



The Overseas Security Advisory Council's Travel Safety Reference Guide

November 2011

In This Guide:

Introduction	P. 1
Pre-Departure	P. 1
Know Before You Go	P. 1
Packing	P. 1
Health	P. 2
During Your Trip	P. 2
Awareness	P. 2
Personal Conduct	P. 3
Electronics Security	P. 4
Logistics	P. 4
Lodging	P. 5
Preparing for the "what if" scenarios	P. 7
Resources	P. 8
About OSAC	P. 9

Introduction

Globalization has made overseas travel – be it for business, academia, charity, personal, or mission work – quite common. International travelers are exposed to many new experiences and phenomena and among these, certain risks. This guide offers international travelers information, tactics, techniques, and procedures to mitigate risks inherent to international travel.

OSAC acknowledges that every destination is unique and that no one resource can address all eventualities. Therefore, we have developed this reference in coordination with our constituents to inform the private sector of best practices for personnel safety abroad. The risks of international travel are no longer just tied to local or transnational crime. It is our hope that the enclosed recommendations will both encourage individuals to seek overseas opportunities and provide greater comfort and confidence for those traveling internationally.

Pre-Departure

Know Before You Go

- Register with the U.S. State Department's [Smart Traveler Enrollment Program \(STEP\)](#).
- Review the U.S. State Department's [country specific information](#) and OSAC's [country crime and safety reports](#).
- Do your homework. Visit country-specific websites for important information on your destination country.
- Understand the laws and currency exchange rates in your destination country.
- Be culturally aware; learn a few common phrases in the local language and the basics of the cultural values and norms.
- Get a map and study it. Identify potential hazards and safe havens; learn several routes to key places you will be staying/living/visiting.

Packing

- Pack your luggage wisely. Make sure to place any prohibited materials (scissors, files, other sharp objects) in your check-in luggage.
- Be sure to pack 2-3 day "survival items" in your carry-on bag. This includes: medicines and toiletries, an extra change of clothes (including undergarments), important documents, drinking water, snacks (e.g., Powerbars), and anything else you may want.
- Do not display company or other identifying logos on luggage. Place your pertinent contact information in a visible place inside each piece of luggage.
- Do not openly display your name tags on your luggage. Include only your name and contact number on your tags, and keep them covered or turn the paper over and write "see other side."
- Get a plain cover for your passport.

- Make out a will.
- Consider a privacy act waiver.
- Leave travel itinerary and contact information with family or friends; do not otherwise disclose.
- Consider getting a telephone calling card and a GSM (tri-band or “world”) cellular phone that allows access to most local cellular systems (and provides a single contact number). Depending on your situation, you may want to purchase a local phone or SIM card in country.
- Take out property insurance on necessary equipment (cameras, binoculars, laptops, etc.).
- Consider securing a new credit card with a low credit limit separate from existing credit cards; in the event of theft, your personal accounts will not be compromised.
- Notify your credit card company of your intent to travel; confirm credit limit and availability.

Health

- Make sure health insurance covers foreign medical providers and medical evacuation expenses.
- Take an extra pair of glasses; depending on the destination, contact lenses can be problematic.
- Visit a travel clinic, inform them of destination(s), and get any needed inoculations and medications.
- Get a dental cleaning and checkup if you had not recently had one.
- Prep and pack a travel med kit; some items you may want to include:
 - Anti-diarrheal medication
 - Antibiotics
 - Anti-malaria (if applicable)
 - Antihistamine and decongestant
 - Antacid and laxative
 - Anti-fungal/anti-bacterial and hydrocortisone cream
 - Anti-bacterial hand wipes/ hand sanitizer
 - Pain reliever/fever reducer, sleep aid
 - Gauze, bandages, and medical tape
 - Insect repellent with DEET 35%
 - Shaving razor, tweezers, manicure kits
 - Sunscreen and aloe
 - Thermometer

During Your Trip

Awareness

Situational Awareness is very important domestically but becomes critically important overseas in unfamiliar environments. Keep your head up, eyes and ears open, and listen to your intuition! Situational awareness can and should be practiced and will improve the more you do so. Focus on seeing and remembering everything around you. It will seem extremely arduous and time-consuming at first but will become increasingly easier as time passes and proficiency is gained. Your goal should be for these efforts to become habitual and completed sub-consciously. Some important practices are:

