

Executive & Employee Protection

Part of the “Credit Union Defense Series”

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For More Risk Management Assistance Visit Web Site:
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Security Officers:
Place this at all front line work stations and ask traveling executives to carry it on the road!



Handling Currency – Dress for Success:

The target of armed robbers and terrorists include those handling currency and those wearing diamonds and gold. Dress down; leave your expensive and imitation jewelry home, locked up and out of site. Count and verify currency out of site and conceal it when transported on or off premises.

Keep your head up, eyes open and ears tuned:

Your mother might have told you to keep your head down and nose out of other peoples' business. **Stop it!**

Eyes? Watch suspicious persons and recognize the out-of-the-ordinary behavior. For example, someone looking in every direction could be looking for a place to drag his victim and not merely waiting for a bus. A waited-for bus will come from one direction. Always keep a written record of your observations in a safe place.

Ears? Background noises heard over the phone can tell you much about the caller. Music, radio stations, door and elevator bells, animals and machinery noises offer leads after a bomb or other threatening call. Accents, speech impediments, pitch, tone and volume can be hard to mask and impossible to lose. Make a written record (time/date) and keep it in a safe place.

Nose? Bakeries, farmyards, beaches, basement and body odor offer distinctive nasal reactions. Close your eyes and listen to your nose. Make a written record (time/date) and keep it in a safe place.

Bailout Routes:

Robbers, muggers, and murderers, plan their escape. You should do the same! Plan your “bailout” route from home, work and paths frequently traveled. Be aware of one-way streets, blind alleys, building corners, vacant lots and areas that offer cover and concealment to would-be crooks. Remember that you're most vulnerable when you're most predictable. Vary your behavior.

Drive Defensively:

Whether transporting money or not, drive with windows closed, doors locked, radio off and cell phone handy and dialed to 911. Beware of staged accidents, fights, or distractions designed to lure you from your vehicle. When approaching intersections stay back so you see the rear tires of the car ahead. Note how close cars pull behind. Your goal is to create room to maneuver if needed. If attacked, blow your horn, flash your lights and proceed five miles per hour faster than the robber can run to the nearest police patrol.

Lots, paths, and perimeters:

As you arrive, be aware of strangers and unknown vehicles near parking areas and paths you'll follow to the building. If suspicious, stay in your locked vehicle and summon assistance. Leave the area for added protection. Make a written record (time/date) and keep it in a safe place. If nothing is suspicious, drive around the building checking for broken screens, windows, lights, doors, or signs of forced entry. If suspicious, summon assistance.

DO NOT leave your locked vehicle. When nothing is suspicious, one or two should enter the building, check for hide-ins, and give a predetermined signal if all is clear. If signal is not given, stay in your locked vehicle, leave the area immediately and summon law enforcement assistance.

During a Robbery or Assault:

Remain as calm as possible, do exactly what your told, don't negotiate (don't say anything) and never try to stop the robber. Life safety is your only concern. Watch, listen, and attempt to remember something about the robber; his height (compare to something in the room), weight (compare to someone you know) nationality, accents, facial features, nose, ears, eyes, hands, fingernails, clothes, shoes, etc. When safe, activate alarms, lock doors, protect evidence (areas touched by the robber), Call police to confirm alarm was received. Post someone (with an ID) near the door to meet responding officers. Before discussing, write down everything you saw, heard, felt, smelt, and thought during the robbery. Sign, time, date, and turn it over to the police.

Victim Assistance:

Victims traumatized from sudden unexpected events such as robbery experience guilt, fear, and a sense of being out of control. To reduce their guilt, surround them with non-judgmental listeners. Avoid saying, "You should have." It only deepens guilt. Victims fear less when they know what to expect so brief them on what they can expect during their recovery process. To regain a sense of being in control, evaluate and upgrade security policies and procedures.

Getting Back on Board:

The 9-11 terrorist attack on the World Trade Center followed by the loss of Flight #587 struck fear in the heart of most frequent flyers. Following is an abbreviated action plan to help you back on board:

Locate, Lock-down & Link: Before leaving town make sure your office and family have a detailed travel itinerary that includes dates, flights, hotels, conference centers, car rentals, etc. It's critically important for them to quickly locate, ensure your safety, and link you to a designated command center ASAP.

Let's roll! The rules have changed. Select the role (active or passive) you'll take before getting on board and position yourself active up front on the isle or passive near the back next to the window. Evaluate on-board offensive weapons within reach (keys, hot coffee, shoes and strings, Lap tops, blankets, telephone cords, etc.) Study martial arts and share offensive strategies with fellow travelers. Revisit your military basic/AIT/special forces training and adopt the vertical & horizontal butt strokes, rear-strangle take down, foot stomp, eye gauge, move out alpha/cover-me bravo strategies. Accept that once you roll, there is no turning back.

Bomb Threats

Most bomb threats are bogus, however, all must be taken seriously and everyone must be alerted and know how to evacuate. Train all employees to handle threatening calls: don't hang up, ask open-ended questions, record exact time, caller comments, background noises, etc. Train all employees in how to evaluate their workstations and top management in how to exit the building and move to the roll call area. **Avoid congregating at the same point used for fire evacuations.**

Biological Warfare - Anthrax:

"We fear most when we don't understand."
Provide all employees with current facts and fiction about biological warfare. Provide your most vulnerable employees with specialized training. For example, post the following in your mailroom:

Be alert: Watch for packages that are lopsided, rigid or bulky envelopes, signs of white powder, oily stains, strange odors or protruding wires. Beware of excessive postage, postmark city different from return address city, badly typed or written addresses to a title only, from fictitious, unfamiliar or no return address. Restrictive markings such as "Personal" or "to be opened by addressee only."

When in doubt -

- ✓ **Do Not Open!**
- ✓ **Treat as suspicious!**
- ✓ **Isolate it!**
- ✓ **Call the police, and**
- ✓ **Call your postal inspector.**

When a bomb is suspected: *Alert local emergency personnel and hospitals. Advise them not to respond but to be ready.*