

Security Training Course



Generalities for personnel travelling on Site worldwide

Module 1 - Introduction



Training objective:

Indicate the most suitable behaviours to prevent risks and react to dangerous situations.




Beneficiaries:

Expatriates and employees who are about to go on a mission abroad.

Module 1 – Training Plan



Module 2



MODULE 2
Travelling and communications

In this module you will learn

- How to prevent and manage risks while travelling
- How and when to communicate in risk situations

Module 2 Lesson Map

TRAVELLING AND COMMUNICATIONS

LESSON MAP

Objectives



1. Air travel



2. Hotels



3. Road travel



4. Daily commutes

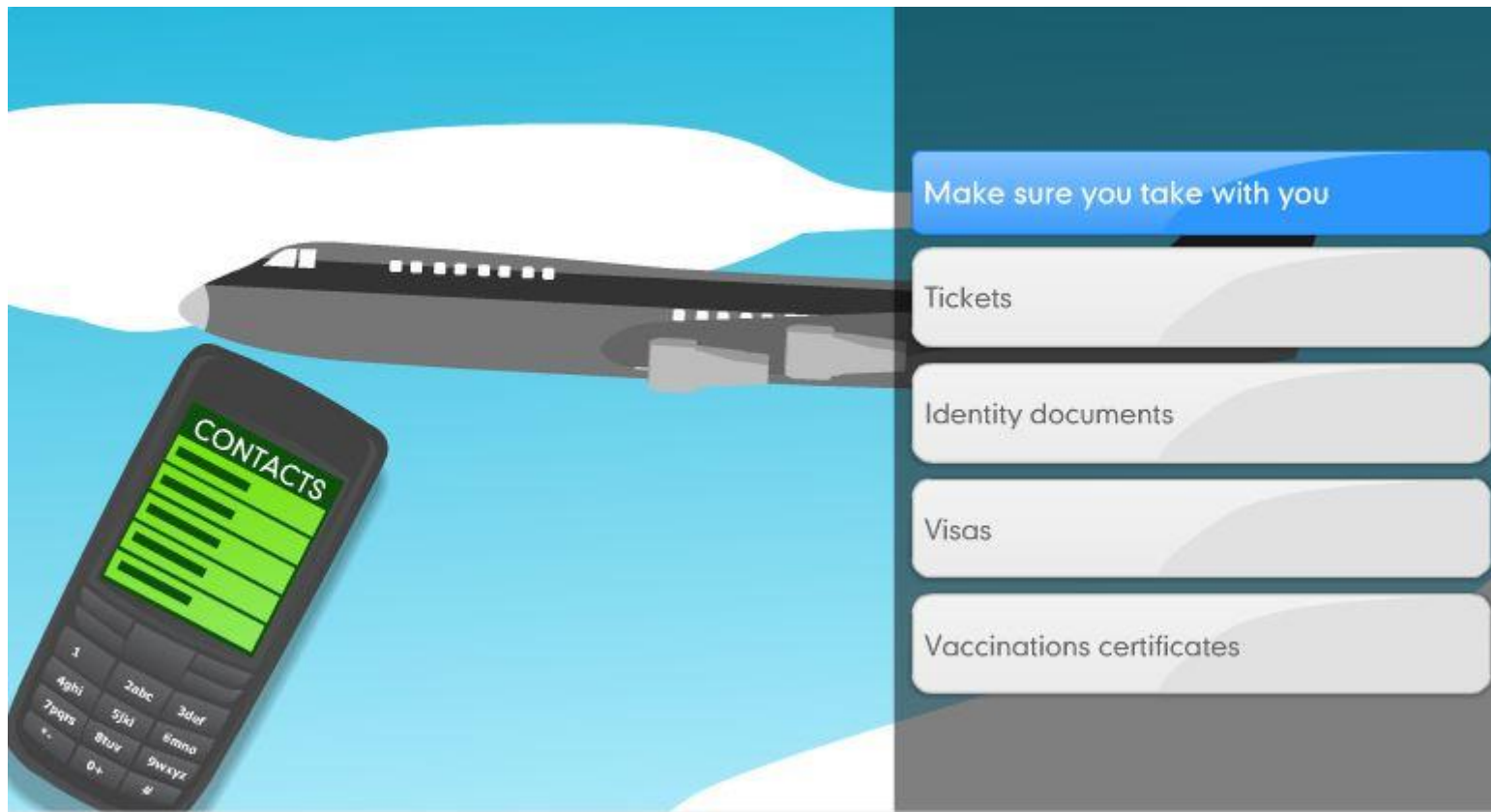


5. Communications

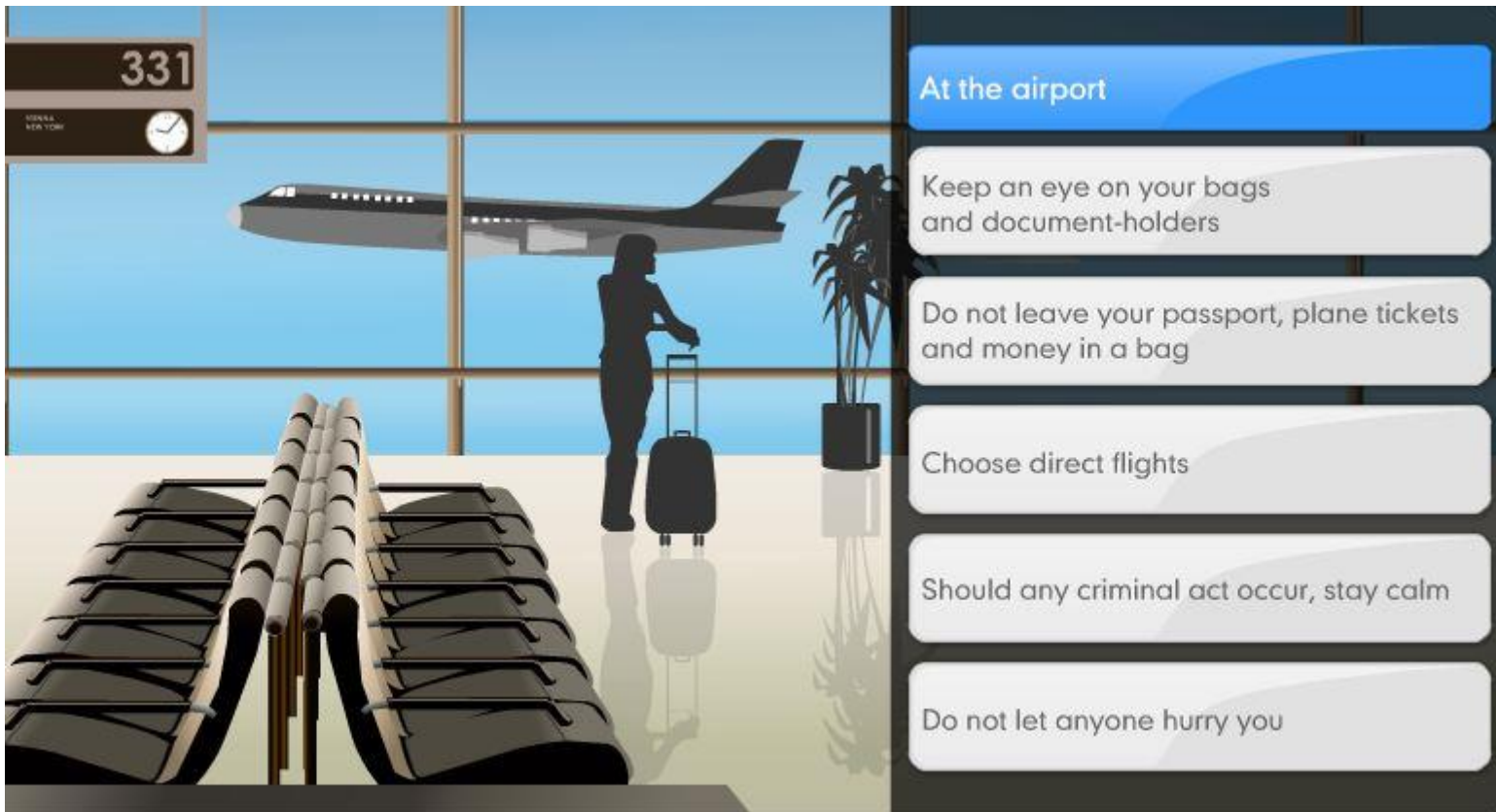


Summary

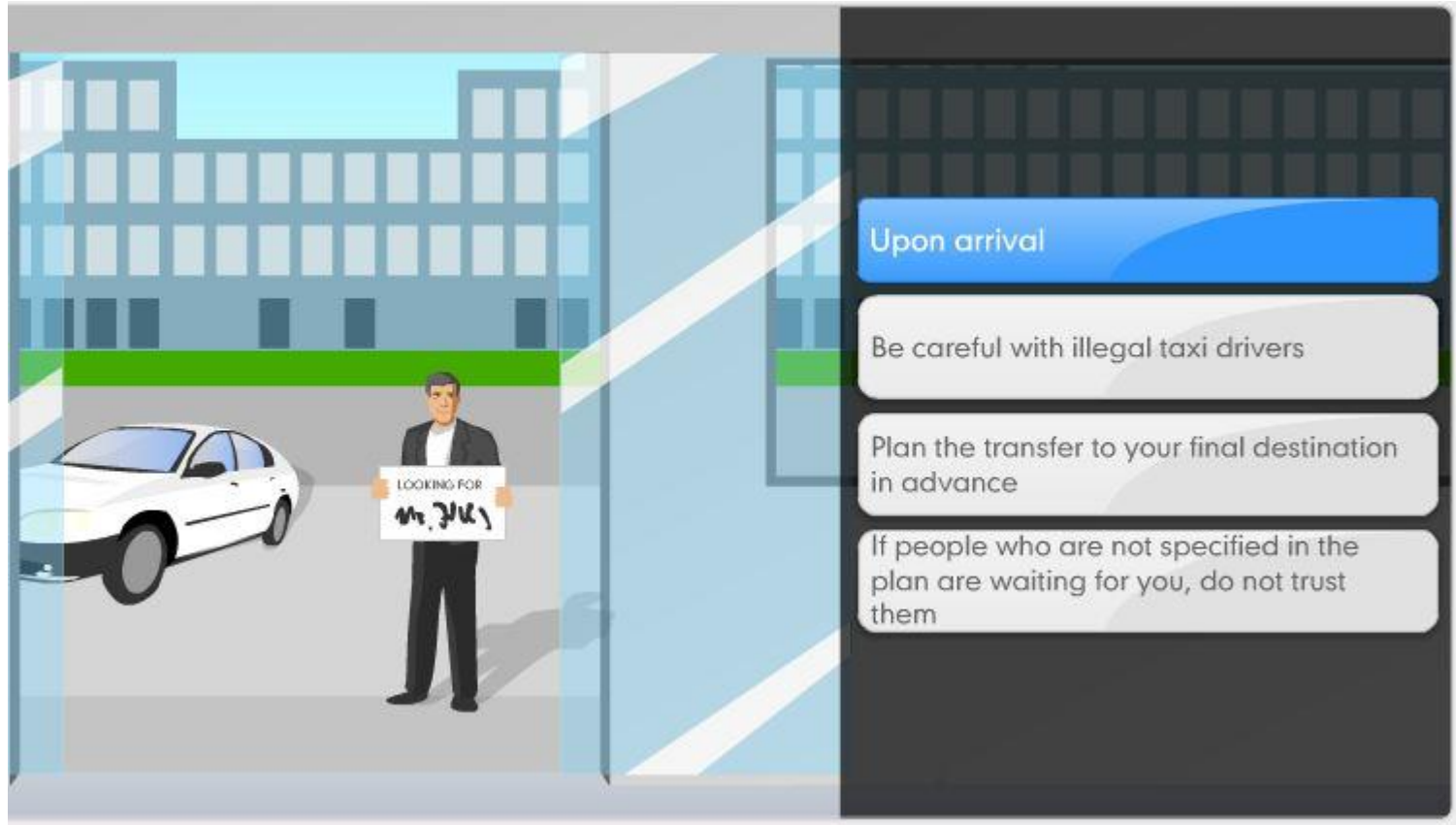
Module 2 – Air Travel – 1/3



Module 2 – Air Travel – 2/3



Module 2 – Air Travel – 3/3