- Trust your instinct; if a place does not feel right, move to a safer location – immediately.
- Assess your emotional and physical strengths and limitations.
- Be attentive to how others perceive you; behave in an unprovocative manner that discourages unwanted attention.
- Familiarize yourself with your neighborhood and work environment.
- Use common sense. Beware of EVERYONE, including pickpockets, scam artists, etc.
- Remove name tags or convention badges when outside the venue.
- Pay attention to local media for any activities or events that might affect you.
- Be aware of surroundings, including the people, cars, and alleys nearby.

- Keep alert to potential trouble, and choose to avoid when possible. Trust your instincts.
- Educate yourself of any pending events (elections, demonstrations, anniversaries) that may cause civil disturbance, and avoid unnecessary risks.
- Establish a support network among your colleagues and when possible, embassy personnel.
- Inform yourself of the availability and reliability of local support services (police, security, medical, emergency, fire).
- Confirm (with your embassy) the procedures for you and your family in the event of a crisis or evacuation.
- Politely decline offers of food or drink from strangers.
- Accept beverages only in sealed containers; make sure there has been no tampering.

Personal Conduct

You can dress, behave, and move about in a manner that is respectful of local custom, but rest assured, YOU WILL NOT BLEND IN. Remember that whenever you travel anywhere, whether you realize it or not, you are representing yourself, your family, your organization, and your country. Your behavior and actions will be applied as a positive or negative impression of all that you represent. In many cultures, this will essentially make or break your ability to successfully function and interact in another culture. Always keep in mind the following:

- Behave maturely and in a manner befitting your status in the local society; insist on being treated with respect.
- Dress in a manner that is inoffensive to local cultural norms.
- Avoid clothing that shows your nationality or political views.
- Establish personal boundaries and act to protect them.
- Exercise additional caution when carrying and displaying valuable possessions (jewelry, phone, sunglasses, camera, etc.); what may be a simple, even disposable item to you, may be a sign of extreme affluence to another.
- Vary your patterns of life/behavior to be less predictable.
- Divide money among several pockets; if you carry a wallet, carry it in a front pocket.
- If you carry a purse, carry it close to your body. Do not set it down or leave it unattended.
- Take a patient and calm approach to ambiguity and conflict.
- Radiate confidence while walking in public places.
- Do not expect privacy, anywhere.
- Do not discuss personal, professional, or financial issues of your group or yourself; these can be used to exploit you and your group.
- Be cool when facing confrontation; focus on de-escalation and escape.
- Respect local sensitivities to photographing/videotaping, especially at airports, police, and government facilities.
- Carry required official identification with you at all times.
- Report any security incidents to your embassy or consulate (who will advise you of options including reporting to local authorities, prosecution, corrective measures, etc.).
- Maintain a low profile, especially in places where there may be hostility toward foreigners and/or citizens of your country; do not seek publicity.
- Avoid public expressions about local politics, religion, and other sensitive topics.
- Avoid being out alone late at night or after curfew.
- Stay alert.
- Be unpredictable.
- Carry yourself with confidence.
- Be aware of distractions.
- Watch for surveillance. If you see the same person/vehicle twice, it could be surveillance; if you see it three times, it probably is surveillance.

Electronics Security

- First and foremost: if you don't NEED it, don't bring it!
- If you need to bring a laptop and/or phone and have "clean" ones available, use them.
- Back up and then wipe (sanitize) your laptop, phone, and any other electronics to ensure that no sensitive or personal data is on them while [traveling](#).
- Carry laptop in a protective sleeve in a backpack/purse/bag that does not shout "there's a computer in here."
- DO NOT EXPECT PRIVACY, ANYWHERE.
- Do not leave your electronic devices unattended.
- Do not use local computers to connect to your organization's secure network.
- Clear your temporary files, to include your temporary internet files, browser history, caches, and cookies after each use.
- Consider opening a new e-mail account (Gmail, Yahoo, Hotmail, AOL, etc.) for use during your trip.
- Ensure you update your computer's security software (antivirus, firewall, etc.) and download any outstanding security patches for your operating system and key programs.
- Upon return, change all of your passwords for devices and accounts (including voicemail) used while traveling.

