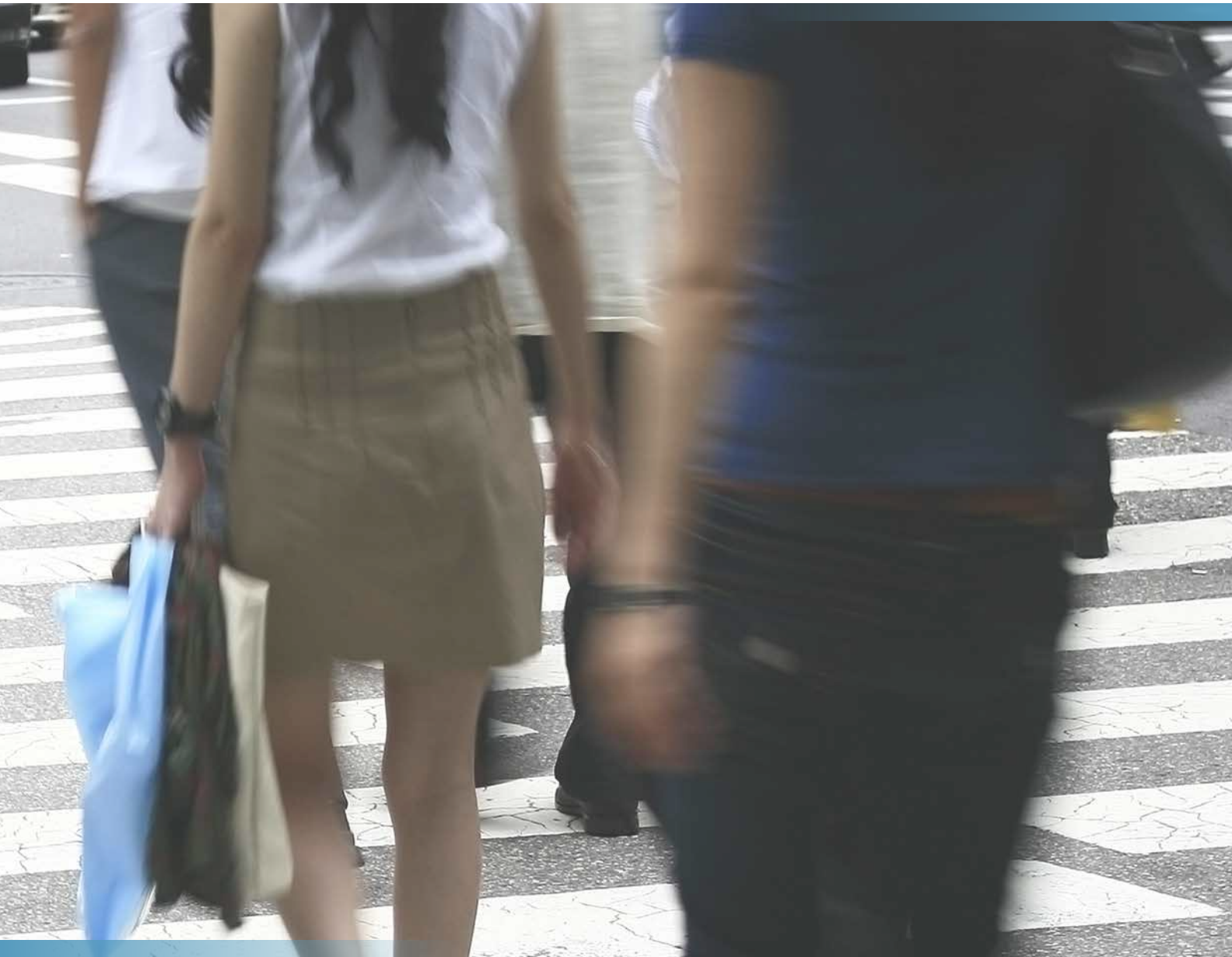


Personal Security

Guidelines





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Introduction

These guidelines are designed to give practical advice on safety and security to anybody who is living in or travelling to places where problems such as kidnap, detention and other forms of criminal attack may occur.

This booklet is split into four sections:

Personal security

Advice on protecting yourself, your family and your property when living in high risk countries. You need to apply security measures 24/7, however they should always be proportionate to the threat and cause minimal disruption to your daily life.

