



Security considerations and advice for business travel



Contents

| | | |
|----------|--|-----------|
| 1 | Introduction | 2 |
| 2 | Pre Trip | 2 |
| 3 | On Arrival | 3 |
| 4 | During Trip Advice | 4 |
| 4.1 | Taxi Cabs..... | 4 |
| 4.2 | Car Hire or Moped Hire..... | 5 |
| 4.3 | Some tips on driving abroad..... | 5 |
| 4.4 | Hotel Security – general advice..... | 6 |
| 4.5 | Hotel Room Safety..... | 7 |
| 4.6 | Cultural Attire and Customs..... | 7 |
| 5 | Kidnap | 8 |
| 6 | Equipment to consider taking with you | 9 |
| 7 | Your organisations travel incident response procedure | 9 |
| 8 | Appendix – example travel security information report | 11 |

1 Introduction

Given the current security landscape, a serious consideration is how to deliver duty of care to staff whilst they are travelling on business, both in the UK and international destinations.

In addition to the standard travel security advice; *insurance, vaccinations, visa's etc* there are a broad spectrum of threats that also have to be considered. These span everything from petty crime to international terrorism and natural disasters – Covid-19 and the potential threat of other pandemic events, create further complication.

This document details practical advice that can be easily adopted to reduce travel risk. However, given the evolving nature of threats, constant review is recommended.

2 Pre Trip

Before travelling it is recommended to:

- Install the Callmy Alert app, add the Travel Group ID and enable location sharing. The traveller can then access vital information via the app and also acknowledge they are complying to the Travel Policy and recommendation – adherence to this can be audited via the Callmy Alert Management Portal.
 - <https://www.callmy.com/callmy-mass-notification/get-app/>
- Research your trip and check the British **FCO** for advice for the country concerned:
 - <https://www.gov.uk/foreign-travel-advice>
- **Country risk Information**, current threat levels for country and region of visit and in country concerns, such as the political situation, crime levels and planned protests. *Please refer to the appendix in this document to see an example of a travel destination security report, which are available on request.*
- Current **weather** or impending storm warnings. Check www.gdacs.org and if concerned delay or change itinerary.
- Make copies of vital travel documents; *passports, visas, insurance, letters of permission (needed by certain countries e.g. Iran)*
- Check **vaccination** advice:
 - <https://www.nhs.uk/conditions/travel-vaccinations/>
- For travellers with pre-existing **medical conditions**, ensure sufficient medication is available for the duration of the trip and slightly beyond – *be prepared for events such as in the ash cloud in May 2010.*
- If the traveller has permanent disability or a broken limb, make sure wheelchair assistance is booked in advance with the airlines.
- **Cultural awareness** - what is the dress code and customs of the country being visited. Make sure you comply.
 - <https://www.tripsavvy.com/avoid-cultural-mistakes-traveling-468530>

- Check alcohol restrictions for both flying and when in country. Ensure you are aware of these and again comply at all times.
- Research the nearest **UK Embassy** and make a note of the address and contact numbers - these can be found on the FCO website. It is a good idea to notify the embassy of the visit prior to the trip.
 - <https://www.gov.uk/world/embassies>
- Ideally, if flying and especially when travelling alone, ensure the flight is booked to arrive in the destination in daylight hours NOT late in the evening or during early hours of the morning. You will be tired and possibly disorientated after a long haul flight and therefore more vulnerable.
- Check the Airline flight departure for any changes in your flight.
 - <https://uk.flightaware.com/live/>
- Check the weight of all cases to be handed in to ensure you are within the airline limits and of course, check how many items are allowed as carry on - cases / items.
- When travelling to the departure airport ensure you arrive in plenty of time to clear security and hand in any baggage – *for international departures this is normally at least 2 hours before the flight.*
- Departure advice - Make sure that your baggage does not have any labels attached to reveal your name and travel destination. Let the airline personnel add any labels to your cases at the point of handing and weighing your cases. This avoids the potential risk of criminals, operating in the airport, using this information to perpetrate kidnaping and ransom.
- On arrival at the airport the best security advice is to proceed through from the public facing area of the airport 'to airside', where there is more visible security.