Logistics

Air Travel

Air travel can be incredibly convenient and frustrating at the same time. While traveling you are extremely vulnerable and must bear this in mind that a distracted individual is a prime target for all kinds of nefarious actions. You must control what you can and readily adapt to, as well as what you cannot (i.e., flight schedules/delays and time to clear security). Here are some key considerations:

- Wear comfortable, loose fitting clothing.
- Arrive at the airport in plenty of time (1.5 – 2 hours before departure).
- Move through passenger security immediately after ticketing and locate your departure gate.
- Stay with your bags at all times.
- Set your watch to local time at destination upon take off.
- Be careful about how much of your personal/business information you share with fellow passengers; they are still strangers.
- Limit intake of alcohol in flight, and drink plenty of water to counteract "jet lag". This will help limit stress and increase alertness.
- If possible, pre-arrange transport from the airport to your hotel. Consider paying the additional room rate for a hotel that provides shuttle service to and from the airport.
- Have your immigration and customs documents in order and available. A durable folder secured by a buckle or elastic band may be useful.

Ground Travel

Ground travel poses several risks to the traveler. Not only are you more vulnerable, but many places do not have the traffic laws, enforcement, infrastructure, or assistance that you are accustomed to. Be prepared. You will be in an unfamiliar environment and may have to contend with, among other things, dangerous road conditions; untrained or unlicensed drivers; drivers operating under the influence of alcohol and/or narcotics; vehicles that are poorly maintained and therefore hazardous, police and/or criminal checkpoints or roadblocks, and others with malicious intentions. Some recommendations for ground travel are:

- Use a common vehicle model (local taxis may be a good indicator). If you rent, remove any markings that identify vehicle as a rental.
- If you have to drive, always leave a path for escape when you stop (at a light, stop sign, cross-walk, etc.).
- Park in a manner that expedites your departure.
- Carry a cell phone, first aid kit, maps, flashlight, and official documents in your vehicle.
- Keep the vehicle windows rolled up and the doors locked.
- Use the seat belts.
- Be alert to scam artists and carjackers while stopped in traffic.
- Understand the proper local procedures should you be involved in or witness a traffic accident. In some locales, stopping for an accident can put your life at risk.
- Only take official, licensed taxis; note the license plate number of taxi and write it down.
- Avoid getting into a taxi already occupied by others. If necessary, pay extra for a single fare. Negotiate a price before getting in taxi. Have money ready to pay in appropriate denominations.
- Take a seat on a bus or train that allows you to observe fellow passengers but does not preclude options to change seats if necessary.

Lodging

At the Hotel

For most destinations you travel to (in addition to being an obvious foreigner), you will be considered wealthy and a prime target. You should not consider a hotel a complete safe haven, there are still many threats and you are potentially very vulnerable at them. Some important considerations:

- Use reputable hotels, hostels, or boarding houses; your safety is worth any added cost.
- Remind hotel staff to not give out your room number.
- Meet visitors in the lobby; avoid entertaining strangers in your room.
- Take a walk around the hotel facilities to familiarize yourself with your environment. Are hotel personnel located on each floor? Are they in uniform? Do they display any identification? Who else has access to your floor?
- Ensure the phone in your room works. Call the front desk.
- Inspect the room carefully; look under the bed, in the showers and closets.
- Ensure door and window locks are working. Do not forget the sliding glass door, if the room has one.
- Ensure the door has a peephole and chain lock.
- Avoid ground floor rooms at the hotel. Third through fifth floors are normally desirable (harder to break into, but still accessible to firefighting equipment – where available).
- Read the safety instructions in your hotel room. Familiarize yourself with hotel emergency exits and fire extinguishers.
- Count the doors between your room and nearest emergency exit (in case of fire or blackout). Rehearse your escape plan.
- Keep all hotel doors locked with a dead bolt or chain at all times (do not forget the sliding glass door and windows).
- Consider traveling with a rubber door stop, smoke detector, and motion detector.
- Identify your visitor before you open the door.
- If you doubt room delivery, check with the front desk before opening the door.
- If you are out of your room, leave television/radio on at high volume. Place a “do not disturb” sign outside door.
- Do not leave sensitive documents or valuables visible and unattended in the room.
- Keep your laptop out of sight, in a safe, or in a locked suitcase. You may wish to use a laptop cable lock to secure your laptop to a window frame or bathroom plumbing.