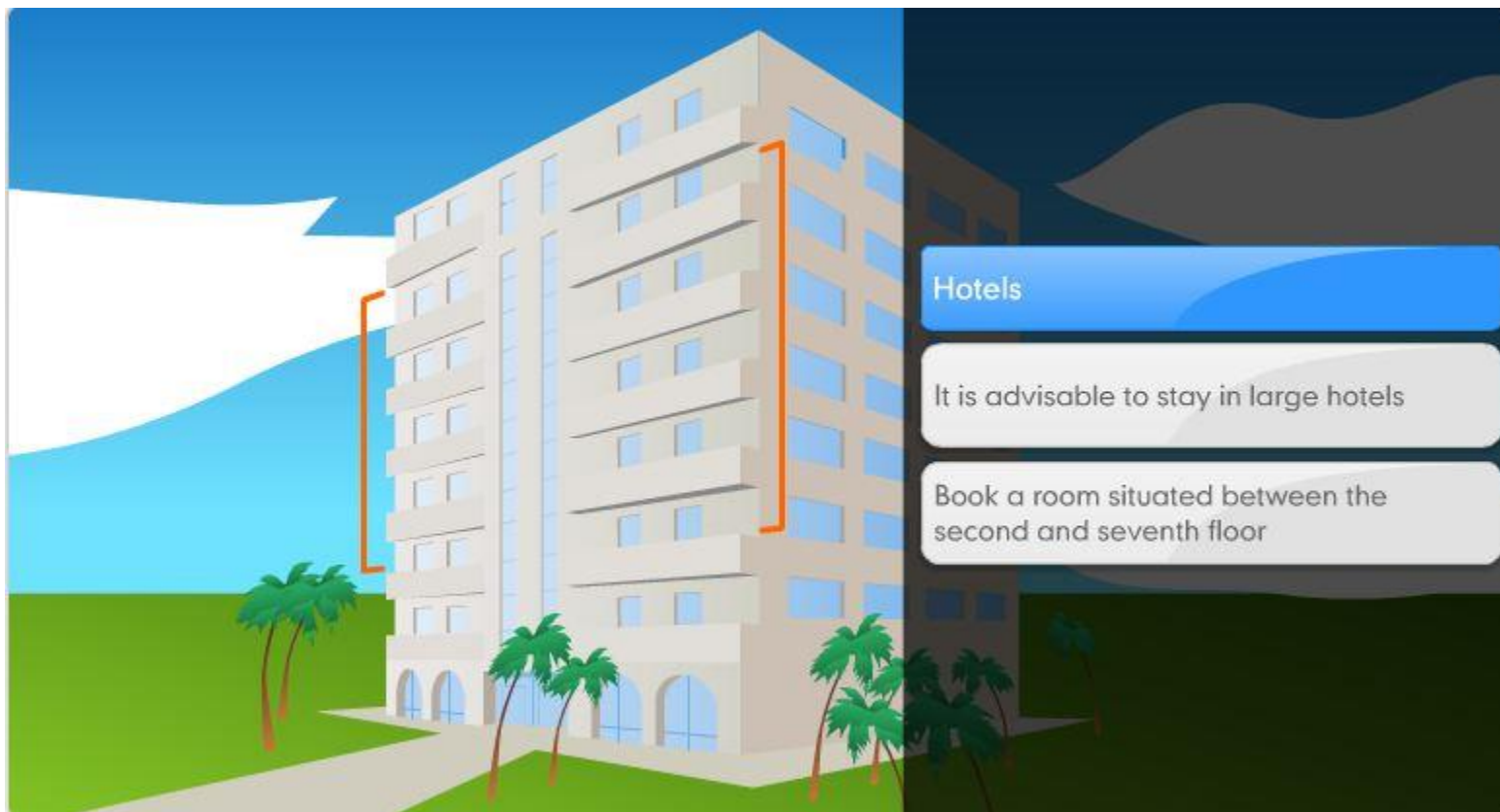


Module 2 – Air Travel - Revision

REVISION



Module 2 – Hotel – 1/7

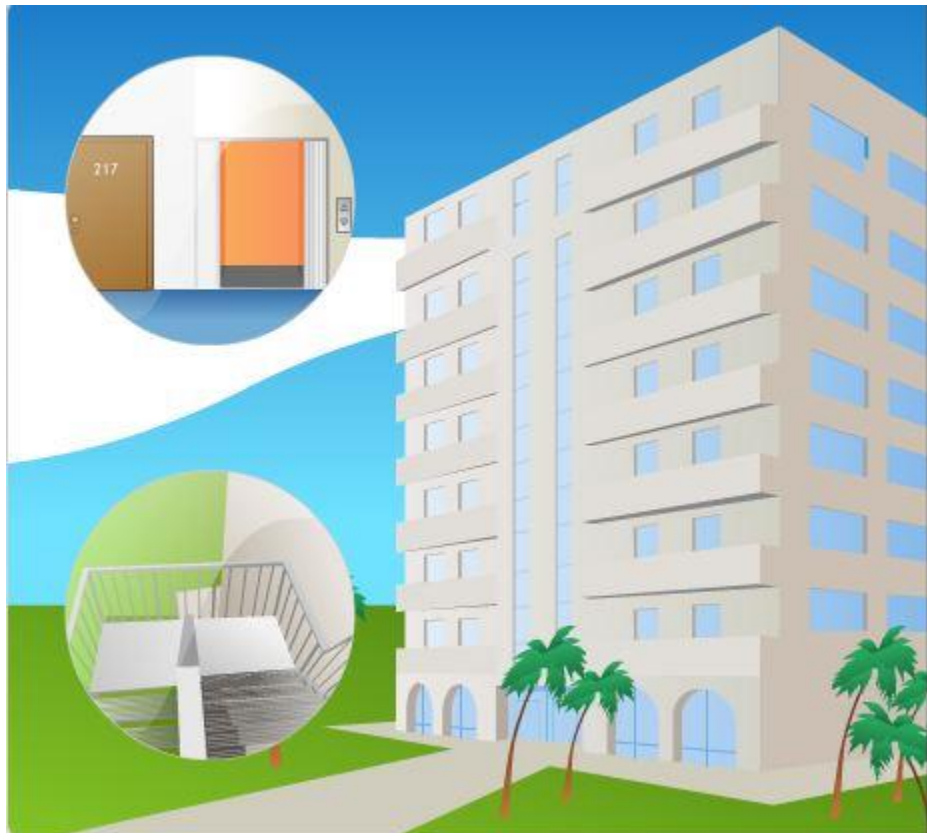


Hotels

It is advisable to stay in large hotels

Book a room situated between the second and seventh floor

Module 2 – Hotel – 2/7

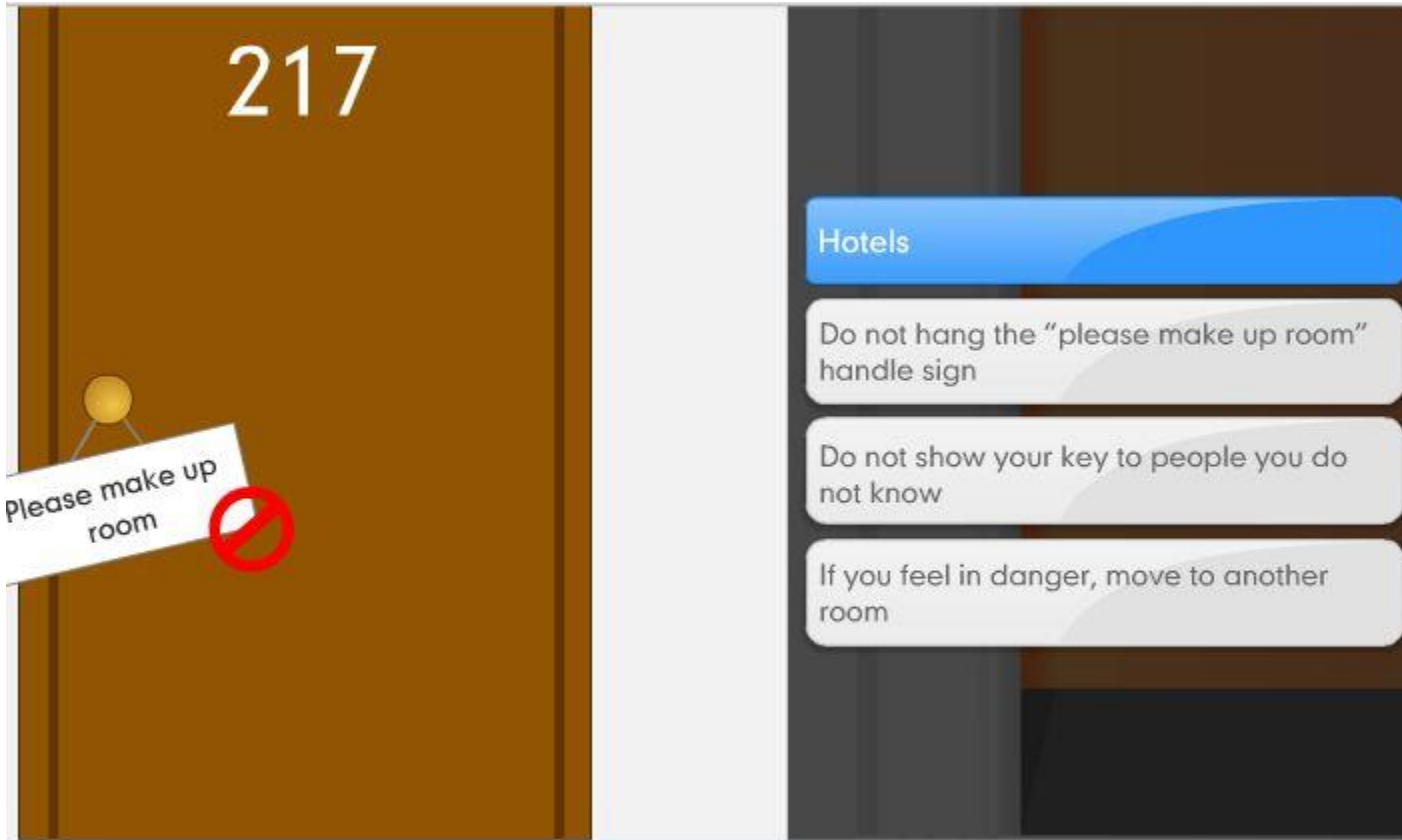


The illustration shows a multi-story hotel building with a modern design, featuring balconies and large windows. In the foreground, there are palm trees and a green lawn. Two circular insets are overlaid on the scene: the top-left inset shows a room door with the number '217' and an orange door; the bottom-left inset shows an emergency staircase with a white railing and a red fire extinguisher.

Hotels

- Reserve a room near the lift
- Ask and remember your colleagues' room numbers
- Locate the emergency stairs and remember the ones closest to your room
- Make sure that nobody is hiding in your room