3 On Arrival

- If you have a representative meeting you at your destination, it is best to use a coded number for them to display rather than your first or last name (note kidnap threat mentioned above). If you do not know the representative, have them send a photograph of the person you are due to meet. Do not use an unlicensed Taxi alone. Our advice is that you always use a licensed taxi and be discreet in conversation about the nature of your stay and other sensitive details regarding the trip.

4 During Trip Advice

Please be mindful of the following:-

4.1 Taxi Cabs

- Ask ahead about Taxi tariffs and ideally pre book your taxi transfers via your travel agent.
- Whilst in your travel destination call for a licensed Taxi rather than hailing one.
- Ideally never take a Taxi alone if you are under the influence of alcohol or any other substances. If you intend to consume alcohol make sure you are complying with local laws and protocols - be VERY careful about you're behaviour.
- Ask your taxi drive how long the journey should take and set your Callmy Alert SOS timer for the anticipated duration. This will automatically trigger an alert to your response team, if there is an incident en route.
- Look for a meter, a radio and badge and of course an interior door handle - All genuine licensed taxi and minicab drivers' vehicles are equipped with a meter (for determining the charge) and a radio (for taking calls from the dispatcher). In nearly all countries, the taxi driver is required to carry and display their ID badge in the vehicle. If you don't see a badge or a radio, do not get into the vehicle. Always check that there's an interior door handle that works before you settle in too. Some regions are notorious for kidnapping travellers this way.
- Sit in the backseat where you are less visible to the driver and to passers-by as well. If traveling solo, sitting in the middle puts you farther out of reach too. The less accessible you are, the less likely you'll be targeted.
- Know where you're going ahead of time and tell friends with you about your plans and destination.
- Ride with the windows closed, or nearly closed as thieves are always looking for opportunities, especially at junctions, where the transport may come to a stop.
- Know you're local currency and become familiar with giving the right amounts.
- Keep expensive items hidden and close to you. Store your mobile device where it is out of site but readily accessible.
- Finally, know who to call in an emergency and use the "Call Security" or "SOS" features to raise an alarm if required. If the SOS feature is activated your GPS location will be tracked and a security controller can access the microphone on your device to listen to what is happening around you.

4.2 Car Hire or Moped Hire

- When hiring your rental car, check the vehicle over to avoid being responsible for the previous hirer's damage. Check the vehicle you are renting is relatively safe and well maintained.
- Walk around the car and take photos of all panels. If there's damage, mark that down on your paperwork. The photos will come in handy if the rental agency tries to hold you responsible for damage later.
- Visually check the tyres to be sure they're well inflated and that there is no significant uneven tread wear that could indicate a problem with the vehicle. Also check there is a spare wheel with an equally legal tyre on it and that there is a jack and tools to replace a wheel – or if not, that there is a robust method of contacting the rental company in the event of a tyre failure for them to replace.
- Check the speedometer – if the car has more than 25,000 miles it's considered a senior rental car and you should be suspicious of that as well.
- Have the rental operator show and check the fluid levels. If you know how to check the oil, antifreeze, and washer fluid great; otherwise a quick visual inspection is probably all you can manage.
- Get in the car, turn it on and let it warm up while you check that the procedure for returning the car and what they expect you to do with regard to filling the car with petrol or diesel as appropriate.
- Be absolutely sure that you understand the fuel type of the rental car.
- Finally be absolutely clear on the insurance cover you have for the car and any passengers that may travel with you.

4.3 Some tips on driving abroad

- For advice on driving internationally, please refer to:
 - <https://www.gov.uk/driving-abroad>
- Be familiar with driving on the correct side of the road.
- Driving styles are very different by local road users who will pass you to overtake on both the inside and outside of the direction of travel.
- Get familiar with the difference in road junctions and how vehicles enter and exit at traffic lights which can be different to the UK.
- Some countries allow vehicles to carry on driving when approaching a traffic light junction to exit onto a crossing carriageway without stopping i.e. in the USA some traffic light junctions allow you to simply merge into traffic if turning right.
- Traffic lights are often different with no amber light between STOP and GO.

- Be aware of the conditions of the roads in certain countries, these may not be in the same condition as the UK (although pot holes are now sadly common on some UK roads).
- If you hire a moped and are in a country where wild dogs / cats roam freely, it is very common for accidents to occur when trying to avoid such hazards.
- When riding a motorcycle ALWAYS wear a crash helmet, long trousers, a jacket and gloves.