- Keep your room number to yourself. If your room key is numbered or has your room number on a key holder, keep it out of sight. If a hotel clerk announces your room number loud enough for others to hear, ask for a new room.
- If you leave the hotel, carry the hotel business card with you; it may come in handy with a taxi driver who does not speak your language.

Residential

When residing overseas, it is critically important to understand the threat environment in which you will be living. Take the time to reach out to the resources available, including security professionals in your organization, the local embassy or consulate, and the appropriate crime and safety reports. Here are some security measures you might want to consider:

- Avoid housing on single-entry streets with a dead end or cul-de-sac.
- Housing near multiple intersections can be beneficial.
- Ensure the sound, secure structure of your residence.
- Strictly control access to and distribution of keys.
- Install adequate lighting, window grilles, alarm systems, and perimeter walls as necessary.
- Establish access procedures for strangers and visitors.
- Hire trained guards and night patrols; periodically check-up on guards.
- Set-up a safe room in your house; consider adding additional locks
- Establish rapport with neighbors. Is there a “neighborhood watch” program?
- Seek guidance from local colleagues or expatriates who have insight into local housing arrangements.
- Ensure adequate communications (telephone, radio, cell phone) with local colleagues, authorities, and your Embassy.
- Install a back-up generator and/or solar panels.
- Set aside emergency supplies (food, water, medicine, fuel, etc.).
- Install smoke detectors, fire extinguishers, and carbon monoxide monitors, as appropriate.
- Avoid sleeping with the windows open or unlocked.
- Speak on the phone inside, somewhere that is and away from windows (through which you can be seen and heard).
- Ensure all windows have treatments that can prevent external observation.
- Lock up items, such as ladders and hand-tools, which could be used to facilitate forced entry.
- Store emergency funds in multiple places around the house.
- Keep a “go-bag” with clothes, water, and food (Powerbars, etc.) for three days packed and ready at all times. Keep copies of important documents and some emergency funds with the bag. Keep other necessary items (medications, etc.) in a centralized place for easy placement into bag. Key items include:
 - Documentation
 - Copies of all key documentation
 - Passport and/or national ID
 - Driver’s License
 - Health Insurance Card
 - Communication
 - Mobile phone – including a charger and extra battery
 - Work and emergency contact lists
 - Satellite Phone (if available)
 - GPS devise (if available)
 - Food and water
 - Water bottle
 - Purification tablets
 - Energy bars / dried fruit / nuts

- Other essentials
 - Cash (USD and local currency)
 - Full change of clothing
 - Rain jacket
 - Sweater
 - Walking shoes or boots (with heel and closed toe)
 - Insect repellent
 - Matches (ideally windproof and waterproof)
 - Flashlight (with extra batteries)
 - Medical/first aid kit
 - Sun screen
 - Sunglasses
 - Toiletries
 - Toilet paper
- Extended items
 - Sleeping bag or blanket
 - Mosquito net

Preparation for the “what if” scenarios

If You Become a Victim

Despite all of your efforts to reduce exposure to risks and to avoid threats, you may still become the victim of a crime or critical event. Following are some general response strategies:

- Remain calm and alert.
- Carefully note details of the environment around you (license plate number, distinguishing features, accents, clothing, etc.).
- First, try to defuse the situation. Culturally appropriate greetings or humor may reduce tensions.
- If an assailant demands property, give it up.
- You can create a timely diversion by tossing your wallet, watch, etc. to the ground in the opposite direction you choose to flee.
- Against overwhelming odds (weapons, multiple assailants) try reasoning, cajoling, begging, or any psychological ploy.
- If someone tries to grab you, make a scene and fight; kick, punch, claw, scratch, and grab as if your life depends on it, it very well could.
- If you feel your life is endangered and you decide to physically resist, commit to the decision with every fiber of your being; turn fear into fury.
- Report any incident your embassy.
- Seek support for post-traumatic stress (even if you exhibit no symptoms).