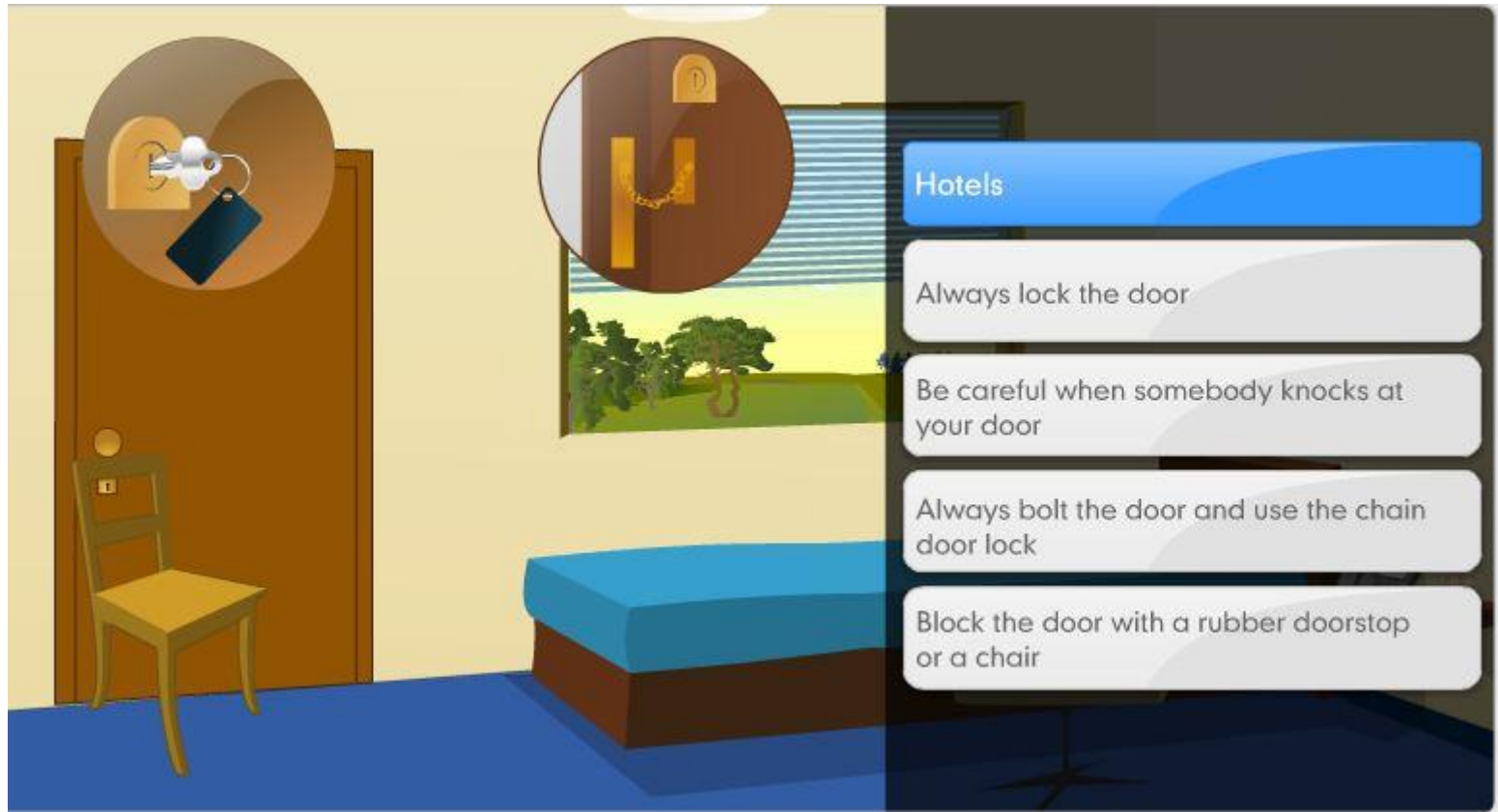
Module 2 – Hotel – 3/7



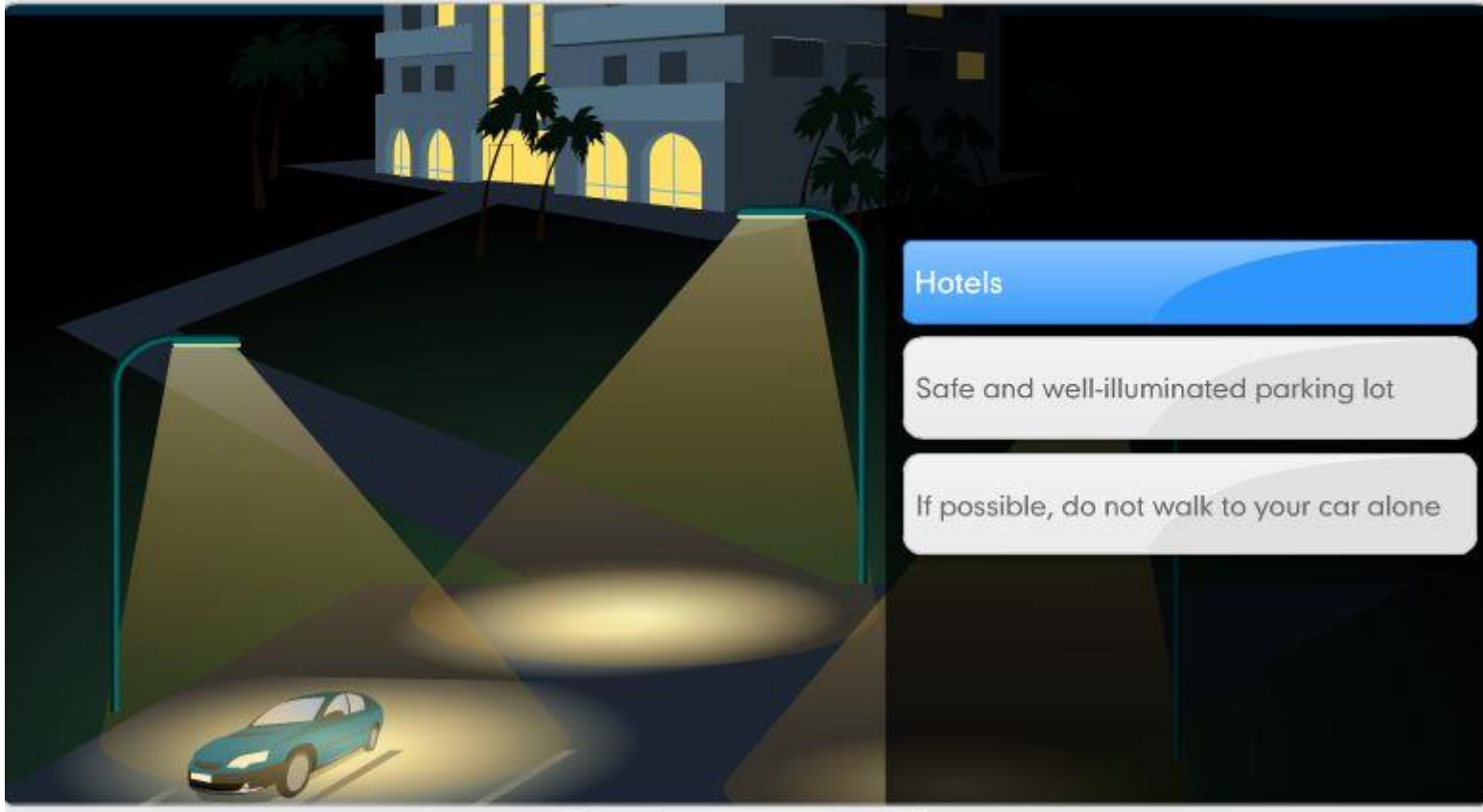
Module 2 – Hotel – 4/7



Module 2 – Hotel – 5/7



Module 2 – Hotel – 6/7

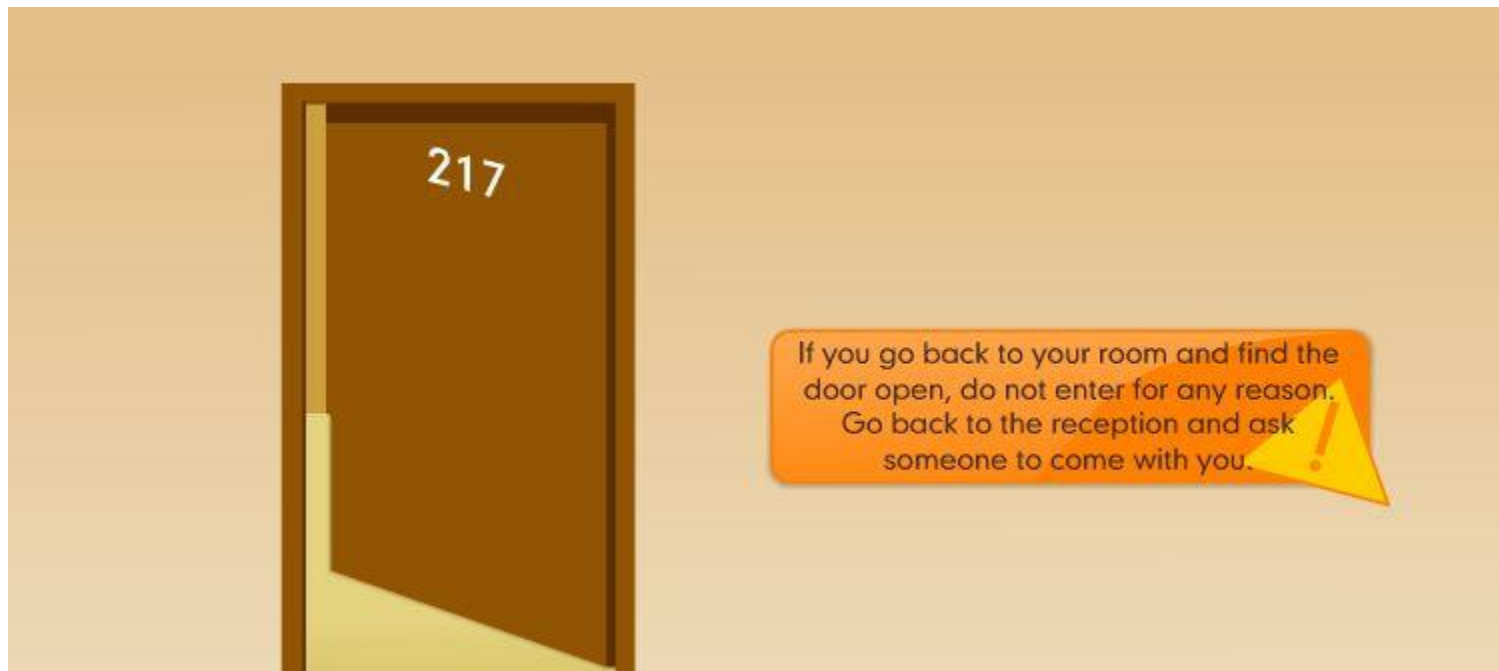


Hotels

Safe and well-illuminated parking lot

If possible, do not walk to your car alone

Module 2 – Hotel – 7/7



Module 2 – Hotel – Revision

REVISION



How to choose the hotel

Safe behaviours in the room

Transfers to and from the hotel



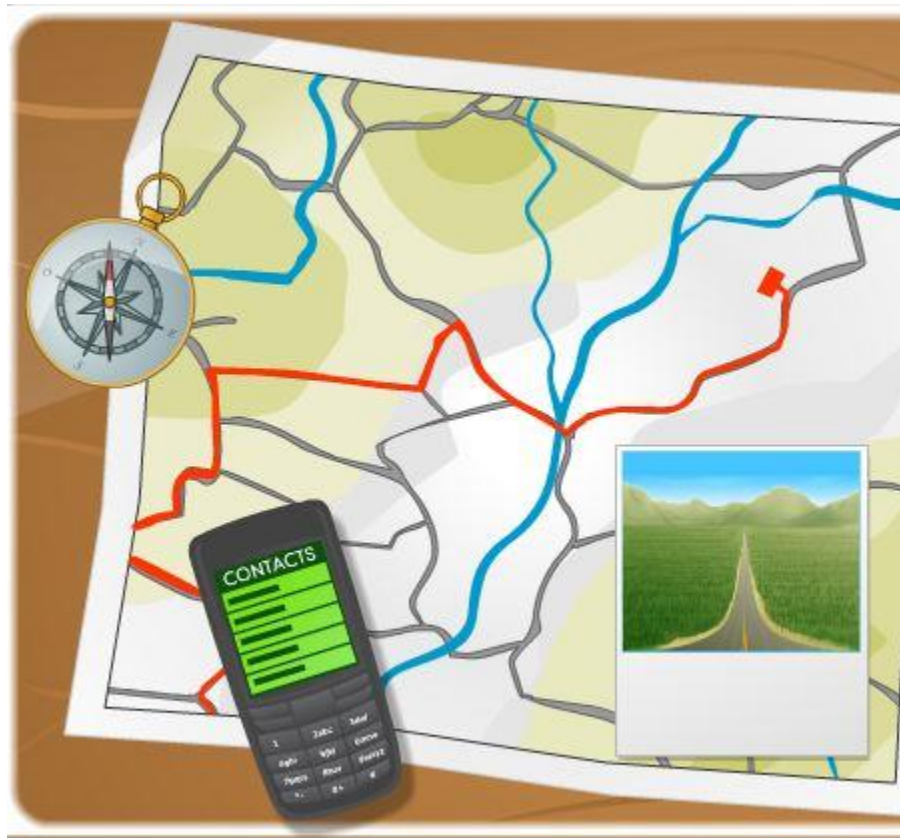
Module 3 – Road travel – 1/12



Module 3 – Road travel – 2/12



Module 3 – Road travel – 3/13



The illustration shows a road map with a compass, a smartphone displaying a contacts list, and a road stretching into the distance. The map features a red route and a blue route. The smartphone screen shows a list of contacts with names and phone numbers. The road in the distance is flanked by green hills under a blue sky.

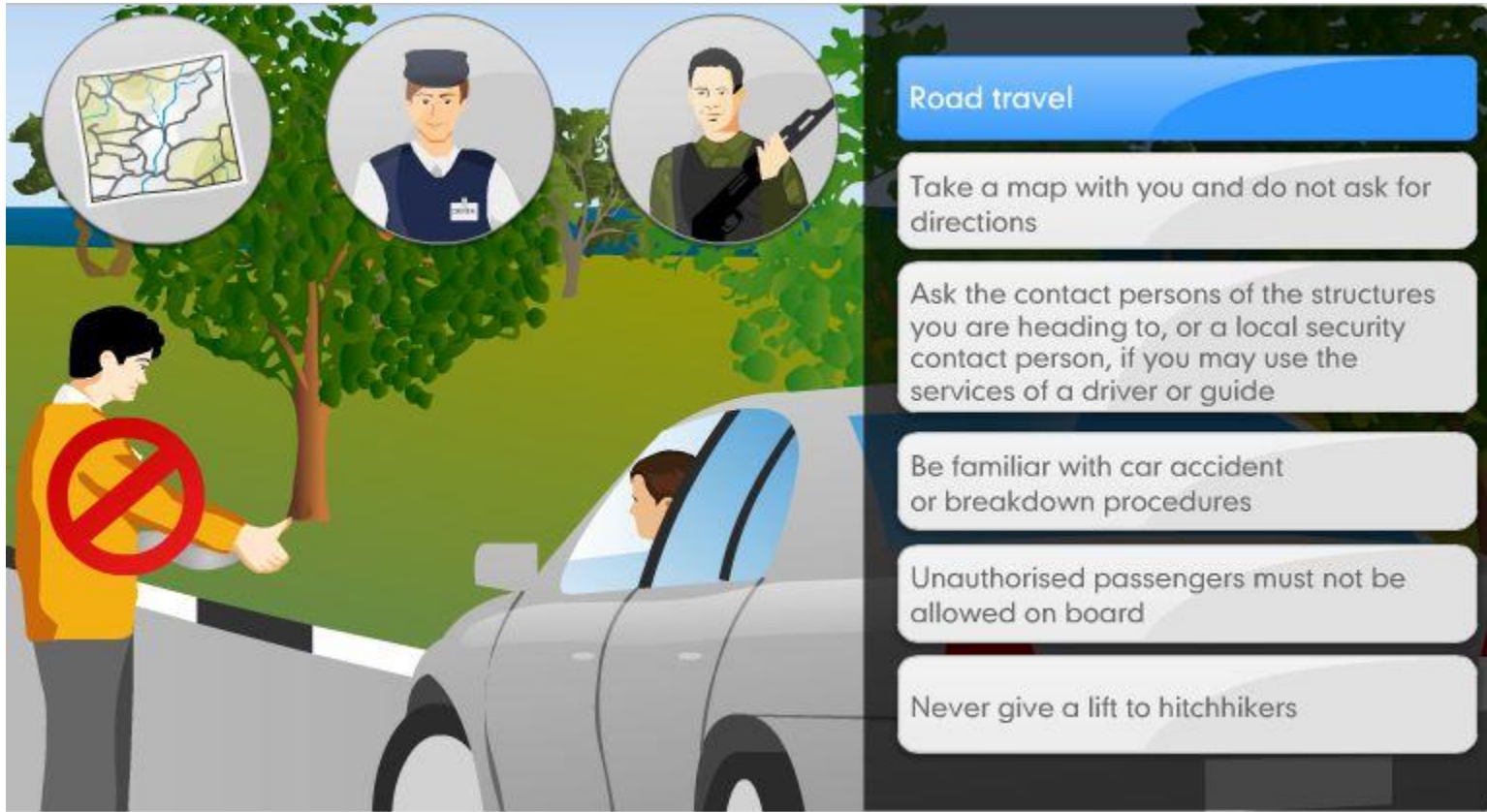
Road travel

- Plan your trip as accurately as possible and inform all people concerned
- Always take with you the phone numbers of the contact points in your office and in the office at destination
- Let them know in advance your travel plan, schedule and even any minor changes to the plan

Module 2 – Road travel – 4/12



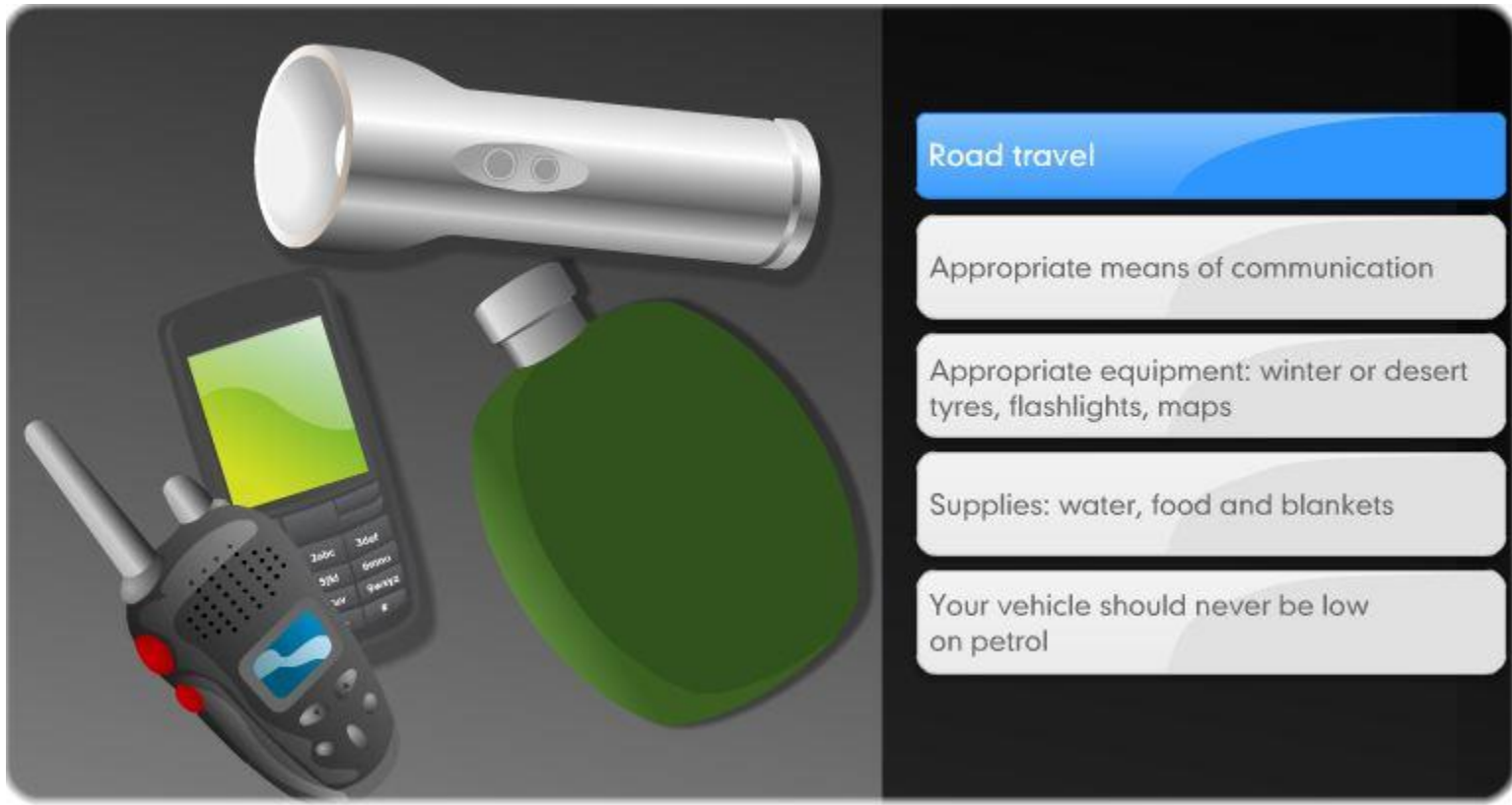
Module 2 – Road travel – 5/12



Road travel

- Take a map with you and do not ask for directions
- Ask the contact persons of the structures you are heading to, or a local security contact person, if you may use the services of a driver or guide
- Be familiar with car accident or breakdown procedures
- Unauthorised passengers must not be allowed on board
- Never give a lift to hitchhikers