4.4 Hotel Security - general advice

Choosing the right hotel is an important part of any travel plan. This is especially true if you are traveling to a moderate or high-risk destination. Travellers to high-risk destinations need to choose their hotel and hotel room carefully.

One of the first things to consider in high-risk countries is access control. Does the hotel screen guests and visitors? Do the baggage and packages going into the hotel get screened? In Pakistan or Turkey, for example, and several other high-risk destinations, the higher-end hotels generally have this level of security.

The setback is another consideration when choosing the right hotel. One of the most common means of terrorist attacks today is suicide car bombers. ISIS and other groups target Westerners and specifically target the hotels where Westerners stay. Make sure that the hotel you choose to stay at has appropriate setback and positive vehicle access control whenever possible. Ensure that the room you choose is situated away from the front of the hotel or the parking lot.

Choosing the right hotel room is also important, even in low-risk cities and countries. From a strictly safety perspective, you need to be aware of certain limitations of any rescue operations in the event of a fire. Even in the most developed countries, firefighters' ladders cannot reach above the seventh floor. If you become trapped in your room in the event of a fire and your room is located above the seventh floor, there is no way for emergency responders to rescue you.

Most fire departments in the third world or underdeveloped countries likely can only reach the third or fourth floors of a high-rise building.

Familiarise yourself with the fire escape and exit routes nearest to your room



Another reason to consider carefully your room in a hotel is in the event of a terrorist attack. While statistically this is unlikely, if you are a Westerner and stay at name-brand hotels, like the Marriott or Four-Seasons, you have a greater chance of being victimized.

Different experts offer different advice, but in general you want to have a room that is high enough so that you have some advance warning if chaos erupts on the ground floor yet not too high so as to be beyond any rescue attempt in the event that the attackers set fire to the hotel or attempt to blow it up.

This argues for a room between the third and sixth floor.

Another factor to consider when choosing a room is proximity to the emergency exits. The ability to quickly and directly leave your room and exit the hotel through the emergency exits can be critical to your survival. Some hotels today are enormous. The emergency stairwells can be relatively long distance from some of the rooms. Keep this in mind when checking in and attempt if possible to get as close to the stairs as practical.

Finally, even if you have the safest room in the hotel, perhaps next to the security guard command centre or by two different sets of stairs, take a few minutes to familiarize yourself with your surroundings. Make sure you know not only the location of the stairs from your room, but the entrances and exits from the hotel lobby.

4.5 Hotel Room Safety

Other considerations are to carry a device such as a rubber door wedge to prevent unsolicited intruders into your room. This is the simplest way to add extra security to your hotel room and many travellers swear by them. Simply place the thin end of the door jam under the door then gently kick into place.

Check that all door and window locks work. Door locks are the primary barrier between you and an intruder. Check to make sure door and window locks are functional. If there's an adjoining room, secure your side of the entryway with a door jam.

4.6 Cultural Attire and Customs

- This is particularly relevant to female travellers if travelling to the East where dress code and cultural differences can cause serious incidents if not adhered to. Please ensure you understand these protocols to avoid offending the local population and criminal prosecution.

- Avoid Travel to certain destinations on the anniversary of sensitive events e.g. China the Tiananmen Square protests of 1989, anniversary occurs between April 15 and June 4.
- Medical Facilities - Addresses of local medical facilities – research these online and carry any medical card or membership with you always. Check if your insurance company has any special arrangements with preferred hospitals or have the ability to evacuate you from the region if there is a severe injury or illness.

5 Kidnap

Although kidnap is relatively rare please be vigilant of the risk. Heightened security situations, the specific event you are attending, or your seniority of position may increase the likelihood. Please check the FCO website or ask your security team to provide security information for your destination. A third party company may be required to perform a risk assessment on the event/purpose of the trip, venues, hotels, etc.

