

## SECURITY AWARENESS FOR WORK, TRAVEL & HOME

This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation. Featured are:

**INTRODUCTION:** A brief description of the program and the subject that it addresses.

**PROGRAM OUTLINE:** Summarizes the program content. If the program outline is discussed before the video is presented, the entire program will be more meaningful and successful.

**PREPARING FOR AND CONDUCTING THE PRESENTATION:** These sections will help you set up the training environment, help you relate the program to site-specific incidents, and provide program objectives for focusing your presentation.

**REVIEW QUESTIONS AND ANSWERS:** Questions may be copied and given to participants to document how well they understood the information that was presented. Answers to the review questions are provided separately.

**ATTENDANCE RECORD:** Document the date of your presentation as well as identify the program participants. The attendance record may be copied as needed.

### INTRODUCTION

Once there was a time when we didn't need to question our security as we went about our lives, but times have changed. Now we aren't sure about the dangers or threats we may encounter. Each day when we watch the news we are reminded of the need to stay vigilant about our personal security. Whether we are at work, traveling or at home, maintaining awareness about security is one thing that each of us can do to make our world a little safer for everyone.

The purpose of this video is to increase awareness of security issues and help viewers to understand what they can do to remain secure while at work, while traveling or at home. Topics include workplace security, employee identification and access, threats of workplace violence and harmful materials in mail and shipments. Security for hotel guests, security while driving, airport security and security in the home are also topics covered in the program.

### *PROGRAM OUTLINE*

#### INTRODUCTION

- We cannot live our lives in fear. Just as we don't quit our jobs to avoid workplace injuries, we cannot stop living our lives to avoid being victimized.
- As an employee of a company dedicated to workplace safety, you understand that the best way to avoid injury is to minimize hazards, avoid unsafe actions and maintain a high level of safety awareness.
- These same steps, which keep us injury-free while performing our jobs, are the very same steps needed to protect us from harm in all aspects of our lives.

#### WORKPLACE SECURITY

- Keeping unauthorized people or hazardous materials from gaining access to the facility is the main purpose of any security program. This usually begins with visitor control.
- When visitors are allowed at a facility, they will be required to sign in and list the employee they are visiting. The employee listed will be contacted and is required to greet the visitor in person and escort them into the facility, preventing access merely by knowing an employee's name.

- Once onsite, a visitor must abide by the specific rules determined by the company. At a minimum, a visitor will be required to wear a visitor's badge and be accompanied by an escort in most areas.
- One way employees can contribute to the security effort is staying alert for suspicious activity. When employees see an unfamiliar person with a visitor's badge, an unescorted visitor or anyone acting suspicious, they should call security immediately.
- Don't confront trespassers or other suspicious persons. Let trained security personnel handle the situation.
- While most of these types of situations consist of lost visitors or new employees, they all must be treated as a serious threat to security. It only takes one breach of security for a needless tragedy to occur.
- Maintaining tight control of visitors is important, but someone with intent to do harm is unlikely to sign in as a visitor. Gaining access through an employee entrance is far more likely.

### **EMPLOYEE IDENTIFICATION AND ACCESS**

- Companies issue employee ID cards to positively identify employees. Checking employee ID's before workers are allowed into the facility is one way to control access.
- Many companies issue magnetic employee ID cards, which can be programmed to allow employees access to the facility while preventing access by unauthorized persons.
- These systems are here for a reason and should not be defeated. Never open a locked door to allow unauthorized personnel to enter.
- Also, never prop open security doors. Leaving doors open allows unrestricted access to the workplace.
- Keep a close watch on outside contractors. They are often guilty of propping open secure doors or leaving areas unlocked when finished with their work.
- When passing through a locked security door, follow the "one person per access" rule. This means not allowing others to pass through a door you have accessed with your key or magnetic card. Even if it's a co-worker you have known for years, make him use his own key or scan his own card.
- Should you lose your employee ID or a magnetic access card, report it right away. Programmed access cards can be deactivated to prevent unauthorized entry and security can be placed on alert to look for someone using a stolen employee ID.