Module 2 – Road travel – 6/12



Module 2 – Road travel – 7/12



The illustration depicts a road ambush scenario. In the foreground, two armed individuals in black balaclavas are crouching on a grassy area, aiming rifles towards a vehicle. In the background, another armed individual stands near a doorway. A green van is partially visible on the left. A circular inset shows a road intersection with green arrows indicating safe travel directions and red 'no' symbols indicating dangerous areas. Another circular inset shows a road with several cars and spotlights, representing a well-lit and trafficked road.

Avoid dangerous areas

Stay away from areas at high risk of ambushes, snipers or conflicts

Be informed about alternative routes

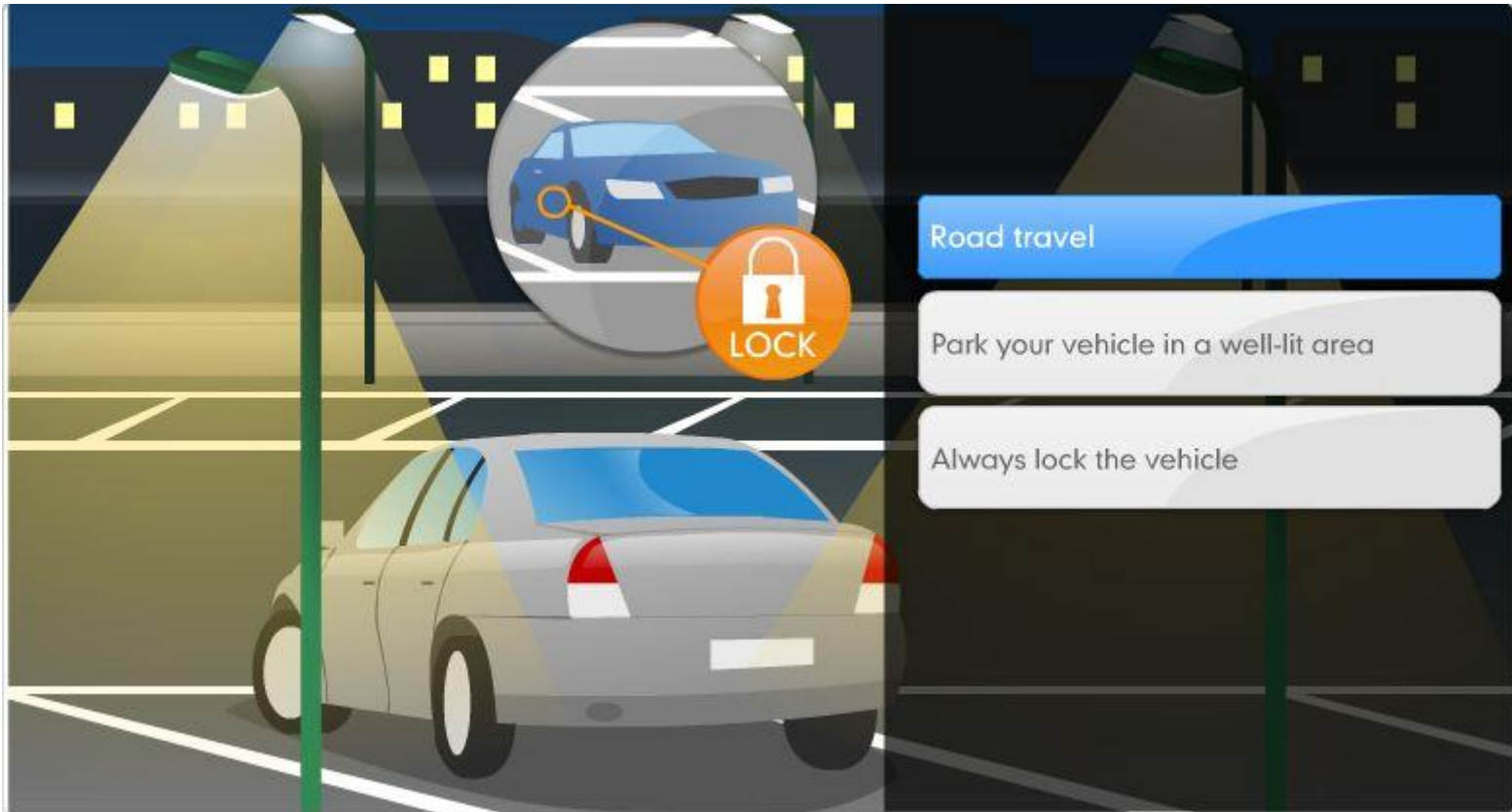
Keep to the main road

Drive along trafficked and well-lighted roads

Module 2 – Road travel – 8/12



Module 2 – Road travel – 9/12

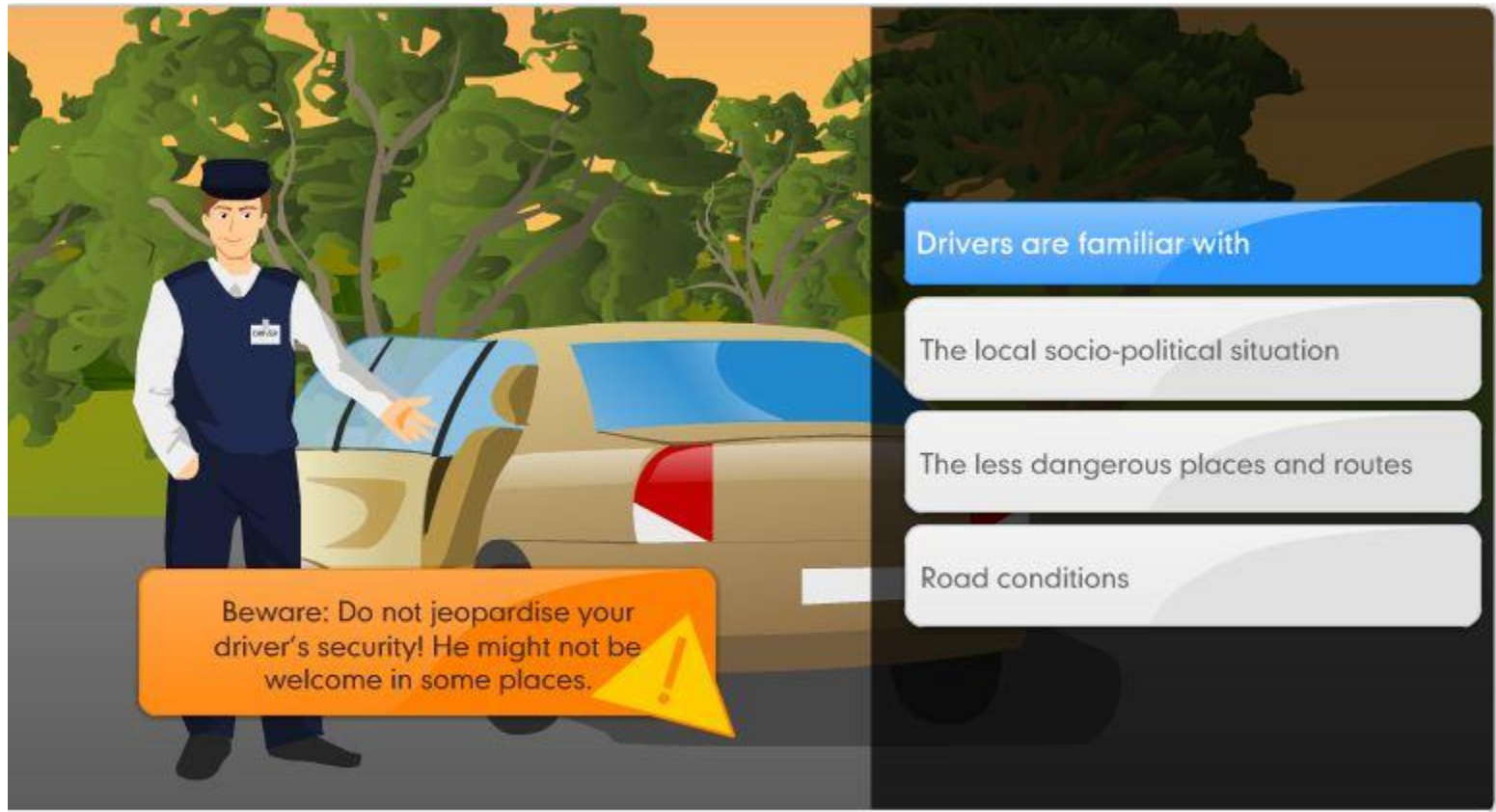


Road travel

Park your vehicle in a well-lit area

Always lock the vehicle

Module 2 – Road travel – 10/12



Beware: Do not jeopardise your driver's security! He might not be welcome in some places.

Drivers are familiar with

- The local socio-political situation
- The less dangerous places and routes
- Road conditions

Module 2 – Road travel – 11/12



The illustration shows a driver in a tan car wearing a cap and a vest, holding a phone. The background features stylized city buildings. An orange callout box with a warning icon is positioned at the bottom left of the car. To the right of the car is a dark grey panel containing a list of driving requirements.

Remember!
The driver must not know the reason for your trip.

The driver must

- be informed about the itinerary and the final destination
- Make sure the vehicle is in good conditions
- Follow traffic rules
- Drive carefully

Module 2 – Road travel – 12/12



Communications should be managed by one of the passengers

Passengers must

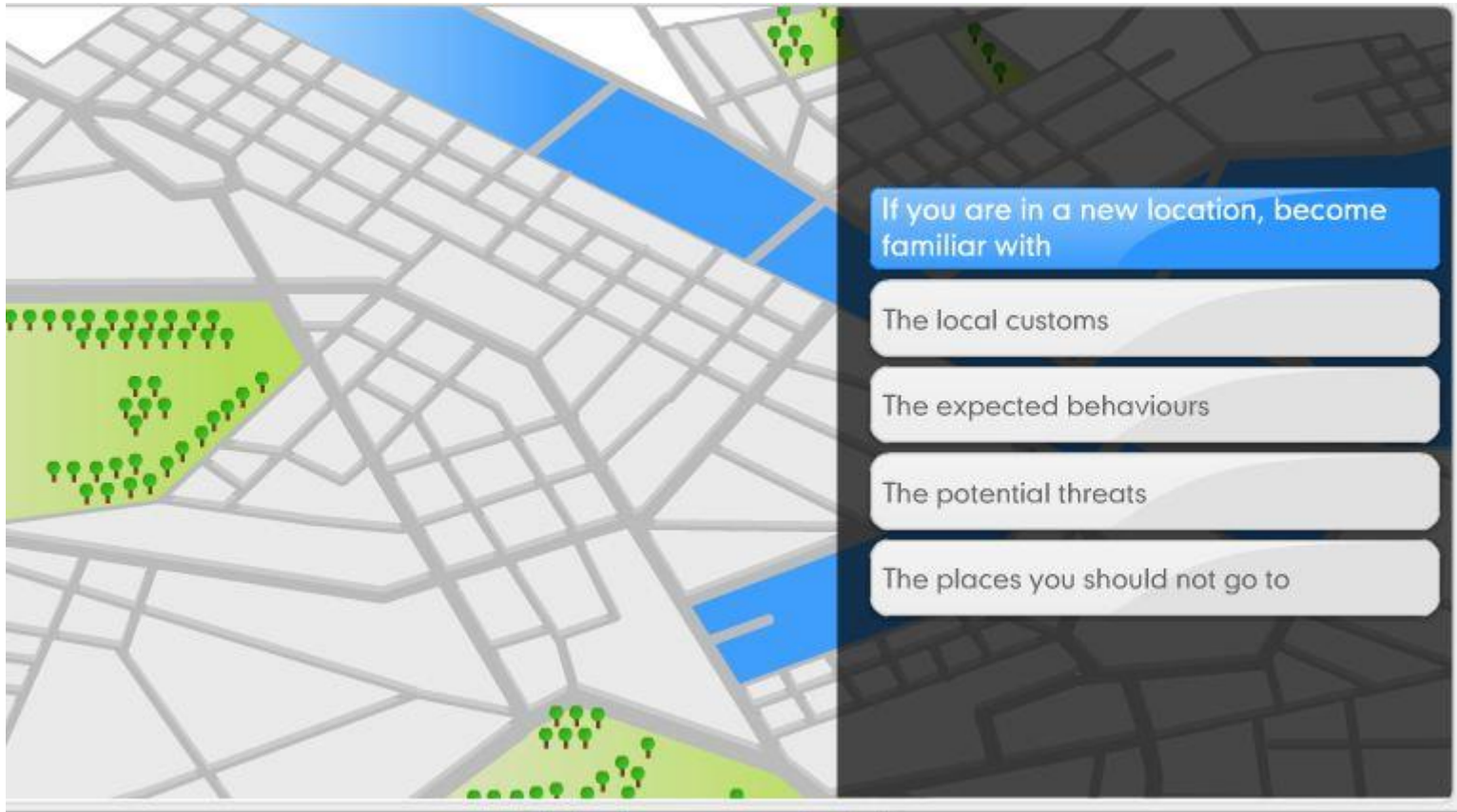
- Talk to the driver to plan a suitable trip schedule
- Communicate any changes and information to the driver
- Remind the driver to follow traffic rules
- Tell the driver to slow down, if necessary

The illustration shows a brown car with a driver and two passengers. A yellow warning triangle icon is positioned next to the orange callout box. The background features a stylized cityscape with blue buildings under a light blue sky.