Security tips for business travellers

Advice aimed at those travelling from low risk countries to higher risk destinations. People accustomed to a low risk environment may have less awareness of general security issues. They may be oblivious to the fact that they may have to adopt more stringent security measures whilst abroad. Types and levels of risk vary from country to country but this general advice will assist wherever you are.

ICT security for travellers

Advice for people travelling abroad on measures to reduce the risk of electronic devices being stolen, breached, compromised or corrupted.

Criminal attack – what to do

General advice on kidnap for ransom, express kidnap, detention, hijack and carjacking to help you respond in the safest, most appropriate way. Heroics are never recommended. Your attacker will have the advantage of surprise, may be armed and will be more used to physical violence than you. Your safety must be the number one priority at all times.

We hope that you will find these guidelines valuable. If you have any questions and wish to speak to one of our consultants, please contact: info@nyainternational.com



1. Personal security

Consider how vulnerable you are to the threat.
Adopt and maintain appropriate security measures.

When living in an environment where kidnap and other forms of criminal attack are common, you can greatly reduce your vulnerability by taking some basic personal security precautions.

Five principles of security

Follow these five basic principles at all times:

1. Awareness

- Know which areas of the country / city / neighbourhood represent the highest security threat
- Be aware that there may be a real threat and that you may be a target
- Be alert to anything unusual, such as strangers waiting outside your house or office or cars following you. If you notice anything suspicious report it to the police or relevant authorities
- Be particularly alert when arriving at or leaving routine places, such as your home, office, schools, clubs, bars or restaurants
- Teach your children to be aware of their surroundings. They should have a healthy suspicion of strangers and unusual incidents and be careful not to get involved in situations where they may be at risk. Awareness is not only important when they are at home (answering the door or phone), but also when they are away at school or college

2. Low profile

- Try not to attract unnecessary attention to yourself by, for example, talking loudly or wearing conspicuous clothes or jewellery
- Do not identify yourself to strangers
- Do not discuss your work in public where you might be overheard
- Be careful when speaking on the phone, especially on a mobile or in a public place. When taking calls, identify the caller before giving out any personal, family or work details
- Make sure that your home address and family details are kept confidential. This information should not be published in phone directories or on club lists
- Brief family members not to divulge personal information to strangers or casual acquaintances
- If you have an unavoidably high profile you should strengthen your security precautions

3. Unpredictable routine

- Avoid predictable routines. Vary your timings to and from everyday places such as the office, school, place of worship or shops
- Vary the routes you use. Variation in the first hundred metres to and from everyday destinations is particularly effective
- Identify any unavoidable routines and be especially alert at these times

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4. Communication

- Know where each member of the family is supposed to be at all times, and when they are due to return
- Discuss with each what action they should take in an emergency situation
- Always have the contact numbers for the office, your neighbours and the police to hand
- If you feel threatened, call for help and let other people know. It is better to cause unnecessary alarm than be caught unaware
- Always carry a mobile phone and a public phone card. Your mobile should have essential numbers such as family, police etc. pre programmed on speed dial
- Instruct your family never to give out details of the location or movements of any other family member
- It may be advisable to liaise with the local police or guard force, provided that this is done confidentially and at the right level
- It is essential to have good relations with your neighbours. They can help in a crisis, keep an eye on your property when it is empty and exchange information about anything suspicious in the area

5. Layers of security

- Consider how vulnerable you are to the threat. Adopt and maintain appropriate security measures
- Develop security measures for each part of your daily life: e.g. at home, whilst travelling and in the office
- Security will be attacked at its weakest point, so you must apply these measures 24/7. You should not switch off your security precautions at any time

Security at home

Doors

- A solid wood external door with no glass is the most secure option – consider metal reinforcement
- Fit a door viewer or hatch to the main door
- Fit and use a door chain
- Ensure you have good quality locks and hinge bolts
- Always keep external doors locked, even when you are in the house
- Connect the main door to the intruder alarm system
- Remove all personal identification from doors and gates

Windows

- Fit security locks or bolts to all windows
- Connect windows to the intruder alarm system
- Reinforce windows with solid shutters or transparent security film
- In high risk areas, all ground floor and other accessible windows should be fitted with steel bars
- Fit curtains or blinds and keep them closed at night

Keys

- You should have a minimum number of keys per lock, and all spares should be accounted for
- If a key is lost, change that lock
- Do not keep keys in a 'safe place', such as under a mat or on a string through the letterbox. Keys should be kept with you or locked away
- Do not give spare keys to any unauthorised people

Make sure you have good exterior lighting, particularly around the front and the back door.

