a suit in order to project a professional image

If checking luggage, it is wise to carry on a change of clothes and incidentals

## VEHICLE EQUIPMENT CHECKLIST

Spare tire, complete jack set  
Jumper cables  
Radios, spare radios, and batteries  
Cellular phone with batteries  
Fire extinguisher  
Medical kit, medication needed by principal  
Gas mask  
Flashlights, and spotlight  
Spare sets of car keys  
Maps relevant to area  
Local currency and coins  
Tow chain or rope  
Sledgehammer and crowbar  
Bolt cutter  
Spade  
Cat litter  
Coverall  
Blankets  
Umbrella  
Gloves  
Hand-held metal detectors  
Portable oxygen equipment  
Containers of water  
Pyrotechnics, if feasible  
Telescopic mirrors  
Hoods  
Heavy cords  
Smoke grenades  
Body armor  
Backup weapons and ammo  
Flares  
Spare fuses, hoses, electrical tape  
Towels and hand towels, rags, hand cleaner, overalls

## Car Service Evaluation

Company name, address, and phone number

Owner/Manager name, home phone number

Years in business

References

How are drivers screened

Driver's bio.

Type of dress for drivers

Copy of driver's license

Vehicles used (e.g. limousine, sedan, van, bus)

Number of vehicles in fleet

Charges per hour for limousines, sedans, vans, buses

Charges for air runs

Is gratuity added to the bill

How much time is required to book a vehicle

What type of equipment is in vehicle (e.g., reading lights, telephone, local, long distance, 2-way radio, jumper cables flashlight, fire extinguisher, first aid kit, maps, umbrella, and gloves)

Request that drives have two sets of keys for vehicle



## CHAUFFEUR RESPONSIBILITIES AND GUIDELINES

Below is a list of guidelines for chauffeurs. This is not an all-inclusive list, as many instances will arise when the chauffeur will have to use his best judgment.

Contact security representative if you have any questions

Vehicle's gas tank will be full prior to pick up, when possible. Gas tank should not be below half full

Chauffeur will arrive 15 minutes prior to scheduled departure

Chauffeur should always have two sets of keys

Vehicle should be at a comfortable temperature prior to arrival of the principal

Radio should be off

Chauffeur should be standing outside of care as principal approaches

Open door for the principal

Lock doors after all persons are in vehicle

Obey all traffic regulations

Use appropriate lane on multi-lane road so other cars cannot pass on the principal's side

Do not use horn unless it is an emergency

No smoking or eating while driving

Do not play radio unless requested

Converse with principal only when initiated by principal

The chauffeur will not use the phone for personal calls

Chauffeur should stay with the vehicle unless otherwise instructed

Security escort should brief chauffeur on car drills

    Entering and exiting of vehicles

        Chauffeur should stay behind wheel when principal is entering or exiting vehicle when escorted by security

- Take down and evacuation drills

    What to expect

NOTE: Chauffeurs should work out duress code with their principal or the security detail leader.

## AUTOMOBILE SEARCH CHECKLIST

1. Type: make, model, doors, year, body type
  - License number
  - Country
  - State
  - Location of security check
  - Date
  - Day
  - Search start time
  - Search end time
  - Searcher signature
  
2. Exterior scan of vehicle, hands off only
  - Signs of forced entry
  - Signs of tampering: fingerprints, scratches, fluids on the ground, exposed or hanging wires
  - Area around and under each tire
  - Inspect telltale tape for breakage: doors, hood, trunk, wheel covers
  
3. Inspect vehicle undercarriage
  - Left front engine compartment and suspension
  - Right front engine compartment and suspension
  - Left rear engine compartment
  - Right rear engine compartment
  - Transmission
  - Drive shaft
  - Emission control system
  - Muffler, resonator, tailpipe
  - Differential
  - Rear axle and suspension
  - Fuel tank – behind rear axle
  - Wheels
  
