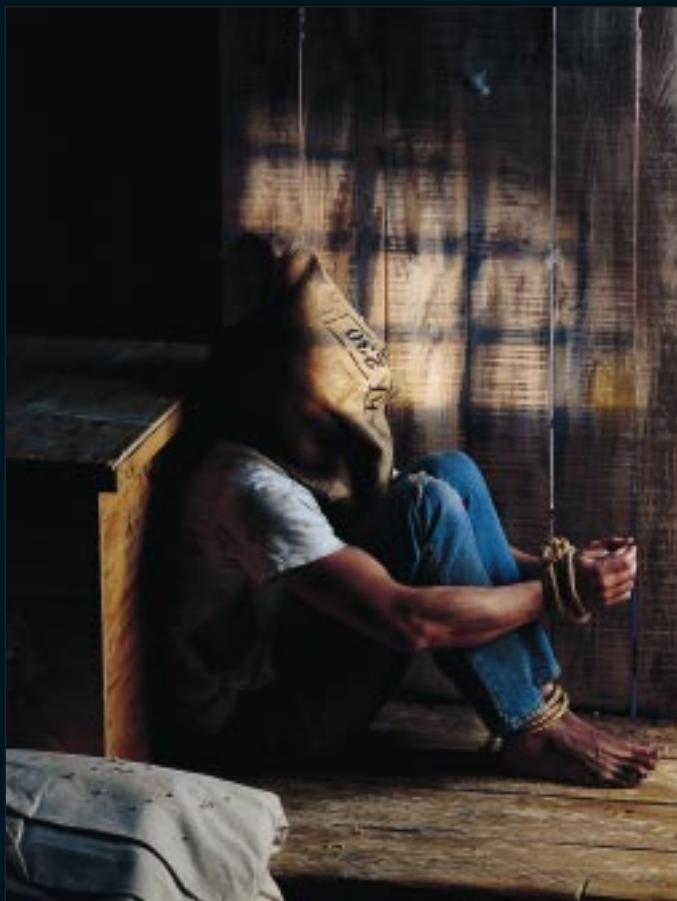




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# PERSONAL SECURITY GUIDELINES



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# PERSONAL SECURITY GUIDELINES

## INTRODUCTION

The following Personal Security Guidelines are aimed at minimising the risk of attack against you and your family or property from a criminal or terrorist threat. The essence of any Personal Security Plan is that, balanced against the threat, it should be simple and cause minimal interference with the quality of your daily life.

All personal security advice should always be specifically related to the individuals concerned and their respective life styles. However, there are basic rules and principles which can be set down and simple steps which, when taken, can be of great value.

## PRINCIPLES OF SECURITY

There are five basic principles of security that, when followed sensibly, increase personal protection against terrorist and criminal action. They should be applied to all aspects of personal security and should be constantly kept in mind.

### **Awareness**

- Be alert to the fact that a security risk does exist and that you may be the target.
- React rapidly if the security situation changes; take immediate preventative action if possible.
- Be aware of High Risk areas.
- Look out for strangers waiting by the house or office, cars following you and other unusual incidents. If seen, report them to the police/local guard force.

- Be particularly alert when arriving at or leaving commonly used places: such as your home, office, restaurants and clubs.
- Advise younger family members to be aware of their surroundings. They should at all times be 'healthily suspicious' of strangers and unusual incidents. They should be careful of becoming involved in a situation where they may be at risk. Awareness extends to not only when they are at home (answering the door or telephone for instance) but also when they are away at school/university.

### ***Low Profile***

- Criminals will normally not choose people as targets unless they have personally come to their attention for some reason. As far as possible, try not to attract unnecessary attention to yourself by, for instance, loud talking, or identifying who you are to strangers. Do not discuss your work unnecessarily in public places where you can be overheard.
- Ensure that, as far as possible, information about your home address or family details are properly safeguarded, i.e. that your details are not published in telephone directories or on club lists.
- Be careful when speaking on the telephone. Identify who the caller is before giving any personal or family details, or before answering any seemingly innocent questions.
- If, for whatever reason, you unavoidably have a high profile, be aware that you should adopt increased security precautions.

## ***Unpredictable Routine***

- Minimise the occasions you follow a predictable routine, particularly when this involves frequent visits to the same destinations such as office, church or shops. Vary your timings.
- Some routines are inevitable. Consciously identify these and be particularly alert when carrying them out.
- If possible, use alternative routes to your destination, especially in the proximity of commonly used destinations. Variation in the first hundred yards to and from these destinations is particularly effective.

## ***Communications***

- Within the family, know where each person is supposed to be and when they are due to return.
- Know the contact telephone number for police/local guard force, office, and neighbours. Discuss with them in advance what actions they should take in the event of an emergency.
- If you are threatened or suspicious, call for assistance or inform others. It is better to have caused unnecessary alarm than be caught unaware.
- Carry a phone card if they are in use in your country of residence.

## ***Defence in Depth***

- Having considered the threat and your vulnerabilities, adopt all appropriate security measures and maintain them.
- Recognise the phases of daily life and build up security measures for each of these: when in the home, travelling in a vehicle and in the office.

