

September 17, 2001

To: FACTS[®] / AirCare Clients

RE: Safety and Security

In light of the recent tragic events, I have been asked by several of our clients to compile some safety and security suggestions. While NOT security gurus, we have done the research and have incorporated both personal and corporate security into our training programs. It is this information that we encourage you to use in your flight operations and your everyday lives.

As you can imagine, there are a variety of security recommendations being widely thrown about. Some are very helpful suggestions... some are good ideas, but impractical... and, most worrisome... some can be very dangerous (e.g., carrying a gun in the cockpit)!

I hope when you hear any suggestion offered under the duress of emotion, that you take the time to carefully consider both the *practicality* and the *reality* of implementation.

Security is NOT a one-size-fits-all issue... Don't adopt procedures designed for someone else without thinking through what they will or will not do for you!

You must admit... for years we have been very lax in terms of security. In other words we've been very comfortable with "convenience". We all must realize that as security goes up.... convenience goes down! We must adjust our acceptable hassle-factor to increase the personal and professional safety of our crew and passengers.

Please let me know your thoughts on these items...

Be safe!



Douglas B. Mykol, ND
President

FACTS:

Terrorist Profile:

The terrorist is an individual who is generally:

- Between 18 and 28 years of age;
- From a middle-class family;
- Has had some college education;
- Is politically or financially orientated;
- Generally embraces leader's life-style.

The personalities of the individual members can often be reflected in their positions within the organizational structure.

The first or command element usually consists of the older and more experienced terrorists. They establish the organization's goals and plan the operations to meet these objectives.

The second element is comprised of the activist or operators. These individuals are often times criminals or ex-military personnel who perform the tasks, which are directed at physically harming their enemies. These activists are often prone to irrational actions with little consideration given to the captives or hostages held by the organization.

Criminal Terrorists

In many developing nations, foreign travelers, tourists and expatriates make easy targets for the criminally inclined elements in the society and those persons must act in a defensive manner consistent with this ever-present threat.

Studies have shown that violent criminals are usually males who are under 25 years of age. They have had limited educations, are often involved with drugs, and possess backgrounds which reflect a pattern of criminal acts. These violent criminals are frequently armed and, when encountered, will use their weapons to kill or injure.

Terrorists

Terrorist operations are seldom left to chance, they are, in fact, meticulously planned and executed.

While some members of the pure terrorist group have an extremist point of view and may act irrational in the commitment of the violent acts, the core of the group, are usually very organized.

Typically the higher in command, the less likely they are to commit violent acts. Often times exhibiting a sense of reasonableness within the group providing a balance between the fanaticism and ruthlessness of other members of the organization.

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In meeting the threat, whether at home or abroad, there are four basic principles that are the foundation of a successful personal security program:

Stay Alert

Always remain alert to what is happening around you. Whether you are shopping or dining, you should always be cognizant of your surroundings and be ready to act at the first suspicion or sign of danger.

Stay Unpredictable

Do not become a person of routine. Become accustomed to doing things differently so that terrorist or other criminals cannot reliably predict your movements.

Stay Low-Key

Always try to blend into your environment in choosing manners of dress, vehicles, housing and public behavior. No "Ugly Americans".

Stay Informed

One of the most important principles is to stay informed about the current threat levels, what's happening in the region, and to know, be sensitive, and respect the cultural atmosphere of the society in which you live, work, and travel.

General Security Policies

The following steps are recommended to help prevent criminal events and acts of terrorism.

- Review all sources of media information. Newspaper, radio and television coverage of actual events can be very instructive. *Know Before You Go!*
- Consider removal of US identification, logos and the American flag insignias from personal items.
- Do not publicize the itinerary. *Need to know basis!*
- Avoid "advertising" your arrival. *Stay Low-key!*
- Cancel trips or stops if there is any reason to suspect trouble. *Err on the side of safety!*
- Be most sensitive to security info received just before flight time.
- Be very cautious when hiring local guards; locals can assist in making arrangements for theft.
- Know or require positive identification from all hangar visitors and passengers.
- Require all passengers to be authorized by a current employee or lead passenger.
- Check fencing, lighting, security patrols, gates and limited access areas at all airports.
- Encourage flightcrews to develop a security awareness attitude. *Look for the "out-of-place!"*
- Request guard services at security-sensitive locations through a reputable source.
- Use only reputable vendors and monitor carefully.
- Maintain 100% positive control of luggage and equipment.
- Do NOT accept unknown packages. *PERIOD!!!!*
- Check all unmarked or unrecognized baggage for positive ownership.
- Sweep aircraft for articles before and after each stop.
- Lock everything, e.g. luggage, vehicle, garage, etc.
- Establish a safety signal, e.g. ear pull, nose rub, etc. prior to boarding aircraft with unknown person(s).

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International Security:

International security firms recommend the following precautions when traveling internationally:

- Examine your itinerary and ensure that airports you will be traveling to, from, or through, have security measures in place.
- If traveling commercially, carefully chose your carrier and make sure that the carrier maintains adequate standards as established by the FAA and ICAO.
- Maintain a low profile when making hotel reservations by NOT using your department's name or the nationality of the traveler.
- After checking into the hotel, keep your hotel room number confidential. *Need To Know!*
- Avoid using public transportation. Instead, use a reliable company for private transportation. In some locations it may be wise to employ secure transportation with a specially trained driver.
- If you remain in your destination for more than a few days, you should vary your routine.
- Minimize time spent in hotel lobbies, restaurants or bars. Use restaurants outside your hotel.
- Do not wear clothing that carries your company logo. In addition, make sure that your luggage does not display your logo and DO NOT use "CREW" tags.
- Obtain a risk assessment of the airport and destination prior to departure. In addition, it is wise to upgrade security (such as employing an aircraft guard) at most locations.
- Avoid U.S. and British government facilities overseas whenever possible.
- Avoid crowds, demonstrations, and street fairs.
- Keep up with domestic and world events.
- Report suspicious individuals or activities to police or hotel security immediately.
- Be alert, use common sense and do not panic.
- Keep others informed of your plans.
- Regularly check in with co-workers.
- Carry secondary photo identification.
- Take along at least two EXTRA 2 x 2 photos and a copy of your passport and birth certificate.
- Carry photos of your loved ones and pets for *humanism* with terrorist and kidnappers.