### **THREATS OF VIOLENCE & OTHER WORKPLACE SECURITY ISSUES**

- When people wish to enter a facility to do harm, they express their intent to do harm in the form of threats. If you have any knowledge of threats of violence, report them right away so the company can take the appropriate action.
- Just like our company safety program, our security program is also a team effort. Employees are a valuable part of the security team and are often the first to know about any security shortcomings.
- Employees should report any security problems they become aware of right away so they may be corrected.

## **MAIL & SHIPMENT THREATS**

- Not only must we secure our facility from unauthorized personnel, but also from harmful materials received by mail or shipment. Both bombs and biological agents have been successfully sent through the mail to achieve deadly results.
- Employees who handle large volumes of mail and packages will receive specific instructions and training to protect themselves from harmful materials.
- While there is no reason to suspect our company to be a target of such an attack, all employees should be aware of what to look for and how to respond to such an event.
- One biological agent that has been used successfully to cause harm through the mail is anthrax. Anthrax is a bacterium that occurs naturally in the wild and normally affects animals.
- Anthrax infection occurs when tiny spores of the material are absorbed through cuts in the skin, inhaled into the lungs or ingested. When large numbers of anthrax spores are placed in mail or packages, it has the appearance of a white powder.
- Other harmful materials may come in the form of a liquid.
- If packages are discovered that contain powdery substances, are soiled or stained with liquid or give off unusual odors, the situation should be treated as an emergency.
- Do not shake or attempt to empty the contents of the package and do not carry it around to show others. Instead, gently place the envelope down on the closest stable surface.
- Do not sniff, touch, taste or smell the material. Notify others in the immediate area and leave the room, closing doors behind you to isolate the area.
- If possible, turn off the ventilation system that may spread material to other parts of the building.
- Wash hands thoroughly with soap and water, which will clean your hands and prevent spreading the material to your face, eyes and mouth. Make sure everyone who has handled or been near the package also washes his or her hands.
- If this type of material is discovered at work, notify your supervisor immediately. Should this occur at home, call 911 or local law enforcement.
- If you receive a package that you suspect may be a bomb, leave it alone and evacuate the area immediately. Activate the company's emergency plan for an emergency evacuation. Local authorities should be contacted to remove the package.

## **SECURITY FOR HOTEL GUESTS**

- When arriving at a hotel, always stay with your luggage until it is brought into the lobby. Keep a close watch on your things while being checked in.
- When checking in, use your first initial and last name only and never use titles or degrees. This makes it harder for anyone to figure out your gender or occupations.
- Never give out your room number to anyone who isn't traveling directly with you. If asked for your room number, politely ask that they ask the front desk to connect them via telephone and that you will meet them in the lobby when they call.

- Once in your room, always keep the dead bolt and safety latch locked. Bring a flashlight and keep it by the bed in case the power goes out or there is an emergency.
- If someone claiming to be an employee of the hotel wishes to enter your room, ask for his or her name and the reason for entering. Then call the front desk to verify the information before allowing the person into the room.
- When leaving the room, crack the curtains a little and leave the television on. This leaves the impression that the room is occupied. Placing the do-not-disturb sign on the door as you leave also helps the room appear occupied.
- When leaving a hotel at night, use valet parking services if available. If there is no valet parking, park your car in a well-lit area. When you approach your car, always have your keys ready in hand.
- If you are uncomfortable walking to your car alone, have a hotel employee escort you to your car.

### **SECURITY FOR TOURISTS**

- Tourists are targets for robbers because they are known to carry large amounts of cash and valuables. To reduce the risk of falling prey, take steps to not look like a tourist.
- Don't carry airline tickets where they are visible to someone watching. Also, keep road maps, tourist brochures and luggage hidden from view. A car containing these items in plain view clearly identifies you as a potential target.
- Always hide these types of items in the trunk or glove compartment. Also, keep a local newspaper in plain view to give your car the appearance of a "local" rather than a traveler.
- Whether you are traveling away from home or just down two blocks, always travel in groups and avoid walking in dark places.
- Stay alert for anyone following you after leaving bars and restaurants. If you suspect you are being followed, go to a well-lit area and call the police.