4. Search interior, physical check – rear seat
  - Doors
  - Door panels
  - Floor mats
  - Rear seat and armrests
  - Rear deck and speakers
  - Headliner
  - Headrests
  - Pillows
  - Dome light and dome light switches
  - Under front seat
  - Back of front seat
  - If Search interior, physical check – rear seat
  
5. Search interior, physical check – front seat

- Doors
- Doors panels
- Floor mats, pedals, and floor switches
- Fuse box
- Dashboard areas, vents, ducts, and controls
- Radio, radio speakers, lighter, and ashtrays
- Glove compartment
- Sun visor and headliner
- Dome light and some light switches
- Headrests

6. Search trunk area – physical check

- Floor mats
- Spare tire
- Back of rear seats
- Tool compartment
- Electrical wiring
- Underside of rear deck

7. Inspect gas

- Verify Gas cap in locked position

8. Search engine compartment

- Check at safety catch level
- Check entire compartment

9. Fuel tank

- Check fuel tank level

## ROUTE SURVEY

1. Location, date, time, city, state, and country
2. Departure, arrival point and time of movement
3. Type of movement
  - Single vehicle
  - With escort
4. Emergency Status
5. Streets and highways to be traveled
  - Road condition (paved, potholes, etc.)
6. Weekday traffic flow
  - Light
  - Moderate
  - Heavy
  - Time
7. Holiday and weekend traffic flow
  - Light
  - Moderate
  - Heavy
  - Time
8. Bridges that open for waterway traffic
9. Overpasses
  - Can things be dropped on the route from above
10. Railroad tracks and tunnels
11. High ground, culverts, crossings
12. Buildings along route
13. School zones
14. Road construction zones
  - What do detour signs look like
15. Special events (e.g., parades, demonstrations, sporting events)
16. Traffic lights and stop signs along route
17. Hospitals, police stations, firehouses, emergency response units
18. Has a secondary route been surveyed?
19. Have safe sites been designated
20. Have route checkpoints been selected and codes assigned if necessary

## AIRPORT SURVEY

1. Date of survey, time of survey, prepared by
2. Airport name, international code, location,
  - Location of following areas:
    - Number of terminals
    - Security office
    - First aid station
    - Terminal of airline
    - Parking and cost
    - Departure drop off site
    - Arrival pickup site
    - Ticket counter of airline
    - Departure and arrival gates
    - Baggage claim, lost baggage claim, baggage carts
    - Customs office and customs area
    - Telephones
    - Restrooms
    - Restaurants
    - Airline clubs
    - Newsstand, gift shops, and merchandise carried
    - Barber shop
    - Beauty parlor
    - Information desk
    - Foreign currency exchange
    - Taxi stand
    - Car rentals (names)
    - Observation deck
    - Security checkpoint

F.A.A. classification and alerts

Overall condition of airport

Landing and take-off restrictions

Hours airport is open and closed

Problems encountered at airport

Times to be allowed for the following

- Check in
- From touchdown to baggage pickup
- Customs

Terminal and airport maps

- To
- Private and Corporate Aviation Facilities
- Date of survey
- Time of survey
- Name of airport where facility is located
- Name, address, and phone number of aviation facility

- Contact for facility, direct number and home phone number
- Hours of facility operation
- Night landings
- Noise restrictions
- Restrictions on aircraft
- Length of runway
- Customs clearance possible
- Stand alone facility
- Mechanics
- Fuel
- Security
- Catering Services
- Restrooms
- Telephones
- Restaurant
- Meeting facilities
- Parking overnight
- Hangars
- Emergency response crews at airport
- De-icing capabilities
- Snow removal equipment
- Clearance for plane side pick-up
- Police jurisdiction
- Nearest hospital with trauma unit
- Ambulance response time
- Problems encountered
- Additional comments

## PRIVATE AND CORPORATE AIRCRAFT

1. Owner of aircraft, year and make of aircraft, tail number
2. Total hour's flight time
3. Number of hours to next maintenance
4. Fuel range
5. Capacity
  - Passengers
  - Luggage
6. Flight attendant on aircraft
7. Interior layout
  - Couch
  - Kitchen
  - Bed
  - Phone
  - Bathroom
  - VCR
  - Air phone
  - Other