Lighting

- Make sure you have good exterior lighting, particularly around the front and the back door, so that you can identify callers, and any dark areas where an intruder could take cover
- You should be able to control external lighting from inside the house
- External movement sensor lights provide added security

Phones

- The phone is an insecure means of communication
- Be careful to whom you give your phone number
- Make sure that your number is not listed in phone books
- Do not say your name or number when you answer the phone
- Make sure you know who the caller is before you give out any information
- If you want to check the caller's identity, ask for their number so that you can ring them back
- Avoid phoning ahead with information about travel or visits
- When recording a message on your home answer phone, do not say that you are out or away. The message should say that you are unable to get to the phone and that if the caller leaves their number you will call them back
- If you get any suspicious calls, report them
- Locate the nearest public or private phone for reserve use
- Remember that strangers can overhear you on a mobile phone in a public place and might eavesdrop

Sleeping areas

- Make sure that all the rooms you sleep in are secure. They should be above ground if possible, have bars at the windows and a solid door
- At least one set of window bars should be on hinges with a padlock so that there is an escape route in case of fire

Safe room

- Create a safe room in your home, fitted with extra locks or a reinforced door. Keep it stocked with emergency supplies and bottled water
- Emergency supplies should include the following: torch and spare batteries, first aid kit, charged mobile phone and useful phone numbers e.g. police, hospital, school, friends, reliable neighbours
- Ensure family members know they should go to the safe room in the event of an incident in or around the house

1

If you are expecting service personnel, ask their company in advance for the name of the person who will be coming.

Alarms and perimeter security

- In high risk areas you should install at least two panic buttons, connected to an intruder alarm: one by the front door and one in the main bedroom. The alarm should be connected to the local guard force operations centre
- In high risk areas you should have a perimeter fence around your property. This should be at least 2.5 metres high and should be topped with an anti climb device
- Remove shrubbery and overhanging trees near the perimeter fence and the house so that strangers cannot hide near your property or gain access to upper levels. Make sure all ladders are secured and cannot be used
- Noisy gravel pathways close to the house are an excellent deterrent to intruders
- Dogs are a valuable security aid and strong deterrent to attack. Keep them roaming freely in the house at night. Dogs kept outside can be poisoned or tranquillised

Answering the door

- Only let people in who you know or who have an appointment
- If you are expecting service personnel, ask their company in advance for the name of the person who will be coming
- When the caller arrives use an intercom, spy hole or look through a window. Check for any signs of nervousness
- Check their identification and do not let them in until you have done so. Use a security chain or door hatch
- Escort and/or supervise any service personnel while they are working. If somebody new replaces a regular caller, call the employer and check that this has been authorised
- Check all deliveries before accepting them. If you are suspicious, ask the courier to open the package
- Do not hold conversations on your doorstep
- At night, put outside lights on so you can see the caller, but keep inside lights off
- Ensure family members and staff are briefed on these procedures

Domestic staff

- Make sure you check references for all domestic staff
- Be careful what you say in front of staff
- Restrict access to keys and do not let staff take keys home
- Brief staff regularly on procedures for allowing access to the property, answering the phone and security issues
- If a member of staff leaves or is dismissed, change all external door locks

Strangers

- Be wary of strangers, particularly at night or if they are asking for help. Do not let anyone in to use the phone, however plausible they may sound
- Do not let anybody in claiming to be a policeman or other official until you have checked their identification, and that police or other headquarters have authorised their visit
- If you see any strangers on your property, contact the police or local guard force immediately

Mail

- Be aware of any special items ordered by a family member by mail
- Handle any unexpected packages with care
- Look out for handwritten 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

Children

- Make children aware of all security requirements and check their understanding on a regular basis
- Pay particular attention to issues around their use of phones or the Internet
- Ensure they know how and when to call for help
- Stress that they should never open the door to, accept a lift from or engage in conversation with strangers
- Ensure a known, responsible adult is with children at all times in public

Security in the office

Access control

- There should be security procedures at your office building to search bags and personnel
- Visitors should have their identification checked and be escorted to the relevant office

Access to offices

- It should be impossible to enter an executive's office without passing through the secretary's office first
- Keep all doors, other than the one leading to the secretary's office, locked
- Consider installing a panic button in all offices
- Consider installing physical security, such as CCTV, intercom systems and electronically controlled locks

Emergency situations

If there is an emergency situation at home or at the office:

- Do not walk outside to see what is happening
- Go to the safe room
- Call the local police or guard force, or press your emergency button, then wait
- Do not leave until you are sure it is safe

Avoid the central lane and do not let yourself get boxed in. You should be able to see tarmac and the wheels of the vehicle in front.