Hijacking/Kidnapping

- You may be targeted for kidnapping. As discussed previously, when traveling, you represent yourself, your family, your organization, and your homeland (or perceived homeland). You may be targeted due to any of these affiliations, or you may simply just end up in the wrong place at the wrong time. Because abduction situations vary greatly, the following considerations should be applied based on one’s best judgment at the time:
 - Know the “ransom” policy of your government. The United States of America will not pay a ransom.
 - The greatest risk of physical harm exists at the point of capture and during a rescue attempt or upon release.

- If you are going to resist at the point of capture, do so as if your life depends on it; it most probably does.
- Remain calm and alert; exert control on your emotions and behavior.
- Humanize yourself, quickly and continually.
- Be passively cooperative, but maintain your dignity.
- Assume an inconspicuous posture and avoid direct eye contact with captors.
- Avoid resistance, belligerence, or threatening movements.
- Make reasonable, low-key requests for personal comforts (bathroom breaks, a blanket, exercise, books to read, etc.)
- If questioned, keep answers short; volunteer nothing.
- As a captive situation draws out, try to establish some rapport with your captors.
- Avoid discussing contentious issues (politics, religion, ethnicity, etc.)
- Establish a daily regimen to maintain your body physically and mentally.
- Eat what your captors provide. Avoid alcohol.
- Keep a positive, hopeful attitude.
- Attempt to escape only after weighing the risks and when you are certain to succeed.

Resources

U.S. Department of State and OSAC

- Overseas Security Advisory Council: www.osac.gov
 - Country Crime and Safety Reports: www.osac.gov/Pages/ContentReports.aspx?cid=2
- Visit www.travel.state.gov for security advisories and other travel guidance
 - Smart Traveler Enrollment Program (STEP): www.travel.state.gov/step
 - Country Specific Information: www.travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html
 - U.S. State Department's role in a crisis: http://travel.state.gov/travel/tips/emergencies/emergencies_1212.html

World Factbook

- CIA World Factbook: www.cia.gov/library/publications/the-world-factbook/index.html

Study Abroad

- To get the latest in education abroad security information and training, go to www.globalscholar.us
- U.S. State Department Students Abroad website: www.studentsabroad.state.gov
- NAFSA (Association of International Educators) and The Forum on Education Abroad: <http://nafsa.org/> <http://www.forumea.org/>

Weather

- Review the climate and weather at your point of destination and/or any layover cities: www.weather.com

Travel Medicine/Health

- Centers for Disease Control: www.cdc.gov/travel
- World Health Organization: www.who.int/ith

About OSAC

OSAC's Commitment

The Overseas Security Advisory Council is committed to providing the American private sector with customer service of the highest standard. As OSAC is a joint venture with the private sector, we strive to maintain standards equal to or surpassing those provided by private industry. OSAC activities directly correspond to requests from the private sector.

OSAC has received exceptional support for its initiatives from the chief executive officers and corporate security directors of many of the largest international corporations in the United States. The U.S. State Department and the Bureau of Diplomatic Security recognize the need in OSAC's goal to support the U.S. private sector by continuing to develop an effective and cost-efficient security information and communication network that will provide the private sector with the tools needed to cope with security-related issues in the foreign environment. OSAC's unique charter and continued success serve as an example of the benefits of mutual cooperation.

Mission

The U.S. State Department's Overseas Security Advisory Council (Council) is established to promote security cooperation between American private sector interests worldwide (Private Sector) and the U.S. Department of State.

The objectives of the Council, as outlined in its Charter, are:

- To establish continuing liaison and to provide for operational security cooperation between State Department security functions and the Private Sector.
- To provide for regular and timely interchange of information between the Private Sector and the State Department concerning developments in the overseas security environment.
- To recommend methods and provide material for coordinating security planning and implementation of security programs.
- To recommend methods to protect the competitiveness of American businesses operating worldwide.

For more information and to join the Overseas Security Advisory Council, please visit www.osac.gov.

This document is a compilation of constituent and OSAC efforts and is meant to serve as a reference guide for private sector best practices. OSAC wishes to thank all of our constituents who generously provided their input and assistance. A special thank you to Michael O'Neil, Director of Global Safety and Security, Save the Children International, whose contributions were vital and provided the foundation for this reference guide.

Notes

Notes



www.osac.gov