Please also consider the following:

- Read ALL sections of this document to minimize any risk.
- Look out for signs of being under surveillance. Try not to attract attention by looking comfortable in your surroundings thereby blending in. The aim is to lower your profile.
- Don't give out information to everyone. Guard information such as your job-title and address. Be careful where you leave your business cards and who you give them to.
- Vary your schedule and any routes. Try to be unpredictable and make it hard for anyone to know where you will be and when.
- Try to stay in busy public places and avoid side-streets.
- Do not use public ATMs but instead draw your money directly from the bank.
- Make sure you have the Callmy Alert app installed on your phone, you have the travel group ID and you are familiar with how to activate the SOS function.
 - <https://www.callmy.com/callmy-mass-notification/get-app/>
- If going to a location where kidnap is a high/ medium risk, consider pre-travel kidnap avoidance and conduct after capture training.
- If taken, try to establish a personal relationship with the kidnappers. Use first names and try to find areas to bond over. The aim is to show that you are human and make it harder therefore for them to see you simply as a product for negotiation.

- Hostage negotiation is usually a long process and it is likely that you will not be informed about it taking place. Just because you have not heard anything, don't lose heart.

6 Equipment to consider taking with you

The following is a small list of equipment that you may wish to take with you when travelling in order to assist you in risk avoidance and mitigation.

- Face Masks
- Hand sanitizer
- A mobile telephone and charger
- The Callmy Alert app connected to your Travel Group ID
- Multi-plug adaptor
- Head torch
- Spare batteries for all equipment
- Masking tape
- Door wedges
- First Aid Kit
- A multi-purpose tool (such as a 'Swiss Army Knife')
- A head scarf
- A dummy wallet
- A cheap wrist watch
- A water purifier

7 Your organisations travel incident response procedure

There are two main scenarios which should be considered:

1. A traveller becomes involved in an emergency situation and requires immediate assistance.
2. Your organisation becomes aware of an incident and needs to establish if they have staff who may be affected and to "warn and inform" travellers with appropriate advice and instructions.



In the first scenario the traveller will have been briefed before departure on the use of their Callmy Alert app. This will be used to either call the your Security Team or to raise an alarm using the **Callmy Alert SOS** function.

The Security Team are trained to triage calls made via the app. They should qualify the nature of the incident and follow the appropriate procedure. This will either provide a resolution to the situation or escalate it to an appropriate stakeholder.

In the second scenario refer to international news, or information provided by a travel intelligence service, to identify where incidents are occurring globally.

As the traveller is sharing their location using the Callmy Alert app, the security team can reference where travellers are using the Callmy Alert Monitor interface and also send geo-targeted information to ensure the travellers remains safe.

The Callmy Alert service can also distribute information to groups throughout your organisation, which may include Senior Management, Media Relations, etc. This will make sure the correct stakeholders are engaged and all parties are always briefed with the most up-to-date, and appropriate, information.

8 Appendix – example travel security information report

Tripoli - City Report



Risk rating: Extreme

Overview

Tripoli is an extreme-risk destination for all travellers. The city is under the control of the New General National Congress (NGNC), who are considered a terrorist organisation by the internationally-recognised Libyan state, which is based in Tobruk.

There is little or no rule of law in Tripoli. CALLMY strongly recommends that if at all possible travellers do not go to Tripoli. If travel is unavoidable, it should be done in conjunction with a large and heavily-armed personal security detail (PSD). This will not ensure security.

Travel to Tripoli is likely to incur hostile attention from the travellers' national security forces.



Orientation

Tripoli was the capital city and the largest city in Libya. It is now the capital city of the NGNC faction, which is not recognised by the international community. The population within the metropolitan area of the city is approximately 1.1 million people. Tripoli is situated in north-western Libya, on the edge of the desert. The city contains the Port of Tripoli; the country's largest commercial and manufacturing centre and the University of Tripoli.

Tripoli is the leading centre of banking, finance and communication in Libya. Most local and international companies locate or have located their headquarters here. Major manufactured goods include processed food, textiles, construction materials, clothing and tobacco products.

Many new hotels have been built in Tripoli in recent years to cater for tourists and foreign visitors. All hotels are at severe risk of attack by militant forces.

The city is made up of an old Medina, which is surrounded by three old gates. The traditional bazaar is also located inside the old town. The Red Castle Museum, a vast palace, lies on the outskirts of the Medina. The more modern, commercial areas of Tripoli are situated outside the Medina.

Under no circumstances should travellers move about in Tripoli without an extensive personal security team. CALLMY recommends in the strongest possible terms absolutely no non-essential travel when in the city.