### **SECURITY WHILE DRIVING**

- Even when traveling in the relative safety of our own cars, we still need to be aware of security issues.
- If your car breaks down on the side of the road, remain in the vehicle with the doors locked. If you have a mobile phone, call the police or highway patrol and ask for assistance.
- If a well-meaning person stops to offer assistance, remain in your car with the doors locked. If you have already called police, instruct them that help is on the way; otherwise, ask them to call for help on your behalf.
- Remain in the car with the doors locked until help arrives.
- When driving, keep an eye out for well-lit "safety spots" that can be used as a safe haven should trouble arise. Examples include 24-hour gas stations, supermarkets or police stations that lie along your usual travel routes.
- Should an aggressive driver attempt to entice you into a confrontation, do not escalate the situation by responding. Any response perceived as aggressive by the other driver may trigger a dangerous road rage incident.

- Change lanes or slow down to create a wide buffer between the vehicles. If the person continues to harass you, take a populated exit and find a well-lit area to seek help.

### **AIRPORT SECURITY**

- The best way travelers can contribute to airport security efforts is by not becoming a liability themselves. Plan ahead so you don't violate airport security rules, causing unnecessary delays.
- Vehicles are not allowed to be parked in front of the terminal building. After dropping off luggage and passengers, vehicles must keep moving.
- Take a cab or have a friend drop you off if you don't want to carry your luggage from approved parking areas.
- Carry-on bags are limited in size and number. Luggage that doesn't conform to size restrictions must be checked. Don't attempt to board a plane with oversized carry-on bags.
- Passengers will be asked to show a photo ID when checking in and boarding. Keep your photo ID in a convenient location; you will be asked for it often.
- Airline personnel will likely search your checked baggage. Be aware of the items that are not allowed and don't put them in your baggage.
- Travelers should allow plenty of time to get through security checkpoints. A good rule of thumb is to arrive two hours before your flight.
- Since some airports have longer security delays than others, you should call ahead and make sure two hours will give you enough time.
- When passing through security checkpoints, all electronic devices such as laptop computers, cell phones and pagers are subject to additional screening. If you do not need these items in flight, place them in your checked luggage to avoid security delays.
- Failing to empty pockets of all metal objects before passing through metal detectors will result in time-consuming wand searches. Also, avoid wearing large belt buckles, steel-toes shoes, heavy metal jewelry or other metal objects when traveling.
- Any item that may be construed as a weapon will not be permitted on the plane. Any type of cutting instrument is strictly prohibited and will be confiscated.
- Call the airport if you have any questions about carrying an item onto an airplane. Any questionable items should be transported as checked baggage.
- When making credit card calls on public phones at an airport, always block the keypad from view while dialing. Many thieves make a good living selling credit card and phone numbers obtained merely by observation.
- Maintain a close watch on your personal items. Never leave bags unattended or ask a stranger for to watch them for you.
- Any suspicious activity or unattended bags should be reported to airport security right away.
- Never under any circumstance bring something onboard an airplane for an unknown person. If asked to do so, report the incident to an airport employee right away.

## **SECURITY IN THE HOME**

- The first key to home security is keeping doors and windows locked at all times, even when you are at home.
- Some types of locks are more effective than others. A deadbolt lock is more secure than the standard lock on a doorknob.
- A deadbolt lock is only as strong as the wood contained in the doorjamb. Adding a steel insert into the doorframe adds considerable strength to the deadbolt system.
- Many homes have a thumb knob on the inside of a deadbolt to allow a quick exit in case of a fire. Be aware that this type of lock isn't very secure when placed within six feet of a window or on a door with glass sidelights.
- While you are away, you should always make it appear that someone is home. Placing timers on lights and televisions easily does this.
- Stop delivery of mail and newspapers while you are gone. Criminals like to study a neighborhood before selecting which homes to burglarize. Accumulating mail and newspapers are easy indications of a vacant house.
- Criminals hate being noticed. Maintaining outdoor lighting that eliminates dark hiding places will also deter criminals.
- Be aware of which vehicles belong in your community and which ones don't. Take notice of unfamiliar people and vehicles, making sure they know you are watching them. If criminals feel they have been noticed, they'll find an easier target.