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Personal Security At Home

Whether you live and work in Oklahoma City or New York City, each of us should be *very* aware of our own personal safety and security. However, as we get comfortable with a routine we tend to take our safety and security for granted. Corporate aviation is anything but routine. In this industry you can, even without your knowing it, become a target.

It is wise to always maintain your situational awareness and use some common sense tactics in your business and personal lives.

Recommendations for your personal security include:

- Use only your first initial and last name on your mailbox.
- Use only your first initial and last name in a telephone book listing.
- Use only your first initial and last name, your office address, and your office or cell telephone number on your baggage.
- Use only the best locks available, and be sure to have a deadbolt lock on all outside doors.
- Install a good quality lock on your bedroom door.
- Install a telephone in the bedroom. If possible, buy a telephone with speed-dial so you can program one button to dial "911."
- Install *Caller ID* on your telephone.
- Because some criminals will first cut the phone lines before they attempt to make contact with their would-be victim, if possible, purchase a small cellular telephone and keep it in the bedroom next to the bed.
- Do not open your door to strangers. If it's necessary to do so, be sure to check their identification through a window or through-the-door peep-hole lens.
- If you're still unsure of the caller after checking their I.D., call the company or utility they profess to work for and ask for that person's supervisor.
- Show no signs of predictability by allowing certain lights to remain on in your home no matter whether you're at home or away. This will keep a would-be criminal guessing.
- Use an answering machine to screen your phone calls so it cannot be used to find out if you're at home.
- Never allow a stranger into your home to use your telephone (even in "an emergency!"). Instead, tell them that you'll make the phone call for them.
- Keep duct tape in the bedroom (*seals doors and windows*).
- Keep a smoke hood next to your bed. FACTS®/AirCare has two types available!
- Keep a flashlight beside your bed.

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Personal Travel Safety:

To help prevent you becoming involved in an unusual situation or people emergency, here are some personal travel safety measures.

- Don't publicize travel plans. Hotel employees, taxi drivers, wait-persons, etc. are prime sources of information to terrorists.
- When traveling to developing nations, carry a trauma kit containing IV needles and syringes. Include a letter of explanation from your medical department.
- Consider an AirCare ACCESS™ tele-medical/tele-assistance service subscription.
- If you go sight seeing, keep your crew apprised of where you are going and when you can be expected to return.
- Do not speak out loud your hotel room number when checking in.
- When riding an elevator, if things don't seem right, get off as soon as possible.
- Hotel rooms and elevators are bugged in many countries! Be careful of your conversation.
- Don't exhibit large amounts of money.
- Don't use baggage tags with your home address.
- Secure the dead bolt on the door of your hotel room and carry/use a doorstop.
- Don't open your hotel door before identifying visitors.
- Only use authorized taxis and *never* one with two drivers.
- Avoid tourist traps, public markets, and street fairs.
- Don't go near any civilian "disturbance."
- Know how to use the country's public telephone and make sure you have the local currency to use the phone.
- Know how to contact the local police. *Carry the telephone number with you!*
- Know how to contact your embassy. *Carry the telephone number with you!*
- The hotel concierge can be extremely helpful.
- Make it a point to introduce yourself and build a relationship with the hotel management.
- Carry all prescriptions in original bottles. Do not use pill "reminder" boxes.
- It's a good idea to escort female crewmembers to their room.
- Refrain from speaking English in some public places. If English is your language, be careful and remain quiet as much as possible until in a more private location.

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Other Operational Recommendations:

- Use common-sense.
- Use some type of access-control system for your offices and your hangar.
- Escort ALL visitors... ALL the time!
- Require photo I.D. for all unknown persons, INCLUDING charter PAX.
- Verify I.D. and confirm with lead PAX and persons joining the itinerary enroute.
Separate your lead PAX from ALL others when confirming info.
- Identify ALL articles placed in the hangar and aboard the aircraft.
- Sweep the aircraft prior to PAX boarding AND after their disembarking.
Look for "forgotten" items.
- Protect your written information: itineraries, schedules, PAX lists.
- ALWAYS leave an UPDATED (last minute) PAX list with someone.
- EVERYONE should be a little more suspicious.

Is it paranoia OR a heightened sense of awareness??

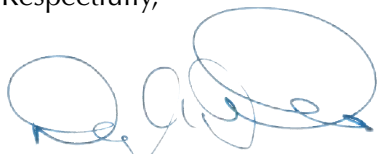
Some common sense... some effort... AND some inconvenience CAN make you and your flight operation safer!

I hope these items help you to be more aware of your own safety and security AND to encourage you to use your "right brain" in developing a complete safety and security program for your flight operation.

Much of what I have provided is included in the various FACTS® Training programs or can be offered as part of a customized program at your location.

Please let me know your thoughts and any further suggestion,

Respectfully,



Douglas B. Mykol, ND
President

References attached...

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<http://www.aviationweek.com/bca>

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<http://www.tc.gc.ca/carac/cars/604e.htm>

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<http://www.faa.gov/avr/afshome.htm>

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<http://www.ijet.com>

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National Transportation Safety Board

<http://www.nts.gov/Aviation/months.htm>

National Business Aviation Association

<http://www.nbaa.org/safetystats>

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