Number of pilots required to fly aircraft

Pilot's name, work and home phone number

Co-pilot's name, work and home phone number

Are both pilots certified to fly from the left seat

Any security training

Where is aircraft based

Departure information

Departure site and departure time

What time do pilots arrive at aircraft

Check weather at departure and arrival location as well as reroute

Catering

Plane side drop and pick up

Flight time

Arrival time

Contacts and telephone numbers

Alternate arrival site in the event of bad weather

Request pilots radio arrival site 15 minutes to touchdown

Contact number for pilot's hotel

## ADVANCE SECURITY CHECKLIST FOR HOTELS

1. Date of survey, time of survey, prepared by
2. Prior to departure
  - Dates of visit
  - Hotel name and address
  - Telephone and fax numbers
  - Copy of written confirmation of reservations
  - Manager's name
  - Meeting date and time arranged with Manager and Security Director
  - Credit cards, cash and checks
  - Video or still camera
3. Meeting with Manager
  - Location of rooms and floor preferences (Remember risks, e.g., fire)
  - Room numbers
  - Billing arrangements
  - Name of Maitre's
  - Name of Bell Captain
  - Special events during visit
  - Requirements of room and maid services
  - Other VIPs at the hotel and their security arrangement
4. Meeting with Director of Security
  - Any problems foreseen during visit
  - Problems encountered in past (e.g., room thefts, car theft, pickpockets, fires)
  - Safe deposit box
  - 24-hour security telephone
  - Specific needs
  - Armed or unarmed
  - Local crime index
  - Advice on gratuities
5. Meeting with Doorman
  - Name
  - Doorman ready when principal's vehicle arrives
  - Special parking for vehicles
  - Check parking area
6. Meeting with Bell Captain
  - Name
  - Order in which bags are to be brought to each room
7. Meeting with Maitre'd
  - Name
  - Table requirement and choice of tables
  - Special food requirement
  - Inform him how principal is to be addressed
8. Advance should be performed at same time of day you expect to arrive; so all individuals (Manager, Security Director, Doorman, Bell Captain, Maitre'd) are on duty when you arrive. Verify there are no shift changes prior to arrival date.



9. General hotel inspection and construction
  - Check hotel entrances and exits
  - Location of restrooms and telephones throughout hotel
  - Check stairways
  - Check elevators
  - Check fire extinguishers
  - Check type of fire detection system
  - What does alarm sound like
10. Services offered by hotel
  - Telefax, fax, Western Union
  - Secretarial services and Notary Public
  - Hotel doctor and dentist
  - Safe deposit box and fur vault
  - Laundry and valet
  - Room service
  - Livery service
  - Beauty parlor
  - Newsstand (names and types of newspapers)
  - Recreational facilities
  - Cable TV (ESPN, CNN), pool, sauna
11. Room Survey
  - Room number
  - Emergency and fire exits nearest to room
  - Door and window locks
  - Smoke detectors and sprinkler system
  - Safe
  - Telephone
  - Dialing procedure cards by all phones
  - Security extension numbers
  - Heating and air conditioning
  - Television
  - Lights
  - Bathroom
  - Hazardous objects in room
  - Overall condition of room
  - Bottled water in the room
  - **Ensure that room is not by elevators, stairs, or other areas that will be noisy**
    - Do not forget the soft drink and ice dispenser.
12. Restaurant Survey
  - Number of restaurants in hotel
  - Location of table
  - Sample of menu (e.g., French Greek, Italian)
  - Wine list
  - Dining times
  - Dress code
  - Nearest restroom
  - Cocktail bar
13. Recreational facilities