Access to Tripoli is very difficult. The Algerian and Tunisian borders are closed, and Tripoli International Airport (TIP) is closed. Travel is possible through Mitiga International Airport (MJI), which is situated 8km east of Tripoli proper. MJI serves a very limited number of destinations in Africa and the Middle East using very small airlines, such as Libyan Airlines and Buraq Air.

Pre-travel

Medical requirements

Travellers arriving from at-risk yellow fever countries are required to show evidence of having had a yellow-fever vaccination.

Restrictions on travel

There are no de jure restrictions on travel in Tripoli.

Arrival / Departure

Air

TIP is closed, due to the security situation. Travellers arriving by air will have to use MJI as an alternative. MJI is 8km east of the city, and operates a very limited service. Travellers will have to utilise Amman, Istanbul or Malta airports for onward travel to MJI. This will likely involve long delays, due to the intermittence of flights to MJI, and high levels of aggressive attention from respective countries' security forces regarding travellers' reasons for visiting Libya.

Land

Land travel to Tripoli involves passing through an active warzone, and CALLMY stresses in the strongest possible terms that there is no way of acceptably mitigating this risk.

Local transportation

To / From the airport

Travel to and from the airport should only be done through reputable security

providers, who will provide an acceptable PSD. Travellers should check the legitimacy of anyone claiming to be a member of their PSD team. No other forms of travel should be used under any circumstances whatsoever. In the event of the failure of the PSD to arrive at the airport, or if the traveller is uncomfortable with the PSD that has arrived, the traveller should immediately re-enter the airport and travel out of Libya at the first opportunity.

Accommodation

Hotels

Most hotels in Tripoli are closed. The Raddison Blu hotel, on Al Fatah Street, is open, and from an amenities perspective is adequate. However, no hotel can be considered secure.

On 27 January 2015 the Corinthia Hotel was attacked by Islamist fighters, killing a number of foreign nationals. All travellers in Tripoli should use secure accommodation provided by their security providers.

Expatriate residential

Under absolutely no circumstances does CALLMY recommend long-term stay in Tripoli anywhere other than in guarded compounds secured by travellers' respective security providers.

Security and safety

Crime

The ubiquitous presence of weapons, chronically high unemployment, lack of security forces infrastructure and the proliferation of non-state armed groups means crime rates in Tripoli are endemic and likely to be violent. A PSD will mitigate this risk to some extent, but travellers should keep in mind that criminals will occasionally act against them anyway.

Extortion and organised crime

The breakdown of law and order in Tripoli means both extortion and organised crime are distinct risks. Travellers should obey the orders of their PSD team at all times, and the PSD should not allow potentially hostile individuals within range of the traveller.

Political and social unrest

There is a very high risk of unrest in Tripoli, due to the very poor political, economic and security situation. Travellers' PSDs should under no circumstances allow travellers to come into proximity with any sort of demonstration, protest or gathering.

Terrorism

The NGNC, who control Tripoli, are considered a terrorist organisation by the internationally-recognised government. There are a proliferation of violent non-state actors throughout Libya, and Tripoli is no exception. The risk of terror attacks directed against Western interests is considerable, and it is almost certain that the Tripoli security forces will not have the capacity to prevent or respond to such an incident. There have been a number of vehicle-borne improvised explosive device attacks in Tripoli over the last few years.

Further, many embassies have been attacked, including the Spanish, South Korean and Moroccan embassies in April 2015 alone. Travellers should obey the directives of their PSD at all times, and particularly in the event of a terror incident.

Cultural issues

Female travellers in Tripoli should be aware that the faction in control of the city is Islamist, and Western women are likely to attract a great deal of unwanted attention. LGBTQ travellers in Libya should be aware that any non-heterosexual sexual behaviour is punishable by death. Both LGBTQ and female travellers should under no circumstances travel in public without their PSD.



Medical issues

The hospitals in Tripoli that have remained open are chronically understaffed. All travellers in Tripoli should have an emergency evacuation plan in place with their security provider for any significant injury or illness that cannot be treated by first aid.

Natural hazards

There is a risk of flooding in Tripoli, which is made more serious by the incapability of the authorities. In the event of flooding, travellers should remain in place and obey the directives of their PSD.