- Bear in mind that security will be attacked at its weakest point, so it must be applicable 24 hours a day, seven days a week. It is not acceptable to "switch off" security out of office hours.

**Try to apply these principles at all times and during all phases of your daily life.**

**If you require any further advice, please do not hesitate to contact the authors of these guidelines so that a detailed evaluation of your security situation can be undertaken.**

# SECURITY AT HOME

## **Keys**

- No unauthorised person should have access to keys.
- There should be a minimum number of keys per lock; all spares should be accounted for.
- If a key is lost that lock should be changed.
- Do not keep keys in a "safe place", for example under a refuse bin or mat, or on a string obtainable through the letter box of a door. Keys should be kept on the person or locked away.

## **Doors**

- A solid wood external door with no glass offers the best security. Metal reinforcement should be considered.
- A door viewer/hatch should be fitted to the main door.
- A door chain should be fitted and used.
- External doors should be kept locked at all times.
- Good quality locks and hinge bolts should be used.
- Doors should be connected to the intruder alarm system, if one is installed.
- All personal identification should be removed from doors and gates.

## **Windows**

- All windows should have security locks or bolts fitted.

- Curtains or blinds should be fitted and should be closed at night.
- Windows should be connected to the intruder alarm system (if installed).
- Ideally windows should be reinforced by solid shutters or transparent security film.
- In high risk areas all ground floor windows and other easily accessible windows should have steel bars to prevent unauthorised entry.

### ***Illumination***

- There should be adequate illumination to light:
  - The areas around the front and the back door in order to identify callers.
  - Any dark patches which would give cover to an intruder.
- Control of exterior lighting should be from inside the house. The use of light or movement detectors can assist you also.

### ***Telephone***

- Treat the telephone as an insecure means of communication.
- Avoid telephoning ahead information regarding travel or visits.
- Do not hand out your number indiscriminately.
- Ensure your number is unlisted.
- When answering, do not give a number or name. Establish the identity of the person calling before you give any information.

- Members of the family should be instructed never to give details of the location, or movements, of any members of the household.
- Be prepared to obtain the number from where the caller is speaking so that you can ring them back to verify their authenticity if necessary.
- If there are any suspicious calls, report them.
- Locate the nearest public or private telephone to your home (for reserve use).

### ***Inner Sanctuary***

In high risk areas consideration should be given to the creation of an 'Inner Sanctuary' where the family can move to if the residence is under attack. An internal bathroom with a strengthened door and emergency equipment is an ideal choice.

### ***Emergency Equipment***

- The following items are of use:
  - Torch and spare batteries.
  - First aid kit.
  - Mobile Telephone.
  - A list of nearby police/guard force stations and hospitals and their telephone numbers.
  - A list of useful telephone numbers (including reliable neighbours, schools and friends).

### ***Domestic Staff***

- The following points should be considered:
  - Verify any references.

- Do not talk indiscriminately in their presence.
- Restrict access to keys.
- Try not to permit keys to be taken home by staff. They may be stolen or taken under duress.
- Brief domestic staff carefully and frequently on access control, telephone answering and other security procedures.

### ***Service & Maintenance Visitors***

- The following procedures should be carried out when checking with either servicemen or repairmen:
  - All callers should have an appointment; any unexpected callers should not be allowed into the house.
  - Obtain the name of service personnel before arrival.
  - On arrival check the name given by the employer against written identification and photograph (when available).
  - Escort / supervise personnel while working.
  - All deliveries should be checked before taking delivery. If suspicious ask the representative to open packages himself.
  - If the identity of any regular callers, such as the milkman change, check with their employer that this has been authorised.

## **Children**

- All children should be made aware of telephone security requirements.
- Children should know how and when to call for assistance.
- Children should never open doors to strangers.
- Children should never accept a lift from a stranger.

## **Answering the Door**

- The following procedures should be carried out when answering the door to either expected or unexpected callers:
  - Callers should have an appointment.
  - Identify the caller by use of an intercom, a spy hole or an overlooking or offset window.
  - Look for any signs of nervousness.
  - Check identity, where appropriate. Maintain a barrier to access while you do so (i.e. use an intercom or door security chain/viewing hatch).
  - Avoid holding doorstep conversations.
  - At night, illuminate the caller, but switch off inside lights if possible.

## **Strangers**

- At any time, but especially after dark, be wary of any strangers, particularly if they are asking for assistance. Do not allow anyone in to use the telephone, no matter how plausible they sound.

- Do not allow people claiming to be members of law enforcement or any other official body into the house until their identity is checked with their headquarters.
- If any strangers are seen around the area of the house, the police or local guard force should be informed immediately.

### ***Alarms***

- Especially in areas of high threat, at least two panic buttons, connected to an audible intruder alarm, should be installed; one by the front door and one in the main bedroom. The alarm should be connected to the local guard station.