Pool, sauna  
Masseuse  
Tennis court  
Golf  
Horseback riding

14. Nearest fire department
  - Name, address, Telephone
  - Response time
15. Nearest police department
  - Name, address, telephone
  - Response time
16. Nearest rescue squad
  - Name, address, telephone
  - Response time
17. Miscellaneous
  - Overall condition of hotel
  - Attitude of staff members
  - Fire detection system
  - General security procedures
  - Problems encountered
  - Language problems

## BUILDING SURVEY

1. Address, city, nearest intersection, area
2. Type of building
3. Number of floors
4. Number of tenants and workers
5. Vacant areas
6. Storerooms
7. Construction
8. Owner of building, address, telephone, individual contact (day/night)
9. Person in charge of building, position and title, home address, telephone number (business/home), (day/night)
10. Occupant contact, if other than above, position and title, home address, telephone number (business/home), (day/night), employer
11. Are access passes or ID's required for
  - Personnel
  - Vehicles
  - Visitors
  - Principal
  - To garage
12. Contacts for in-house or contract security
13. Procedures for armed personnel, (e.g., weapons checkpoint clearance)
14. Roof Information: High risk or government detail
  - Type of roof
    - Flat
    - Peaked
    - Slanted
    - Combination
    - Other
    - Lighting
    - Alternate power source
  - Access to roof
    - Outside
    - Inside
    - Other
    - None
    - Fire escape ladder
  - Concealment on roof
  - View of roof from surrounding locations
15. View of route from
  - Balcony
  - Porch

Ledge

Windows

16. Are any of the following in the building, if so, how are they secured

Firearms

Explosives

17. Drop and pick up locations

18. Recommendations

- Man on roof
- Man inside
- Man at drop and pick up site

## RESTAURANT SURVEY

1. Date of survey time of survey, prepared by
2. Are reservations required?
3. Name, address, telephone number, and fax number
  
18. Name of Manager
19. Name of Maitre'd
20. Restaurant entrances and exits, including emergency exits
21. Location of restrooms
22. Location of telephone
23. Seating arrangements
24. Seating capacity
25. Menu and wine list
26. Service
27. Dress code
28. Method of payment (cash, credit card, check)
29. Private rooms
30. Smoking
31. Non Smoking
32. Other events planned on same day visit
33. Name, address, and telephone of nearest rescue squad
34. Name, address, and telephone of nearest hospital
35. Name, address, and telephone of nearest police department

## HOSPITAL SURVEY

1. Date of survey, time of survey, prepared by
2. Hospital name, address, telephone number, religious affiliation
3. Administrative contact, telephone number
4. Hospital contact, telephone number
5. Security contact, telephone number
  - Will hospital allow security detail to remain with the principal 24 hours
  - Hospital Weapon Policy
6. Staffing
  - Are the following areas covered by trained specialist 24 hours per day? If not, what is response time
  - Emergency room
  - General surgery
  - Neurosurgery
  - Emergency medicine
  - Cardiology
  - Radiology
  - Thoracic surgery
  - Orthopedic surgery
  - Internal medicine
  - Full trauma team
7. Facilities
  - Emergency room location
  - Telephone number
  - Number of acute treatment areas
  - Full diagnostic radiology
  - CAT Scan
  - Operating room location
  - Number of suites
  - Intensive care: surgical beds
  - Cardiac beds (separate, combined)
  - Lab and fully stocked blood bank-24 hours
  - Number of acute medical beds
  - VIP suite and location
  - Hilo pad available
  - Location by address
  - Location by grid coordinates
  - Lighting
  - Wind sock
8. Capabilities
  - Does this hospital routinely care for
    - Acute cardiac patients
    - Severe burn patients
    - Neurosurgery
    - Severe trauma patients
    - Major surgery