Module 2 – Road travel – Revision



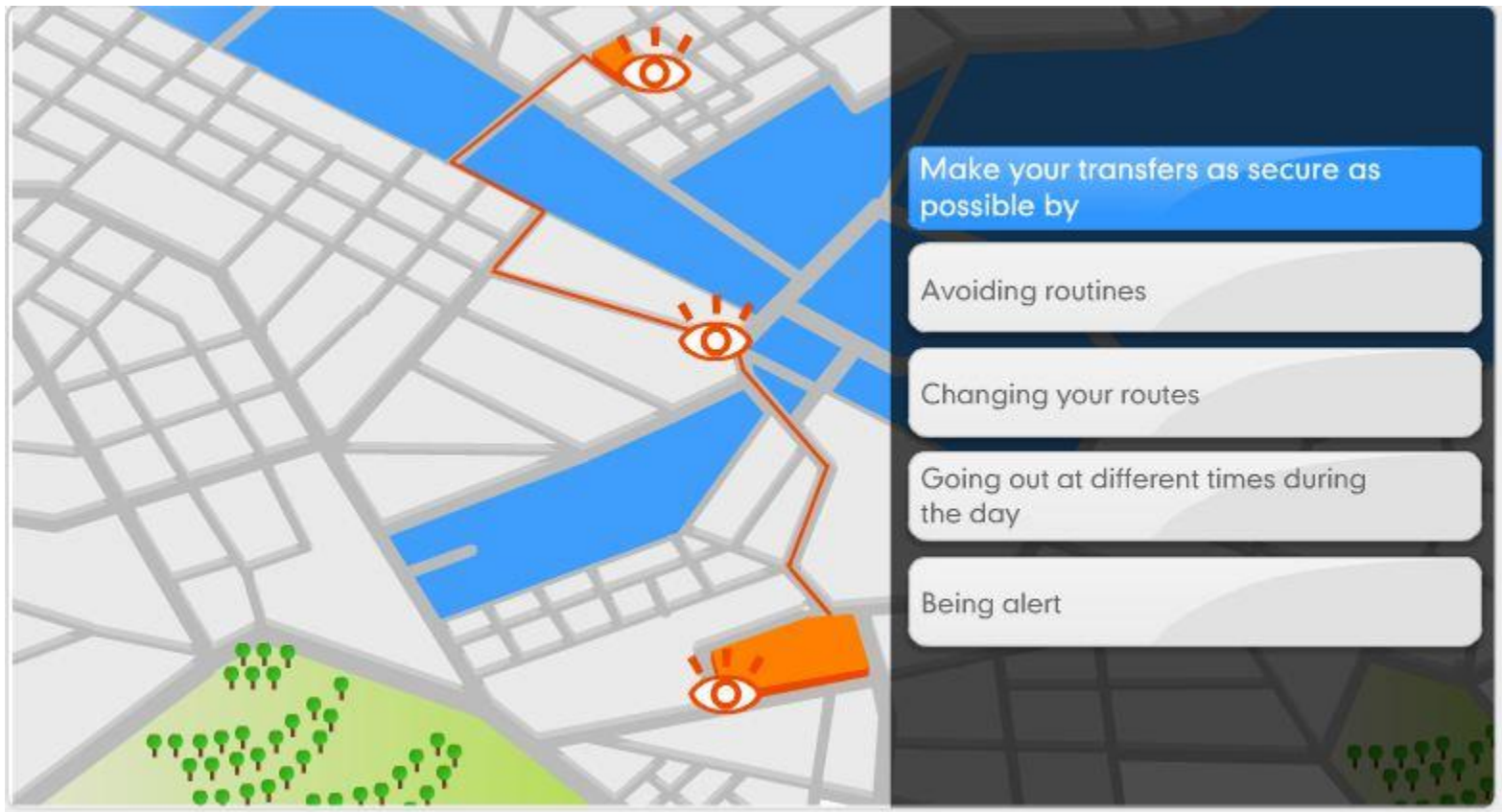
Module 2- Daily commutes - 1/9



Module 2- Daily commutes – 2/9



Module 2- Daily commutes – 3/9



Module 2- Daily commutes – 4/9



Module 2- Daily commutes – 5/9



Module 2- Daily commutes – 6/9



Module 2- Daily commutes – 7/9



When you go on foot

- If possible, walk in the direction opposite to the road traffic
- Do not take any shortcuts
- Do not wear headphones
- Do not walk alone


Module 2- Daily commutes – 8/9



Keys

- Carry only the keys you use
- Do not write your name or address on the key fob
- Make sure you can recognise them also in the dark
- Keep the keys ready in your hand, but do not show them
- They should not tinkle in your hand

Module 2- Daily commutes – 9/9



The illustration shows a grey car in the foreground driving on a road. A black car is following it from behind. In the upper left corner, there is a circular inset map showing a city grid with a blue 'H' icon representing a hospital. The road has a yellow dashed line on the left and a white dashed line on the right.

If you think you are being followed

- If you think you are being followed
- Do not enter your driveway
- Do not park in an isolated area
- Go to a place where you can get some help
- If somebody manages to force you to drive somewhere, keep sounding the horn
- Do not turn the engine off
- Do not drive recklessly

Module 2 - Daily commutes - Revision

REVISION

	Issues to consider when in a new location		How to behave when going on foot
	How to increase security during daily commutes		How to handle the keys appropriately
	The "family trick"		What to do when you think you are being followed



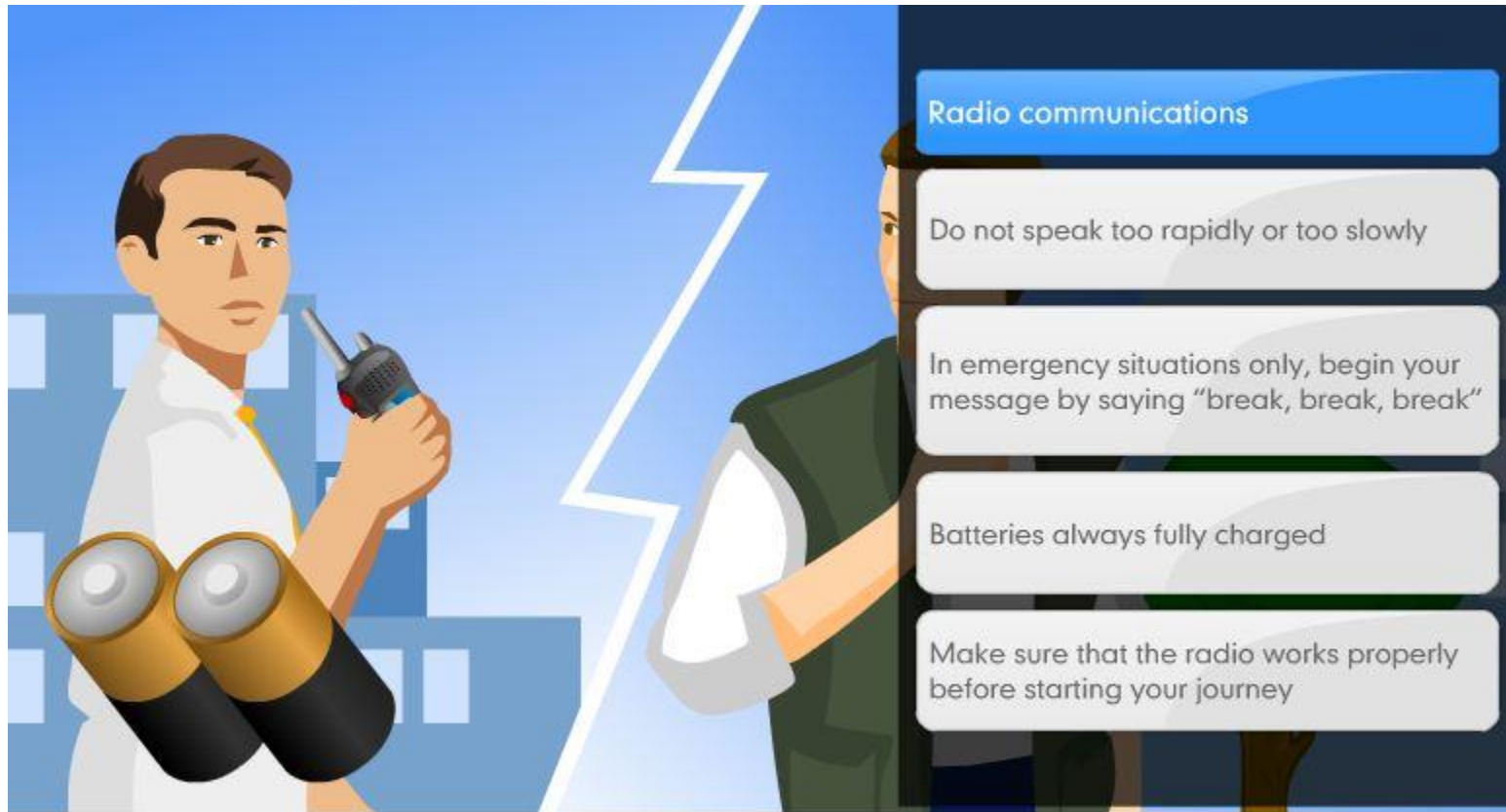
Module 2 - Radio communications – 1/4



Module 2 - Radio communications – 2/4



Module 2 - Radio communications – 3/4



Module 2 - Radio communications – 4/4



International radio terminology

- Roger - "Message received and understood".
- Standby - "Do not transmit until I get in contact with you: I need time".
- Out - "Transmission is over. I do not expect a reply".
- Wilco (Will comply) - "Message received and understood. I will act as requested."
- Acknowledge - "Acknowledge receipt of my message".
- Affirmative - "Yes, correct".

• Roger
• Standby
• Out
• Wilco
• Acknowledge
• Affirmative

Module 2 - Radio communications – Revision

REVISION



Module 2 - Conclusions




SUMMARY MODULE 2
Travelling and communications

In this module you have learnt the following

- how to prevent and manage risks while travelling;
- how and when to communicate in risk situations.

Module 3 deals with the protection of your house and office.

Module 3



MODULE 3
Protecting the house and workplace

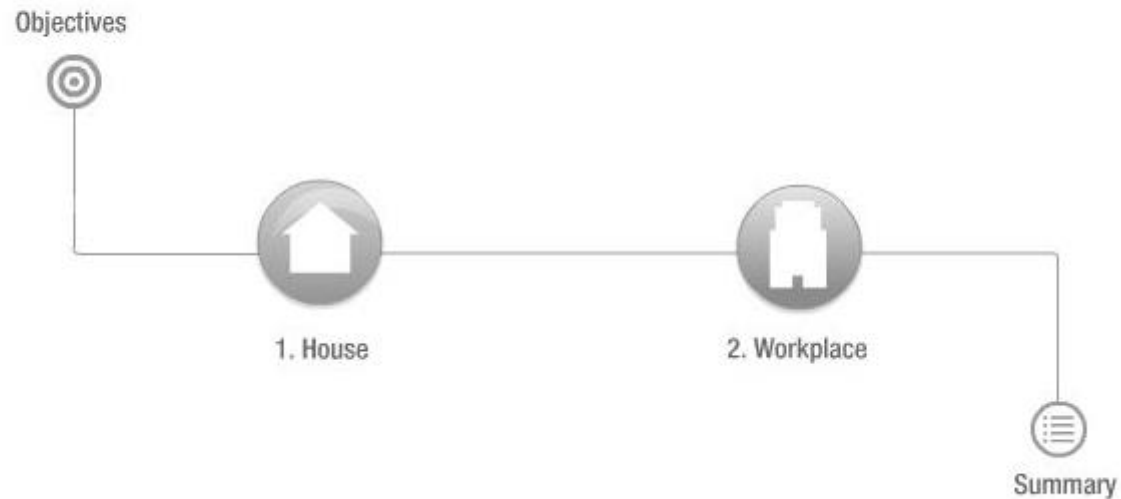
In this module you will learn

- Proper suggestions and conduct to enhance safety at home and at work
- How to choose the area you will live in and the household staff