## **PREPARE FOR THE SAFETY MEETING OR TRAINING SESSION**

Review each section of this Leader's Guide as well as the videotape. Here are a few suggestions for using the program:

Make everyone aware of the importance the company places on health and safety and how each person must be an active member of the safety team.

Introduce the videotape program. Play the videotape without interruption. Review the program content by presenting the information in the program outline.

Copy the review questions included in this Leader's Guide and ask each participant to complete them.

Copy the attendance record as needed and have each participant sign the form. Maintain the attendance record and each participant's test paper as written documentation of the training performed.

### **Here are some suggestions for preparing your videotape equipment and the room or area you use:**

Check the room or area for quietness, adequate ventilation and temperature, lighting and unobstructed access.

Check the seating arrangement and the audiovisual equipment to ensure that all participants will be able to see and hear the videotape program.

Place or secure extension cords to prevent them from becoming a tripping hazard.

## **CONDUCTING THE PRESENTATION**

Begin the meeting by welcoming the participants. Introduce yourself and give each person the opportunity to become acquainted if there are new people joining the training session.

Explain that the primary purpose of the program is to increase awareness of various security issues and help viewers to understand what they can do to remain secure while at work, while traveling or at home.

Introduce the videotape program. Play the videotape without interruption. Review the program content by presenting the information in the program outline.

Lead discussions about specific security issues at your facility as well as individual security concerns any program participants have. Use the review questions to check how well the participants understood the information.

After watching the videotape program, the viewer will be able to explain the following:

- Employee responsibilities in maintaining security in the workplace;
- How viewers can stay secure as hotel guests, tourists, and automobile drivers;
- Security measures that should be taken in airports;
- How security is achieved in the home.

**SECURITY AWARENESS FOR WORK, TRAVEL & HOME**  
**REVIEW QUESTIONS**

Name \_\_\_\_\_ Date \_\_\_\_\_

*The following questions are provided to check how well you understand the information presented during this program.*

1. What is the main purpose of the company's workplace security program?
  - a. to prevent fires or other emergencies from causing damage to company property
  - b. to keep employees safe from bloodborne pathogens and other workplace hazards
  - c. to keep unauthorized people or hazardous materials from gaining access to the facility
  
2. If you see trespassers or other suspicious people in your workplace, you should ask why they are on the premises and report their answer to security personnel.
  - a. true
  - b. false
  
3. Even if you have known a co-worker for years, you should have him or her use his own key or ID card when accessing a locked security door.
  - a. true
  - b. false
  
4. What should you do if someone who claims to be an employee of a hotel asks to enter your hotel room?
  - a. check for official hotel identification and then let the employee in the room
  - b. inform the employee of a time when you will be out of the room and request he come back then
  - c. ask the employee his reason for entering then verify the information with the front desk
  
5. If a well-meaning person stops to offer assistance while your car is broken down, you should ask to borrow his or her mobile phone and then exit the vehicle.
  - a. true
  - b. false
  
6. In general, how much time should you allow to get through security checkpoints at an airport?
  - a. 30 minutes
  - b. one hour
  - c. 90 minutes
  - d. two hours
  
7. If you have any questions about an item you are carrying onto an airplane, it should be \_\_\_\_\_.
  - a. carried in your pocket
  - b. transported in your carry-on bags
  - c. transported as checked baggage
  
8. The first step to home security is keeping doors and windows locked, which need not be done if you are inside the home.
  - a. true
  - b. false

***ANSWERS TO THE REVIEW QUESTIONS***

1. c

2. b

3. a

4. c

5. b

6. d

7. c

8. b