Thoracic surgery

- If not, is there a
  - Transfer system
  - To what hospital

Payments Arrangements

## SECURITY POST BRIEFING CHECKLIST

1. General
  - Identity of principal and his immediate entourage. Show photos if principal is not
  - Purpose of visit
  - Arrival time and location
2. Intelligence data
  - Information on possible threats to principal from individuals or groups
3. Post assignments
  - List specific post, name of individuals assigned to it, and chain of command
  - ID checkers are to be stationed outside social gatherings
4. Report time
5. Relief and quit time
6. Transportation arrangements to and from posts
7. Communication
  - Type
  - Radio frequencies
  - Call signs
  - Telephone numbers
8. Posted floor plans
9. Location of safe area
  - Designate on posted floor plans
10. Identification system in use and time of change
  - Protective force
  - Support
  - Residence or room
  - Guests
  - Other security personnel
  - Special category
11. Equipment required: List by item and post any Special equipment required. Includes weapons other than standard sidearm
12. Each person assigned a post will become intimate with his or her surroundings
13. Location of key locker or key control box
14. Key logbook



## PLANNING CONSIDERATIONS FOR MOVEMENT ON FOOT

1. Is the movement formal or informal?
2. Is the route or time predictable?
3. Is the route the shortest one possible?
4. Does it provide minimum exposure
5. Is there an alternative route available?
6. What are the danger points?
7. What is the best evacuation route?
8. Is there a safe or secure area available?
9. Can the official car follow along as a mobile safe area?
10. Where is the nearest medical facility? What is the best route to it?
11. Are there any physical hazards such as bad footing, vicious dogs, etc?
12. Number, type, and location of security posts
13. What support is required/available from other services?
14. Are extra personnel available for crowd control?
15. Security personnel strategically placed along route
16. Watch for
  - Suspicious objects
  - Recent construction
  - Repair work which could conceal explosive devices
  - Garbage cans
  - Paper sacks

## BOMB THREAT PROCEDURES

Listen, be calm, courteous, and do not interrupt

1. Time call received
2. Time call ended
3. What exactly did the caller say
4. Questions to ask
  - Where is the bomb?
  - What does it look like?
  - When is bomb going to explode?
  - What kind of bomb is it
  - What will cause it to explode?
  - Did you place the bomb?
  - Why are you doing this?
  - What is your name?
  - What is your address?
  - What is your location?
  - What is your phone number?
  - Are you calling from a pay phone?
5. Sex of caller
6. Race of caller
7. Age of caller
8. Number where call received
9. Report call immediately to authorities. Ensure this can be accomplished on a second line
10. Caller's voice appeared:
  - Loud
  - Slow
  - Normal
  - Raspy
  - Nasal
  - Clearing throat
  - Cracking voice
  - Accent
  - Angry
  - Rapid
  - Laughter
  - Distinct
  - Stutter
  - Deep
  - Deep breathing
  - Disguised
  - Excited
  - Soft
  - Crying
  - Slurred

- Lisp
- Ragged
- Foreign
- Familiar
- Calm

11. If voice is familiar, who did it sound like

12. Background sounds

- Street noises
- PA system
- Motor
- Automobile
- Cellular phone
- Factory machinery
- Clear
- Long distance
- Crockery
- Office machinery
- Animal noises
- Music
- Booth
- Voices
- Static
- Local
- Other

13. Threatening language

Well spoken – educated

Irrational

Message read by threat maker

Foul

Taped

Incoherent

Code words used

14. Name of person receiving call

15. Office symbol and/or location

16. Office phone number

17. Date of threat call

## **RECOGNIZING LETTER AND PACKAGE BOMBS**

1. Foreign mail, airmail, and special delivery
2. Restrictive markings, such as confidential, personal, etc.
3. Excessive postage
4. Handwritten or poorly typed addresses
5. Incorrect titles
6. Titles but no names
7. Misspelling of common words
8. Oily stains
9. Discolorations
10. Smell
11. No return address
12. Excessive weight
13. Contents are stiff
14. Lopsided or uneven envelope
15. Protruding wires or tinfoil
16. Excessive securing material, such as masking tape, string, etc.