Module 3 - Protecting the house and the workplace

MODULE 3 - PROTECTING THE HOUSE AND WORKPLACE

LESSON MAP



Module 3 – Your home – 1/20



Module 3 – Your home – 2/20

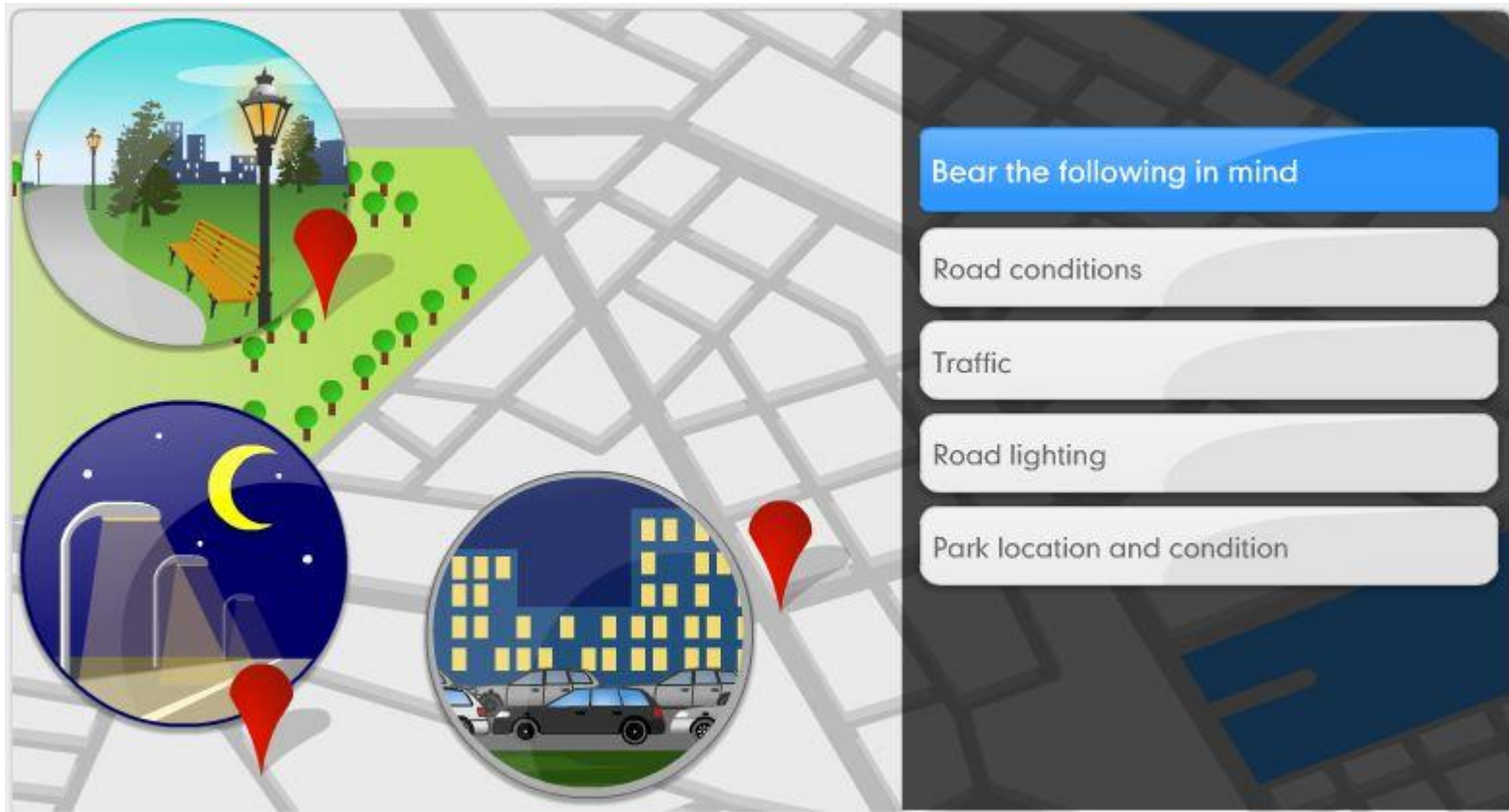


The graphic consists of two main parts. On the left is a stylized map of a city grid with a central circular inset showing a house. Three red location pins with yellow warning triangles are placed on the map. On the right is a dark grey panel with a blue header and three white text boxes.

Upon arrival

- The most secure areas where to live
- The most widely diffused crimes
- The most effective security measures to protect your home

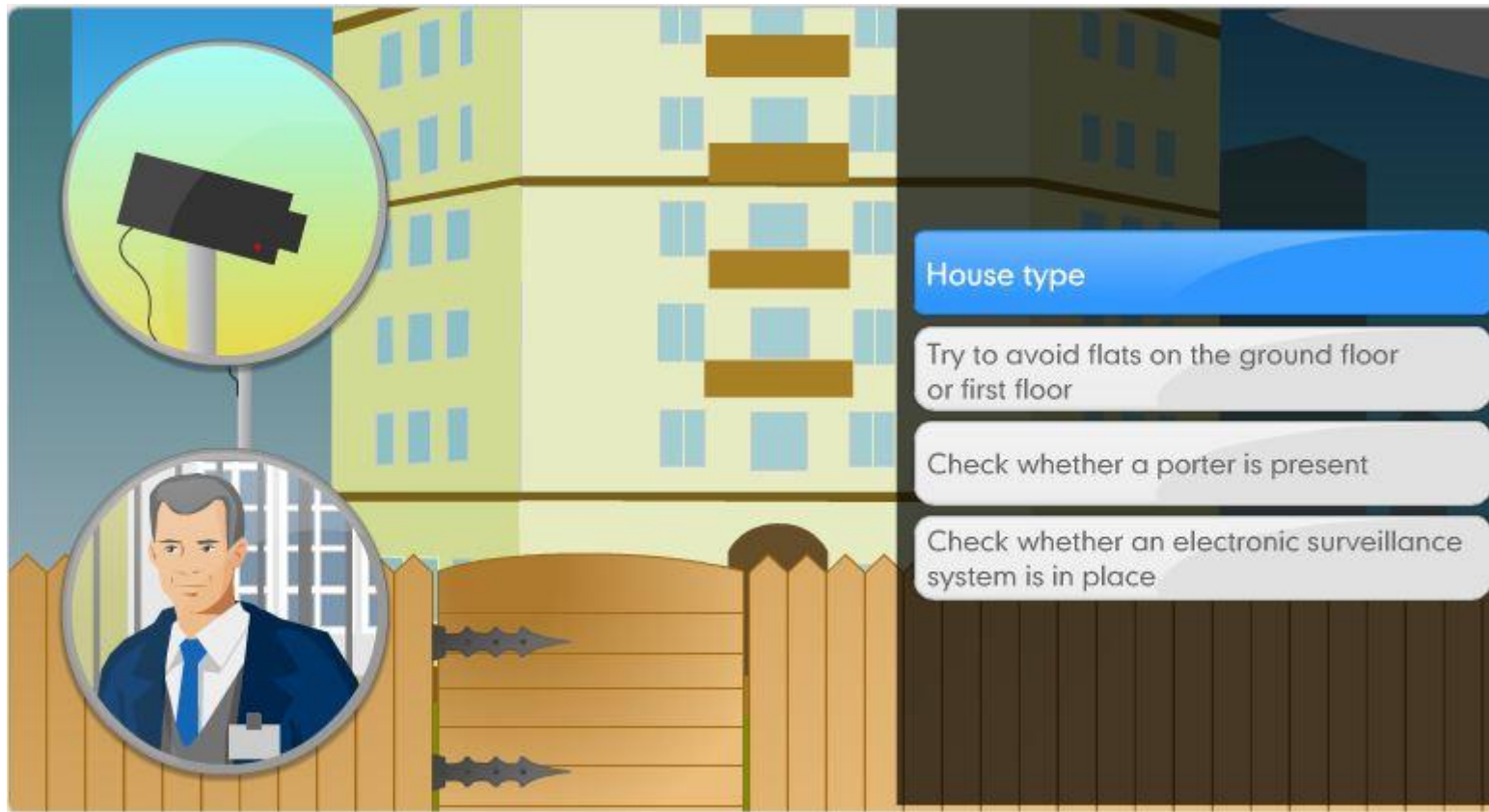
Module 3 – Your home – 3/20



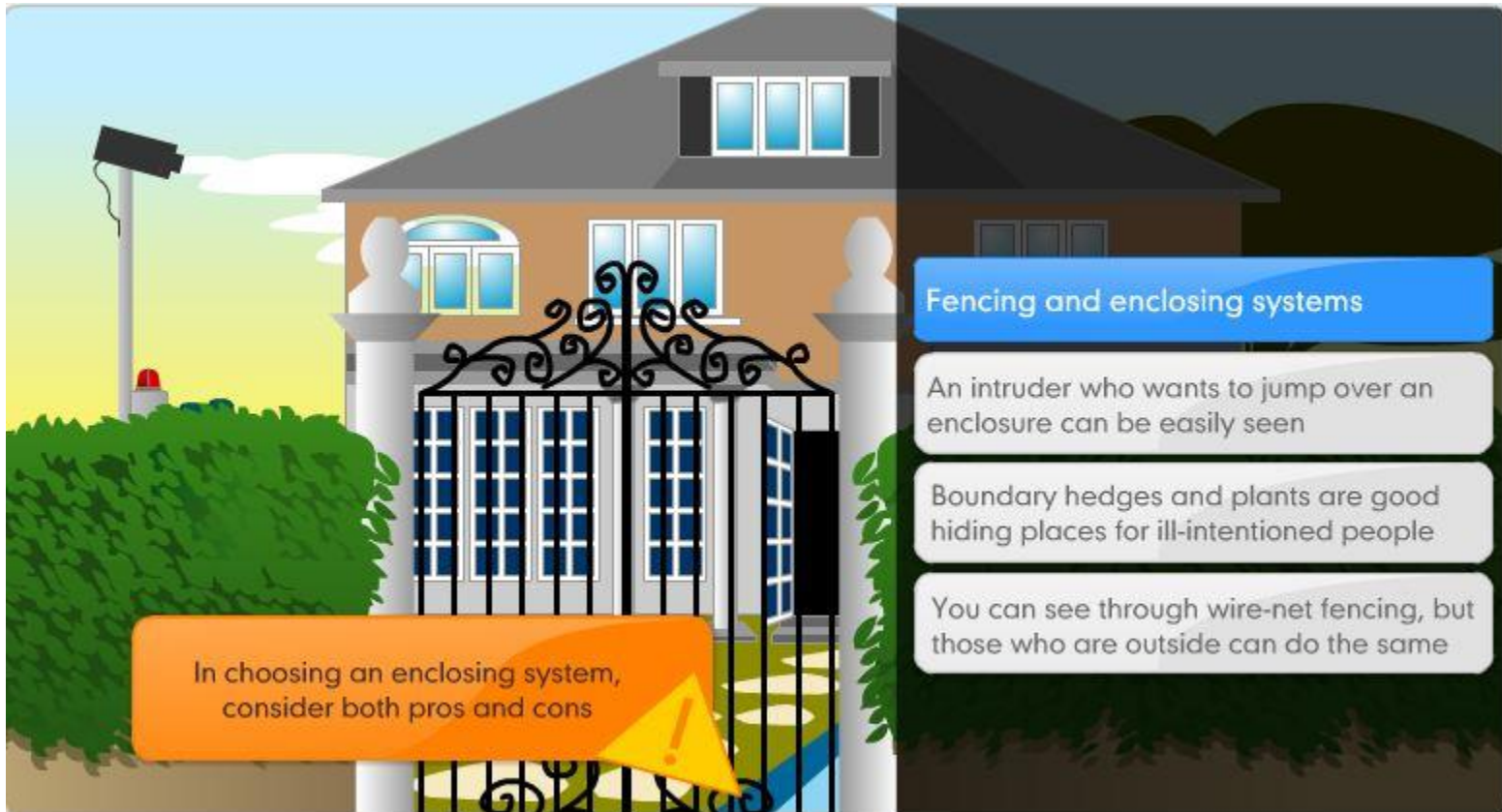
Module 3 – Your home – 4/20



Module 3 – Your home – 5/20



Module 3 – Your home – 6/20



Module 3 – Your home – 7/20



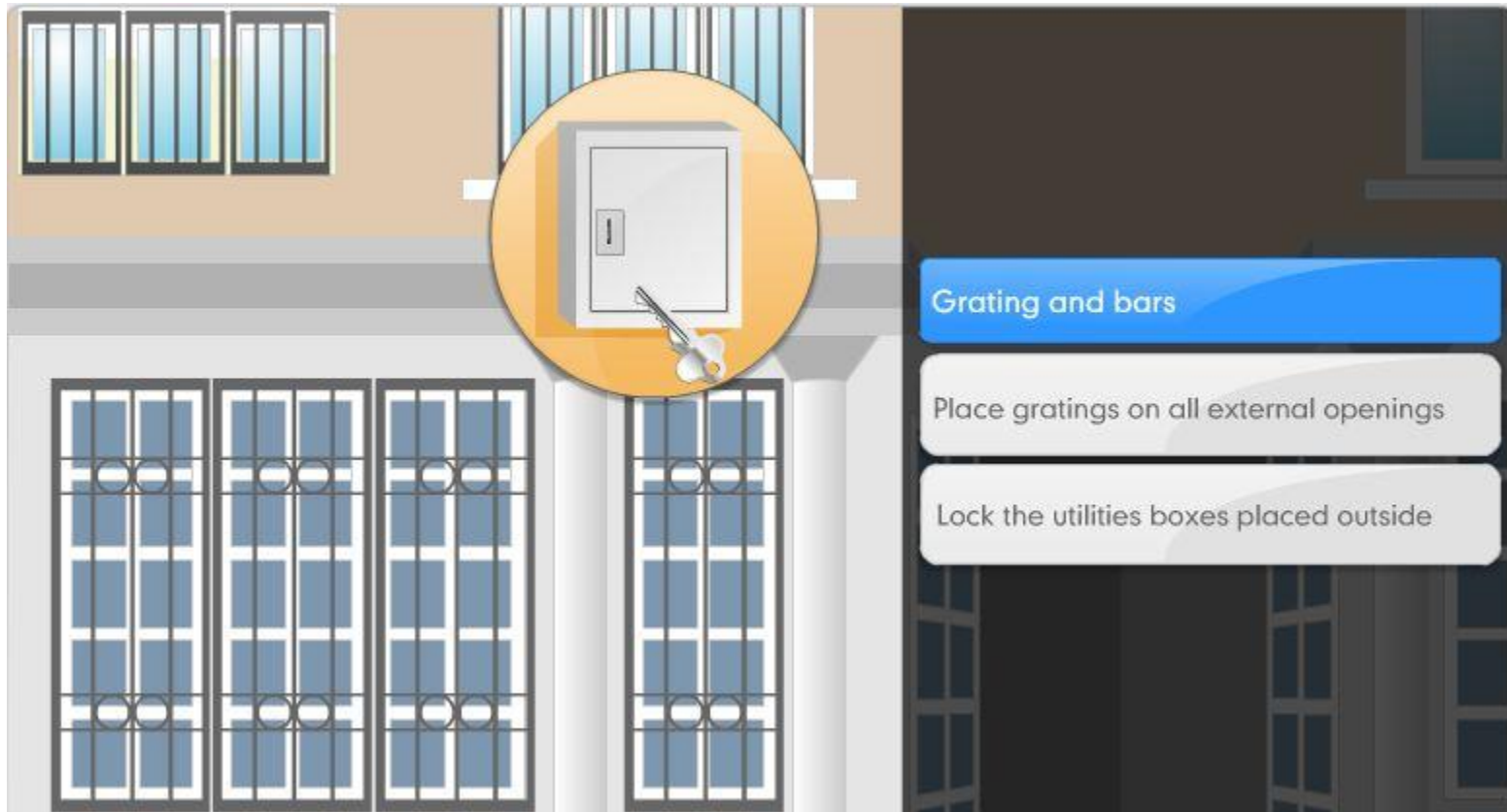
Remember: If possible, an enclosing wall should be more than 2 metre high.