Mobile security

Wherever possible, travel by car or on foot should be in groups of two or more.

Vehicles

- Choose a common make of car. The colour and fittings should be inconspicuous
- It should be in good condition and serviced regularly
- It should be fitted with a lockable petrol cap. Do not let the petrol tank get to less than a quarter full
- Consider fitting an anti-tamper alarm with an internal indicator
- It is useful if you can regularly swap between two or more cars.

Checking your vehicle

- Before getting into any car, check it thoroughly. This is especially important if it has been left unattended for any time
- Check around the outside, look through the windows, underneath, around each wheel and underneath the wheel arches. Check the boot, bonnet, exhaust system and behind the petrol tank for any signs of tampering
- If you are directly under threat, you should make a more detailed check of the vehicle before getting in
- Always carry a powerful torch for checking at night
- If at all suspicious, move away, clear the area and call the police

Driving and parking

- In very high risk areas consider having an armoured vehicle and doing a defensive driving course
- Whilst driving always keep your doors locked and windows closed
- Avoid the central lane and do not let yourself get boxed in. You should be able to see tarmac and the wheels of the vehicle in front whenever stopping in traffic
- Do not display anything on your vehicle with a company or club logo
- If you are involved in an accident, do not stop as it may have been staged. Report it from a safe location
- Take note of 'safe havens' en route to your destination, e.g. police stations, hotels, hospitals or shopping centres
- Get in and out of your car as close to building entrances as possible
- Always use a well lit and authorised car park, but do not use the same one all the time
- Do not park in quiet, badly lit streets
- Never leave your vehicle if you are unhappy with your surroundings
- Always lock the car even if you are only leaving it for a very short time
- At home, a garage with remote controlled metal doors offers the best security. You should be able to drive into it without getting out of your car
- Keep your garage locked at all times

In an emergency

- If you believe you are being followed, drive to the nearest police station or residential compound
- If possible note the details of the vehicle that is following you
- Keep the vehicle moving if you can. Keep the doors and windows closed and attract attention with your lights, horn and alarm. Phone for help
- For advice on carjacking situations, see the later section



2. Security tips for business travellers

In any situation, there are some basic rules you should follow to reduce the likelihood of coming to harm.

Pre-departure planning

- Check visa requirements and ensure all information on visa applications is 100% accurate
- Book your entire itinerary through a reputable travel agent and use their name rather than your company's for the booking
- Use only airlines, hotels and car rental companies recommended by your travel agent and use direct flights where possible
- Make sure that somebody in the office has a copy of your itinerary and contact details and update them with any changes
- Make sure that your itinerary is kept confidential within the office
- Make sure a trusted courier picks up any travel documents issued abroad
- Make photocopies of your passport, visas and tickets and keep them separate from your passport, wallet, purse or other original documents
- Check whether any medications that you take, or any other items, are prohibited in either hold or hand luggage or the country you are travelling to

During the journey

- Travel in casual clothes. Do not wear expensive watches or jewellery, or use expensive luggage
- Carry phone numbers for cancelling lost credit cards
- Take a small amount of local currency or US dollars to avoid having to change money at the arrival airport
- Carry any sensitive information in your hand luggage
- Do not use a business card as a luggage label, but do use your business address and phone number

On arrival

- Arrange to be met when you arrive. Agree a discreet way of identification in advance to avoid the use of signs displaying your or your company's name
- Check the credentials of the person who is meeting you
- If you are not being met, only use an official and not an independent taxi
- Be wary of people posing as taxi drivers. If in doubt, ask at the airport information desk
- Stay alert – fraudsters and pickpockets operate in many airports
- Do not take any photographs at the airport
- Carry the phone number of your national embassy

Make photocopies of your passport, visas and tickets and keep them separate from your passport, wallet, purse or other original documents.