## TRAVEL CONTACT SHEET

1. Country, destination, telephone code
2. Hotel address, phone number, fax number
3. Contact person for reservations
4. Suite to be requested
5. Booked in name of
6. Secretarial facilities available
  - Typewriter
  - Photocopier
  - Fax number
  - After hours
7. Reservations made by, secretary, security, principal, travel service
8. Airport information
  - Handling agent, telephone, fax number
  - Contact persons
  - Customs and immigration facilities
  - Any restrictions
  - Time to hotel by car
  - Visa and immunization requirements
9. Car service
  - Name of company
  - Telephone number
  - Fax number
  - Driver used
    - Name
    - Operator license number
    - Home phone number
  - Type of car used
  - Capacity
    - Passengers
    - Luggage
  - Car telephone number
  - Billing details
  - Name of office contact
10. Helicopter service
  - The company number
  - Pilot's home phone number
  - Capacity
    - Passengers
    - Luggage
  - Airport based or other
11. Police and security agency
  - Contact persons
  - Telephone number

- Fax number
- Address
- Support provided
- Special concerns

12. Business regularly visited

13. Restaurants

Name of contact

Address

Telephone number

Fax number

Business hours

Dress code, if any

14. Emergency service

Local police, address, telephone, and fax numbers

Hospital, address, telephone, and fax numbers

Doctor, address, telephone, and fax numbers

Veterinarian, address, telephone, and fax numbers

## PERSONALITY CARDS

These are 3" x 5" index cards on individuals who you or your principals have had contact with on a trip or at a conference. Examples include:

1. Executives and others at company facilities
2. Government personnel
3. Persons your principal may have social engagement with at their home
4. Helpful staff members, hotel staffers, drivers
5. Personality cards might include
  - File code
  - Name, city, state, and country
  - Company, position, title
  - Business address, telephone, fax number
  - Special interests
  - Additional notes
6. Special interests, (e.g., baseball fan, opera fan, hobbies)
7. Examples of notes (e.g., son goes to West Point, names of children, spouse's name)

## UNWELCOME VISITORS

Determine the difference between a casual visitor and one who may have an actual interest in the principal.

1. Interview the individual in a secure location whenever possible
2. Always assume the individual may be dangerous
3. How is the person dressed? What is his appearance?
  - Suit and tie
  - Dirty clothing
  - Worn clothing
  - Mixed or matched
  - Beard: trimmed/untrimmed
  - Hands: dirty, clean, manicured
  - Footwear
4. Biographical information obtained during the interview
  - Name
  - Where are you from
  - How did you get to this office/home
  - Did you bring someone else with you
5. Determine if the visitor is know by the principal, family members, or other staff
6. Be polite, almost apologetic
7. Examine identification carefully
8. Ask question that check for orientation
  - I'm not sure what today's date is, can you tell me?
  - I would like to talk to you, I'm sorry, and what did you say your name is?
9. Allow the individual time to talk. Many times their conversation will tell you their intentions
10. Sample questions
  - Why do you feel that way?
  - What does that mean to you?
  - Who else have you gotten?
  - If principal cannot help you. What will you do?
11. Watch for evasive answers, signs of anger, and non-verbal communications such as hand and body movements
12. Know local law regarding threats, mentally ill commitment, and restraining orders
13. Follow up
  - With local law enforcement
  - Mental institutions
  - Friends, relatives, previous people contacted by the individual
  - Obtain a recent photograph
  - Maintain a file of these types of individuals

**Communicate to principal, security, and other staffs about your encounter with the individual**



## FIRST AID

The first few minutes of a medical emergency are critical. That is why trained and knowledgeable first aid persons are so important. Trained persons are prepared to handle emergency situations in a calm and rational manner. This brief section is not intended to be a training manual for first aid, or replace formal training, rather it is a reminder of the basic rules.