Fencing and enclosing systems

Walls guarantee the best protection

An enclosing wall is secure only if its gate is secure

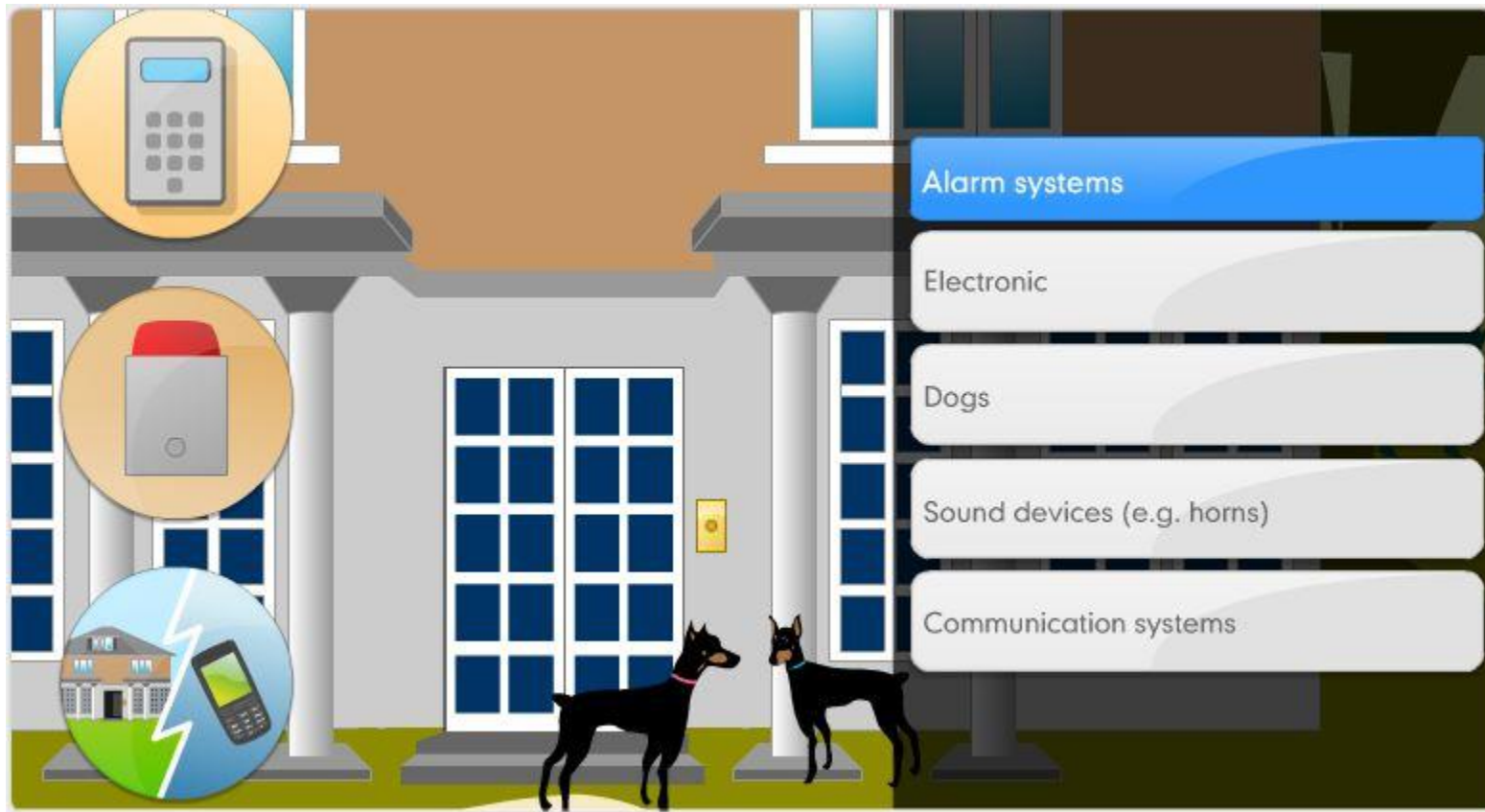
Module 3 – Your home – 8/20



Module 3 – Your home – 9/20



Module 3 – Your home – 10/20



Module 3 – Your home – 11/20



Private guards

Hired by surveillance firms

Trained and equipped

Sometimes they are local police members

Module 3 – Your home – 12/20



Module 3 – Your home – 13/20



Module 3 – Your home – 14/20



Module 3 – Your home – 15/20



The illustration shows a man in a black tuxedo jacket, white shirt, and black bow tie standing in a living room. Above him are four circular icons: a house on a map, a document, a red arrow pointing into a house, and a hand holding keys with a red prohibition sign over it. The living room features a green sofa, a coffee table with a plant, and a window with a view of a city.

Household staff

- Find out where they live
- Ask them to give you details of the documents
- In the event of dishonest conduct from one of your employees, send him/her away from your home and dismiss him/her from the assignment
- Do not give them the house keys

Module 3 – Your home – 16/20



The illustration shows a butler in a black tuxedo jacket, white shirt, and black bow tie, standing in a living room. He is holding a large white document titled "RULES" with several lines of text and a small house icon at the bottom. The room features a large window with a view of a city skyline, a green sofa, and a floor lamp. A hand is visible on the left side of the frame, holding the "RULES" document.

Household staff must

- Identify the visitors, before opening the door
- Not let unauthorised people in
- Not give any information about you and your family
- Make sure that nobody talks about you and your family to others
- Inform you if they notice suspect people

Module 3 – Your home – 17/20

Remember: Your household staff may unintentionally know many details of your life.

RULES

- Give them the strictly necessary information only
- Do not leave your documents or pc unattended or easily accessible
- Protect your ICT data by setting a PC password

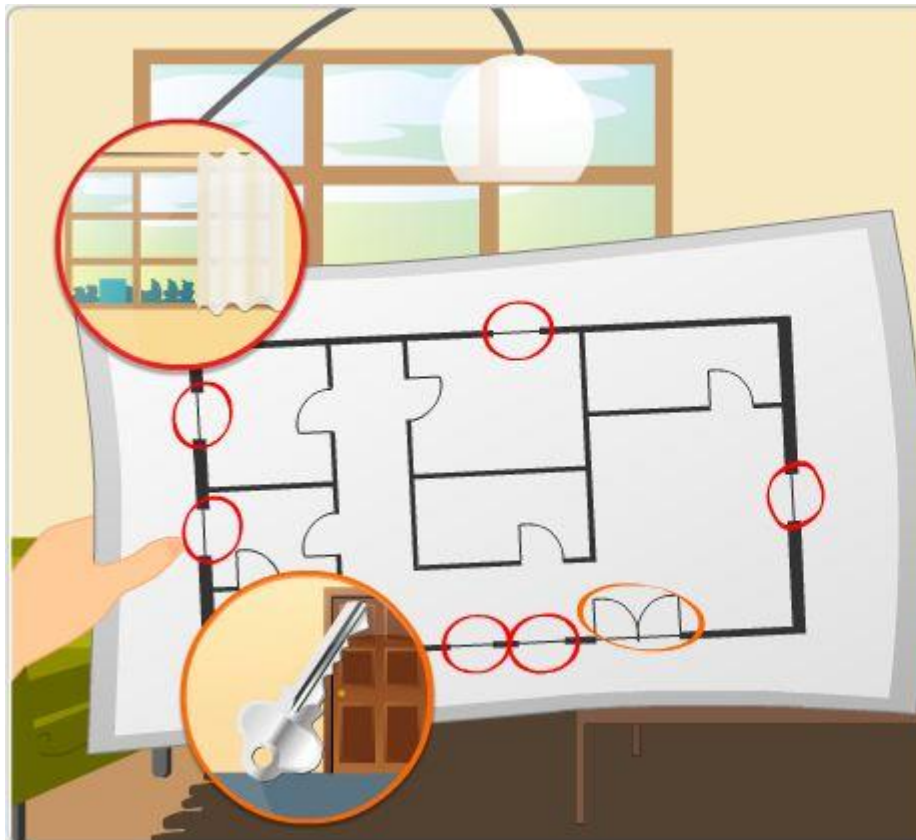
Module 3 – Your home – 18/20



Household staff

- Let them know if you are waiting for a deliveryman or a technician
- Should this not be the case, they shall not let anybody in, unless you have been previously informed
- Deliverymen and technicians must provide their identification details
- If you notice something unusual, call the company to check and, whenever possible, inform the Security Manager

Module 3 – Your home – 19/20



Behaviours for household security

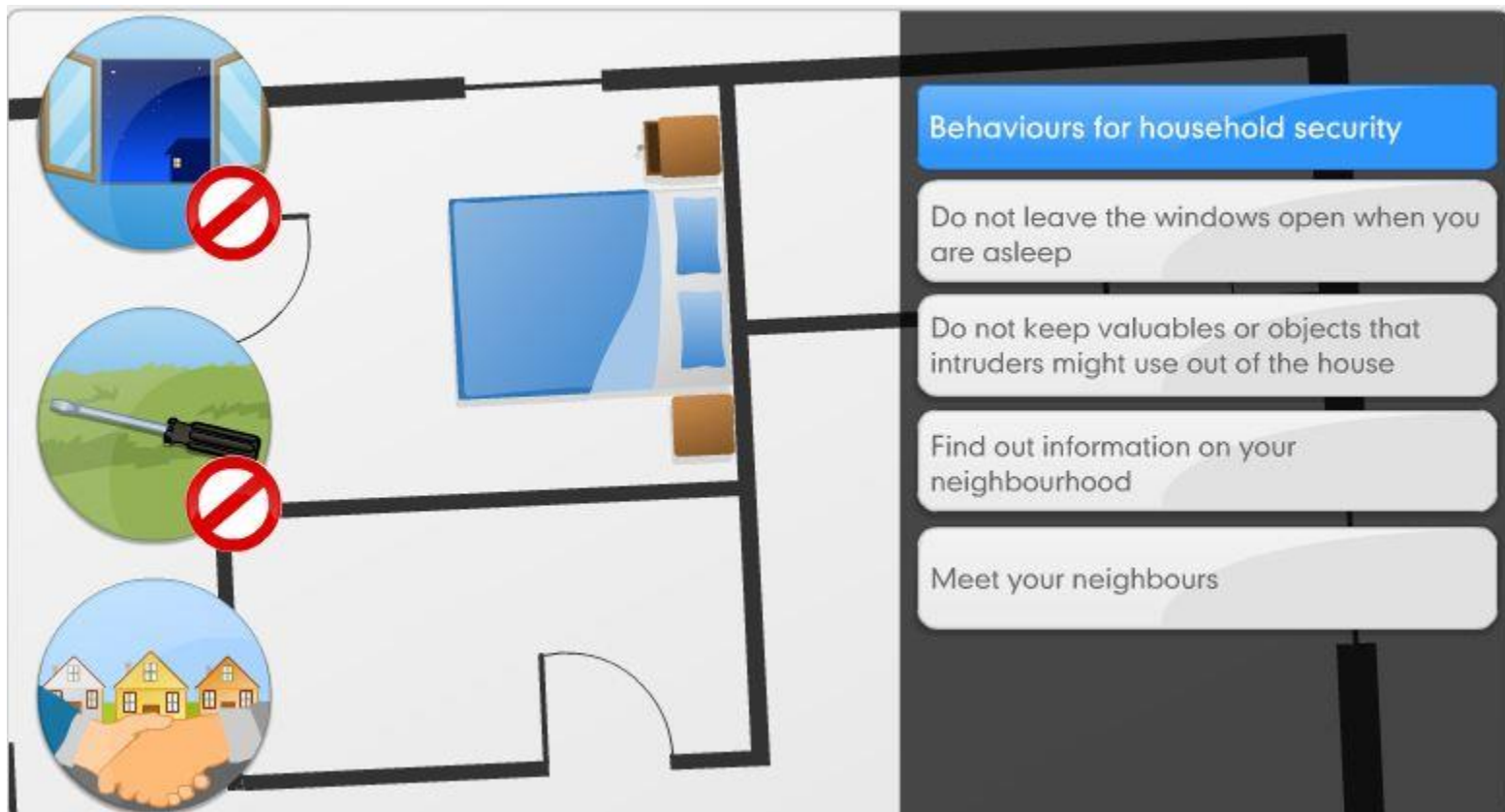
Never open the door to people you do not know

Always lock the entrance doors

All windows should have shutters or roller shutters

All windows should have curtains

Module 3 – Your home – 20/20



Behaviours for household security

- Do not leave the windows open when you are asleep
- Do not keep valuables or objects that intruders might use out of the house
- Find out information on your neighbourhood
- Meet your neighbours