At your hotel

- When you check in, do not disclose your occupation, company name, position, or the name of the organisation you are visiting
- Use a private not a corporate credit card
- Give a shortened version of your address
- Only leave your passport at reception if required by law, and retrieve it as soon as possible
- Ask for a room on the second to fourth floors. Try to be near a fire exit but not fronting on to any roofs or trees that may provide access to your room
- If you are not comfortable with the security of your room, ask to change
- Ask for a porter to take you to your room, open the door, turn the lights on and ensure it is vacant and ready for your stay
- Read the emergency procedures in the room and check the exit route
- Check outside your window to see if this is a feasible escape route to use in an emergency
- When you are in your room, always keep your door locked and use the security chain
- Identify any visitors before letting them in. If in doubt, ask for help from reception
- If possible, vary the hotel exit you use

During your stay

- Confirm your arrival to your office and call in regularly
- Do not discuss your plans or itinerary in public or with strangers
- Do not carry large sums of money, or all your credit cards on you
- Always carry the phone numbers of the office or client you are visiting, the police, the hotel and your national embassy
- Register with your national embassy if this is the advice of your government

Travelling by road

- Avoid hailing taxis from the street
- Order taxis at the last possible minute through the hotel staff
- Make sure the driver locks all the doors
- If you are driving your own car, follow the mobile security advice earlier in this document

Travelling on foot

- Avoid walking alone especially after dark. If this isn't possible, use well lit, busy streets
- Identify and avoid deprived areas
- Avoid disputes, commotions, large gatherings and groups of people loitering in the street
- If a stranger approaches you and tries to start a conversation, keep walking and pretend not to understand
- Be alert to what is going on around you. If you notice anything suspicious, window shop, cross the road, retrace your steps or enter a shop

Know the laws of the country you are in and do not break them.
Find out if anything, such as alcohol, is banned.

At the host office

- Give your host details of your accommodation and itinerary as well as daily arrival times. Do this in person rather than on the phone
- Avoid discussing your arrangements with other employees
- Do not leave personal or business documents unattended in offices
- Be mindful that it is common to monitor phones and international mail in many countries. Be careful how you communicate

General personal conduct

- Know the laws of the country you are in and do not break them. Find out if anything, such as alcohol, is banned
- If you use prescribed medication containing any substance subject to abuse, carry a copy of the doctor's prescription and check local laws on the substance
- Be particularly careful in bars and clubs where you may be drinking alcohol. Watch out for strangers slipping substances into food or drinks
- Stay alert, and be aware of any 'common scams' in the region
- Avoid being drawn into any corrupt activities
- Avoid doing or accepting favours
- Do not carry any publications which might be deemed offensive in the host country
- Do not take photographs of anything that might be associated with the military or internal security, including ports, airports, government buildings or any restricted areas
- Avoid openly criticising the country's leadership, people or culture
- Avoid discussions about politics and religion

On departure

- On arrival at the airport go through security immediately after check in
- Avoid waiting rooms and shopping areas before going through security
- Do not move items between bags
- Do not agree to carry letters, packages or anything else on behalf of somebody you do not know



3. ICT security for travellers

Travelling with electronic devices carries risk. They may be lost, stolen, breached, compromised or corrupted.

Pre-departure

- Only travel with devices which are essential for the trip
- Check your company ICT policy for overseas travel / high-risk destinations
- Ensure that your computer, other devices (USB sticks and external hard drives), files and browser are encrypted
- Check with your company's IT staff whether encryption software is subject to any export restrictions
- Remove sensitive company or personal data from devices and ensure the latest version of anti-virus and anti-malware software is installed
- Update software, drivers and operating systems
- Disable any software (such as 'auto-join' network or Bluetooth pairing) not required for the trip
- Protect devices and applications with strong passwords (combining upper and lower case, numbers and characters) that are memorable and do not require a copy for reference
- Enable auto-lock features with a short timer and password protect
- Backup all data and devices

During the journey

- Travel with devices in hand luggage or on your person
- Do not trust hotels or others to provide physical protection of devices (i.e. a hotel safe)
- Avoid connecting to public Wi-Fi or wired networks, even in airports, stations, hotels or business centres. Use your 'personal hotspot' instead
- Be aware that all messages, VOIP conversations and file transfers could be intercepted and retained by a government, company, group or individual

- Avoid using non-company devices to login to corporate networks
- Use caution when prompted to install software updates overseas. If in doubt do not install
- Do not connect gifted or communal phone chargers, CD ROMs, DVDs, USB or any other devices
- Do not plug your own external data device (i.e USB stick or external hard drive) into unknown computers
- Clear web browser data, such as history, cache, cookies, URL and temporary internet files to ensure no information is available if loss or theft occurs

On return home

- Immediately inform your IT department or security officer if you suspect any devices were taken out of your possession
- Change your passwords frequently
- Remain vigilant to suspicious, phishing or targeted email activity



4. Criminal attack: What to do

Try to get to know your captors and establish a rapport. Kidnappers are less likely to harm you if they like and respect you.