### ***Outside the house***

- In high risk areas you should have a perimeter fence. This should be at least 2.5 meters high and should be topped with an anti-climb device.
- Shrubbery and over-hanging trees near the house should be removed so that strangers cannot hide close to your residence or access higher levels. Make sure all ladders are secured and cannot be used.
- Gravel drives and pathways close to the house are noisy and make an excellent deterrent to intruders.

### ***Dogs***

- Experience shows that dogs are a valuable security aid, and provide a strong deterrent to any attack.

### ***Liaison***

- Police/local guard force liaison is an advantage, provided that the existence of such a relationship is handled confidentially and at the appropriate level.

## ***Neighbours***

- Good relations with neighbours are essential. They can be of assistance in a crisis, and will also "keep an eye" on the residence when empty.

## ***Mail***

- Be aware of any special items ordered by mail.
- Handle with care any unexpected package.
- Look for hand-written addresses.
- Feel the edges to check for wires or metal objects.
- Check for staining or a strange smell.

**!IF IN DOUBT DO NOT OPEN IT!**

# MOBILE SECURITY

## **Vehicles**

- Vehicles must be kept in good working order at all times and must be regularly serviced. It should be a common make and of inconspicuous colour and fittings. It would be an advantage to have the use of two or more vehicles so that changes can be regularly made. Vehicles should be fitted with a lockable petrol cap. Consideration should also be given to fitting an anti-tamper alarm with an internal indicator. Do not allow your vehicles to be less than a quarter full of fuel if possible.

## **Garages**

- A garage with automatic metal doors which can be operated by remote control offers the best security. The garage must be kept locked at all times. The ability to drive into the garage without first alighting from a vehicle is of significant advantage.

## **Cursory Checks**

- At all times, before getting into a vehicle, it is most important that a cursory check is carried out, underneath the car and wheel arches, to check for anything unusual. This is especially important if the vehicle has been left unattended for any length of time (for example, overnight or when parked for a shopping visit). If there is a direct threat to the individual, a detailed check of the vehicle should be carried out before use.

## **Parking**

- Use any of a number of authorised car parks, but do not use the same one all the time. Always lock the vehicle however short the time may be. Do not park in quiet, poorly lit streets. Never leave your vehicle if you are unhappy with your surroundings.

## ***Vehicle Doors***

- When mobile, all doors should be kept locked and windows wound up. This measure will reduce the chances of theft or attempts to enter the vehicle at stopping places, such as traffic lights.

## ***Equipment***

- Carry a first aid kit and torch. Do not display material with company logo.

## ***Public Transport***

- If a bus or train must be used, vary the time and the bus stop or station used. The bus/train could be considered as an alternative form of transport in order to obtain variation in pattern of travel. However, the disadvantage, for example, possible exposure through waiting times, should be considered.

## ***On Foot***

- Avoid well known trouble spots at all times. Attempt to keep with the crowd and do not walk on you own. The locations of the nearest police station/guard forces should be known.

**In very high risk areas consider strengthening or bullet-proofing all vehicles and attend a special driving course**

# OFFICE SECURITY

## ***Access Control***

- An efficient system of access control to the office complex should be established in order that searches of bags and personnel can be carried out. The identity of visitors should be verified and they should be escorted to the relevant office.

## ***Executive Offices***

- The individual executive office should be positioned so that it is impossible for a visitor to enter without first having passed through the secretary's office.

## ***Office Security***

- All doors other than the one leading to the secretary's office, should be kept locked at all times. Consideration should be given to the installation of a panic button in the offices of the secretary and the executive.
- Depending upon the precise lay-out of the office, consideration may be given to the installation of physical security aids in order to restrict access and guard against intrusion and attack. These measures might include use of CCTV, intercom systems, electrically operated locks, etc.

**Please ask the authors of these guidelines for further help on your office security if this is required.**

# ACTION IN EMERGENCIES

## ***Action in Emergency***

- If potential danger is observed, you should be familiar with emergency procedures in advance. It is too late to think of these at the time of an attack. The principle of success in an emergency is to move swiftly to a secure area, putting physical barriers between the assailants and yourself and to call professional assistance at the earliest possible moment. Heroics are not recommended since an assailant will normally have the advantage of surprise and will be more accustomed to violence than you are.

## ***Home/Office***

- Communicate to the police/local guard force either directly by telephone or indirectly by use of an emergency button or alarm and wait.

## ***Vehicles***

- Keep the vehicle moving if you can. This is most important. Keep the doors and windows closed and attract attention with lights, horn and intruder alarm. If possible, summon help using a car phone.

## HOSTAGE SURVIVAL

**In the event of kidnap the following guidelines are worth consideration:**

- Do not attempt escape unless there is an extremely good chance of your survival. It is much safer to be submissive and obey your captors.
- Try to establish a relationship with your captors and get to know them. Kidnappers are less likely to harm you if they respect you.
- Exercise without fail regularly every day.
- Never refuse food, no matter how poor its quality.
- Try to insist on access to a local daily paper.
- Invent mind-games to keep yourself mentally alert.
- In the event of a rescue try and determine the safest place to be.
- Do not attempt to negotiate as this may well interfere with what others are doing on your behalf.