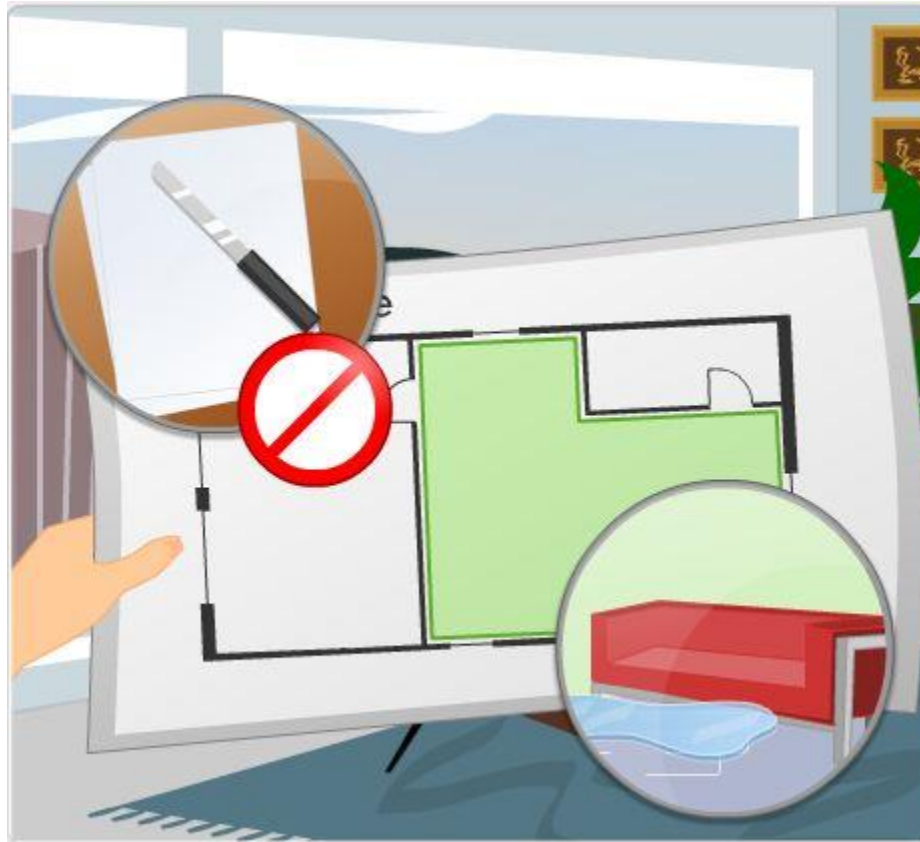
Module 3 – Your home – Revision



Module 3 – Your Office – 1/9



Module 3 – Your Office – 2/9



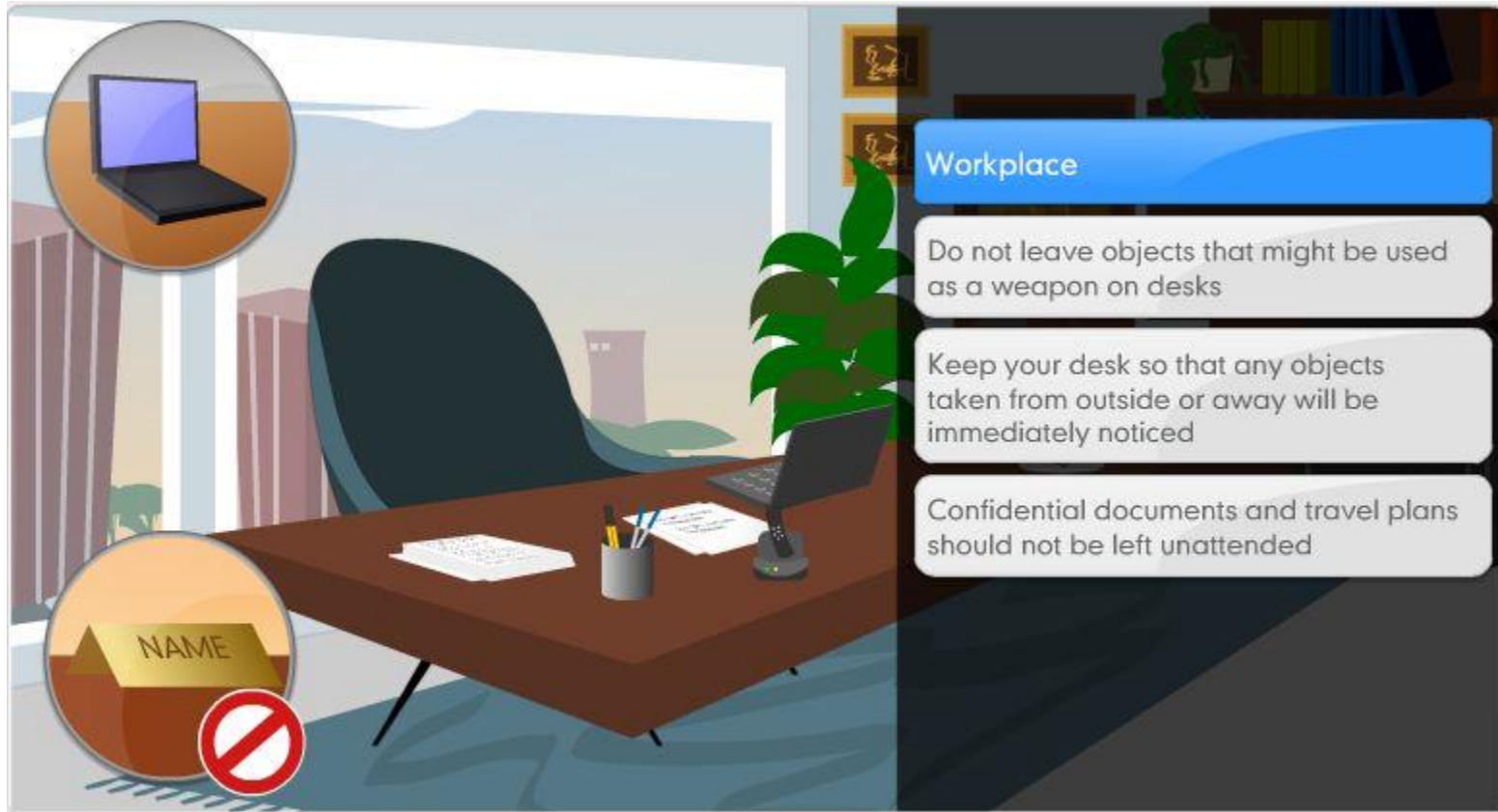
The illustration shows a hand holding a floor plan of an office. A red circle with a diagonal slash is overlaid on the plan, indicating a prohibition. Two circular callouts provide details: one shows a hand holding a pen over a document, and the other shows a red sofa with a blue spill on the floor.

Workplace

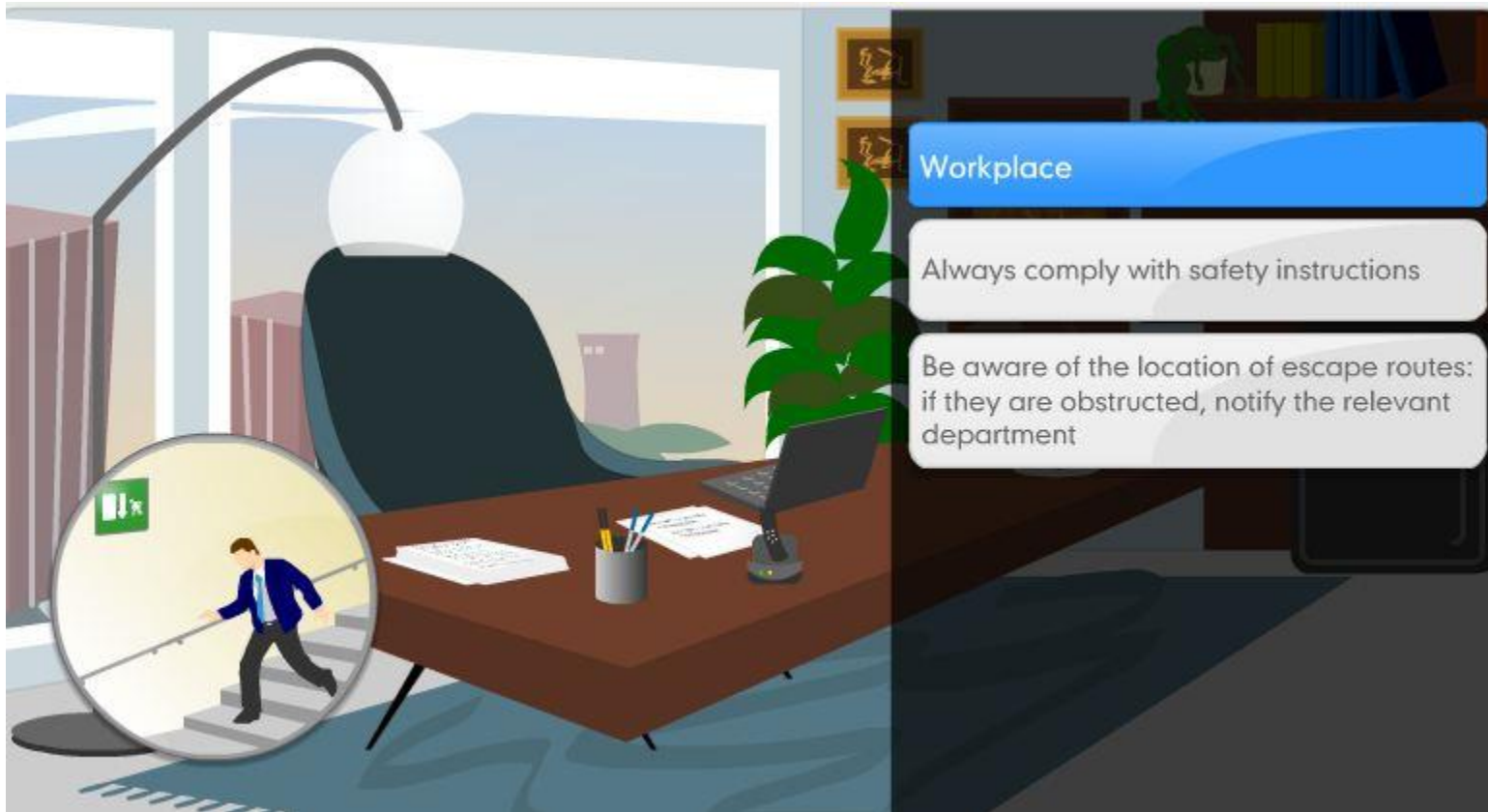
The workplace should have a reception area for visitors

Do not allow unknown or non-accompanied visitors to get in.

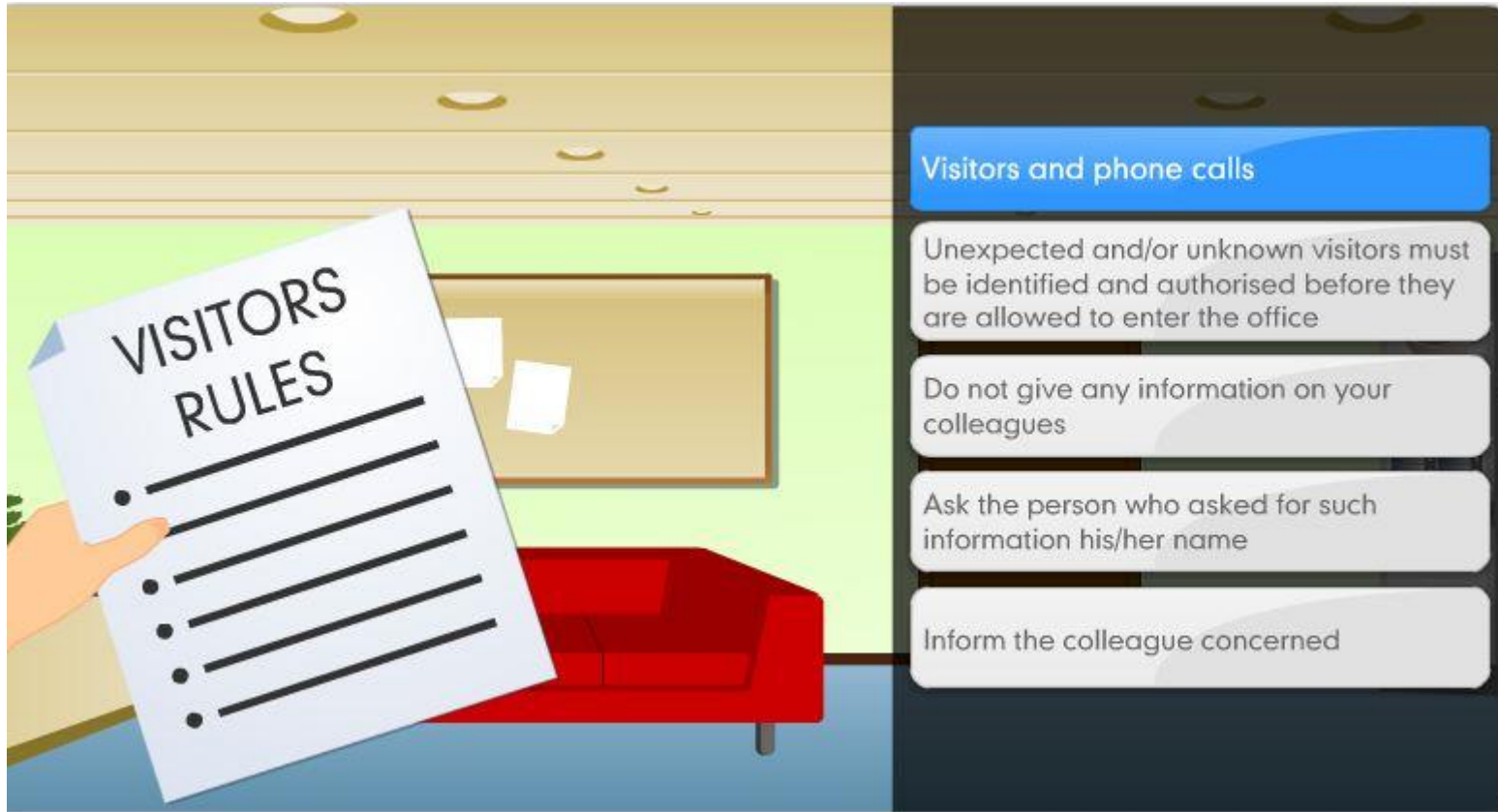
Module 3 – Your Office – 3/9



Module 3 – Your Office – 4/9



Module 3 – Your Office – 5/9



VISITORS RULES

- _____
- _____
- _____
- _____
- _____

Visitors and phone calls


Unexpected and/or unknown visitors must be identified and authorised before they are allowed to enter the office

Do not give any information on your colleagues

Ask the person who asked for such information his/her name

Inform the colleague concerned

Module 3 – Your Office – 6/9



Should you receive a threatening phone call, remain calm and listen carefully

Threats

- Write down the date, time and duration of the call
- Try to write down the message as accurately as you can
- Pay attention to the tone of the voice of the person who is calling

The illustration shows a man in a grey suit and blue tie sitting at a desk, talking on a black mobile phone. A white thought bubble above his head contains a black bomb with a lit fuse and a yellow starburst. The background shows a window with a city skyline. The entire scene is framed within a dark grey panel that contains text boxes on the right and bottom.

Module 3 – Your Office – 7/9



Module 3 – Your Office – 8/9



Behaviours when in the workplace

Do not leave valuables or money unattended

If necessary, organise work shifts so that the office is constantly monitored

Module 3 – Your Office – 9/9



Do not open them!
Call the Security staff.

Check mail with:

- Oily stains
- Excessive postage
- Address specifying "Personal", "Confidential", "Private"
- Strange smell, like almonds or marzipan
- Too much adhesive tape or string around rigid or poorly packed parcels
- Faded areas or crystals on the paper
- Small holes
- Wires coming out from the parcel

Module 3 – Your Office – Revision



Module 3 – Conclusions



SUMMARY MODULE 3
Protecting the house and workplace

In this module you have learnt:

- Proper suggestions and conduct to enhance safety at home and at work
- How to choose the area you will live in and the household staff