1. Assess the situation
2. Check for life threatening conditions: ABCs (Airway, Breathing, Circulation)
  - Check the airway
  - Check for breathing
  - Check for circulation

The three aforementioned areas should be checked prior to beginning first aid treatment
3. Airway
  - Roll victim into back, keeping the length of the body aligned. If a back or neck injury is suspected, ensure neck and back are kept straight to avoid further injury
  - Quickly clear mouth by turning head to the side and sweeping two fingers through the mouth
  - Open airway using the head tilt/chin-lift method. Place one hand on victim's forehead, Place fingers of other hand under bony part of lower jaw nearest chin. Tilt head and lift jaw
4. Breathing
  - Place your ear above the victim's mouth and nose. Look, listen, and feel for breathing
  - Maintain open airway
  - If the victim is not breathing start rescue breathing
  - Pinch the victim's nose closed, keeping the airway open by the head tilt/chin-lift maneuver
  - Take a deep breath and seal your lips around the outside of the victim's mouth creating a tight seal. For your protection use an approved CPR mask
  - Give two full breaths, taking your lips off the victim's mouth between breaths and checking the chest for rising and falling with each breath, which will indicate the effectiveness of your ventilation
5. Circulation
  - With your finger feel for the carotid pulse on the victim's neck, To locate the carotid artery put two fingers on the Adams apple and slide your fingers to the side and direct them into the groove between the windpipe and the muscle on the side of the neck. Check for 5 – 10 seconds
  - Quickly check for severe bleeding
  - If there is no breathing but you have a pulse continue rescue breathing at the rate of one breath every five seconds until breathing is restored
  - If there is no pulse CPR is necessary
  - **NOTE: A victim who is not breathing can have a pulse. A victim without a pulse cannot be breathing**
6. CPR
  - CPR should only be administered by a trained person. The following information is for treatment of adult victims. Only person without a pulse are to be given CPR

Position the victim on back

Open airway

Check for breathing

Give two full breaths

Check pulse every 5 – 10 seconds

If there is no pulse, kneel facing the victim's chest. Using the hand nearest the victim's legs locate the lower edge of the victim's breastbone. Slide your fingers along the edge of the rib cage to the notch where the ribs meet the breastbone in the center of the lower chest

With the middle finger in the notch, place the heel of the other hand next to the index finger above the notch nearest the head. Place the hand used to locate the notch directly on top of the heel of other hand. Interlock fingers of both hands

Lean directly over the person, positioning your shoulders over your hands, keeping your arms straight

Depress breastbone 1-1/2" to 2"

Compression should be smooth, regular, and continual. Pressure should be released after each compression. However, keep your hands on the victim's chest

Perform 15 compressions and then give two full breaths, this 15:2 cycle should be performed four times. At the conclusion of the fourth cycle check for breathing and pulse

CPR should be continued until the victim is revived, help arrives, or you can no longer physically continue

## 7. Choking

- If the victim's can talk, or is coughing forcefully, encourage them to continue and stay with the victim
- If the person cannot speak, or coughs weakly, the following procedures should be followed on a conscious person
- Heimlich Maneuver

Stand behind choking victim and place your arms around them. The victim's head, arms and upper torso should hang forward

Make a fist with one hand, covering it with the other

Place the thumb side of the fist against the middle of the victim's abdomen just above navel and well below tip of breastbone

Draw fist sharply inward and upward with quick thrusts

Thrusts should be separate and distinctive

Thrusts should be continued until object is dislodged

## 8. The protection specialist should obtain specific training to handle emergencies associated with

Automobile accidents

Heart attack or stroke

Massive injuries due to explosions

Knife wounds

Bullet wounds

Fire and smoke inhalation

9. Trauma kits should contain

- CPR mask
- Package of ammonia inhalants
- Multi-trauma dressing (12" x 30")
- Sterile burn sheet
- Triangular bandage
- Extrication collar
- Gauze sponges ( 4" x 4" )
- Sterile water for irrigation
- One pair scissors; paramedic type
- Emergency blanket
- Adhesive tape
- Oval eye pads
- Conforming gauze bandage
- Sterile alcohol wipes
- Instant ice pack
- Vaseline gauze ( 5" x 9" )
- Air splint; Full arm and full leg
- Spine board; surgical gloves
- Oxygen tank
- Wound disinfectant