Kidnap

There are many different types of kidnapers. They may be terrorists, guerrillas, criminals or psychopathic individuals. The conditions, treatment and length of captivity can vary enormously depending on the type of group and the country of the crime. As a general rule, hostages of terrorist or guerrilla groups are well treated but periods of captivity can be long. Criminal gangs tend not to treat their hostages as well, but the length of the ordeal is often much shorter. The most dangerous kidnapper is the loner who has to act as both jailer and negotiator. In any situation, there are some basic rules you should follow to reduce the likelihood of coming to harm during a kidnap:

Do:

- Think positively, believe you will be released
- Maintain your dignity – be cooperative but not subservient
- Be yourself
- Tell the kidnapers about any medication you are taking
- Request your basic needs
- Express your thanks for any concessions made to you
- Work out the safest place to be in the event of a rescue
- Be aware that you may be made to write dictated letters or read a prepared script. Try to indicate covertly if a statement is dictated
- Be aware of your surroundings and note any noises which may help establish where you are being held to help with the investigation after your release
- Establish a daily routine
- Eat everything provided, even if it is of poor quality. If you are only given food once a day divide it into three portions
- Take as much care of your personal hygiene as possible
- Keep yourself mentally alert with mind games
- Do physical exercises even if there is limited space
- Establish a normal sleep pattern
- Keep track of time, keep a diary if possible
- Try to get to know your captors and establish a rapport. Kidnappers are less likely to harm you if they like and respect you

Do not:

- Resist during the abduction
- Antagonise your captors
- Try to escape unless there is an extremely good chance of survival. It is much safer to be submissive and obey your captors
- Think you have been abandoned
- Blame yourself for what has happened
- Get into controversial discussions with the kidnapers
- Try to negotiate for your own release, or comment on negotiations
- Provide information that could be used to pressurise your family or employer
- Build up an image of your professional importance
- Speculate what your company or family can or will pay
- Believe everything you are told
- Be uncooperative – be firm but compliant
- Show any recognition of your abductors

Express kidnap

Express kidnap describes a situation where the victim is forced to hand over an immediate cash 'ransom' for their safe release. It is not dissimilar to a mugging, with the victim often forced to:

- Go to a cash machine and withdraw their maximum daily limit (it is common for a victim to be held over midnight to withdraw two days' limits)
- Show their account balance on screen, withdraw the maximum daily limit and agree to pay further amounts up to their account balance over a particular time period (there will be the threat of violence for non payment)
- Hand over all the cash, credit cards, pin number information and valuables on their person or in their vehicle
- Return to their home and hand over all the cash and valuables on the premises

Express kidnap is particularly prevalent in parts of Latin America, though it can happen anywhere. To minimise the chance and consequences of an incident you should:

- Only carry a small amount of cash, which can be handed over under duress
- Only carry cards you are actually planning to use
- Avoid carrying more than one cash card
- Make sure that it has a low daily withdrawal limit
- Try to get a card that does not let you view the account balance on screen. If this is not possible, maintain a low balance in the account

In the event of an incident, do:

- Assume the criminals are armed
- Remain calm and cooperate fully with instructions
- Look away to indicate that you have no intention of trying to identify the criminals
- Keep your hands in view at all times
- Agree and ask for instructions if asked to provide the rest of the money shown in your balance at a future time
- Assure the criminals that you will not tell anybody, to give the appearance of cooperating fully

Do not:

- Resist
- Start shouting for help
- Try to escape unless you are absolutely sure you can get away
- Make any sudden movements that might startle the criminals or be interpreted as an attempt to resist or escape
- Argue or make provocative comments
- Make eye contact with the criminals

Detention

Individuals or government agencies may carry out an illegal or wrongful detention. Authorities may detain people out of mere suspicion or curiosity. You can help avoid such situations by exercising basic good judgement and following much of the general advice already outlined. If you do find yourself detained for any reason:

Do:

- Remain calm, patient, dignified and professional
- Explain there has been a misunderstanding and suggest resolving the situation by sensible discussion

- Ask to contact a colleague and/or lawyer
- Ask to contact your national embassy. This is your legal right, but that does not mean it will be granted. If refused, continue to make the request until you are allowed
- Verify the identification of anybody who arrives claiming to be an embassy representative

Do not:

- Resist arrest, or be abusive or argumentative
- Try to bribe your way out of the situation
- Sign anything. If you are pushed to sign a document, politely decline until you have had the document examined and explained to you by a lawyer or embassy representative
- Agree to provide any kind of assistance to those detaining you in return for your release. If there is no other option, say that you will consider their proposal if released. Then contact your embassy for immediate assistance

Hijack or siege

During a hijack or siege situation, inappropriate behaviour may place not only your life in danger but also the lives of fellow hostages. If you are caught up in an incident:

Do:

- Remain calm
- Reassure neighbouring hostages
- Make yourself as unobtrusive as possible
- Listen to instructions and be cooperative
- Try to discourage any hostage who is obviously antagonising the hostage takers
- Identify the nearest safety exit and an alternative and memorise your route to them

- Plan protective action in the event that shooting breaks out
- If rescued, be ready to leave the aircraft / building as quickly as possible – do not try to recover your personal belongings first
- During a long siege request basic needs, especially if you need regular medication

Do not:

- Make eye contact with or antagonise the hostage takers
- Do anything to draw attention to yourself
- Make sudden movements that may startle the hijackers / hostage takers
- Set yourself up as a hostage leader unless no one else appears capable
- Enter into conversations about controversial topics
- Stand up or look about you to see what is happening during a rescue. Crouch / lie on the floor, keep your hands in view, and listen for any orders from the rescuers
- Try to overpower a hostage taker unless a coordinated operation has been agreed

Carjacking

Carjacking is a growing crime in many countries. It can happen at any time and an attack may be opportunistic or targeted. Some cars will be more attractive to carjackers than others but that does not mean that there is any such thing as a 'safe' car. If you are spending significant time in any countries where carjacking is prevalent you should consider taking a defensive driving course.

Most carjackers want to steal the car and any valuables in it, not harm the occupants. They will be armed but will probably only use violence if they meet resistance or are confronted by the police. In any incidence of carjacking you must never resist. Your safety must be the absolute priority.

Drive a common make of car that is unlikely to be attractive to carjackers and make sure the vehicle is well maintained.

Prevention

Whenever possible, avoid driving yourself and use a local driver. If this is not possible you should:

- Plan your route before setting out and always know exactly where you are
- Vary your travel routine
- Travel with more than one person in the car or in convoy with another vehicle
- Drive a common make of car that is unlikely to be attractive to carjackers and make sure the vehicle is well maintained
- Make sure the car has an alarm and steering lock and is always locked when unoccupied
- Consider fitting tinted windows (although in some countries this is illegal)
- Leave enough space between you and the car in front to give yourself an escape route
- Seek advice on high risk areas and dangerous times (usually after dark) and avoid driving in these
- Be fully aware of other vehicles in front and behind you – particularly when entering a cul de sac – and look out for cars waiting in side roads or off road parking spaces
- Never offer lifts or stop at accidents – drive on to the nearest safe location if you are involved in an accident
- Park in well lit areas, preferably somewhere with a parking attendant
- Check the area for anybody acting suspiciously when you return to your car
- Check that nobody is hiding inside the car, especially in the back
- If in doubt, take evasive action and drive to a busy area or a police station for protection

During a carjacking incident you may be threatened with a weapon.

Do:

- Obey all instructions given by the carjackers
- Keep your hands in view so that there is no danger that the criminals think you are reaching for a weapon
- Answer questions truthfully, especially about the car
- Express gratitude for any concessions offered
- Tell the carjackers if you are carrying a mobile phone and suggest turning it off to prevent any incoming calls from startling them

Do not:

- Make any sudden movements, or hesitate when told to move
- Ask questions or make provocative remarks
- Make eye contact or show any signs of recognition
- Look at the carjackers' vehicle

Consultancy services from NYA

NYA offers a range of consulting services to help clients develop the most effective risk management strategy against kidnap, extortion, piracy, wrongful detention, malicious product tampering and other global crises.

For further information please contact:
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