



An AEA Company

# SOS PERSONAL SECURITY GUIDE

*TRAVELLING SAFE*

*IN*

*HIGH RISK ENVIRONMENTS*



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## INTRODUCTION

### Purpose

This pamphlet has been developed to provide guidance for your personal protection whilst on assignment. It describes preparations and preventive security measures which will assist in reducing the risks you will face when operating in a dangerous or volatile environment.

The pamphlet provides guidance on the actions to take when a situation deteriorates rapidly and outlines the International SOS evacuation service.

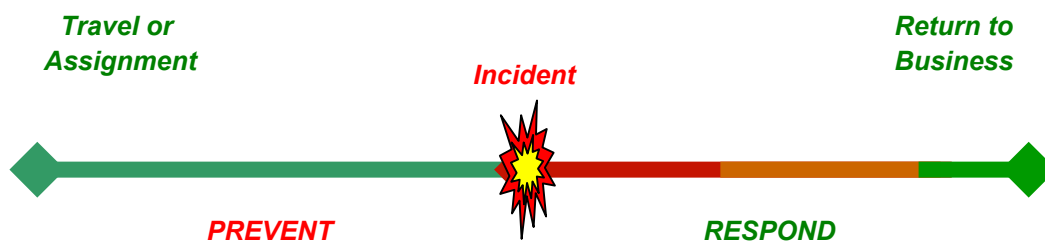
### Preparing Yourself

The first step to staying safe in a dangerous environment is preparation. Risks can be substantially reduced by being aware of the threats, staying alert to the changing situation and taking simple precautions. Similarly, appropriate preparation provides the best chance for a smooth and safe evacuation.

Regardless of what support you have in your destination location; be it a local staff member, a driver, an executive protection team, or a government agency, your security is ultimately your responsibility. By accepting that this is the case and acknowledging that you can take steps to reduce your exposure to danger, you will be starting to take control of the situation.

You must be prepared to react to an emergency at short notice. This includes being ready to depart from your work location at short notice for an extended period.

### SOS Risk Management Services



- *Pre-travel advisories*
- *Travel Locator*
- *Risk Assessments & Audits*
- *Crisis Management Plans*
- *Crisis Response Training*

- *24 hour Emergency Hotline*
- *Expert Assessment*
- *Coordination of Security Providers*
- *Evacuation in Times of Crisis*

## PREVENTION

Even in the most hostile environment, you can make yourself a very difficult and less attractive target by applying simple preventive security measures. Terrorists and criminals will always conduct surveillance of their intended target. If your preventive procedures are good, they will most likely opt for an easier victim.

You will need to use your common sense, be disciplined and always think “worst-case”. When you apply these measures you will be more secure, feel more confident and present a hard target.

### Before You Go

Preparing yourself thoroughly before you depart will give you and your family greater confidence and reduce your exposure in country.

#### Documents

- Make three copies of all your key documents. One to take with you and store in a different place to the originals, one to leave with your family, and one to leave at work. The office can always send a copy to the overseas office if it is required.
- Documents you should copy include: your passport, visas, credit cards, itinerary, contact numbers, membership details, account details, prescriptions and license number. Carry at least four passport photos.
- Ensure that your affairs are in order. Check your insurances, Will and any contracts. Ensure all your bills are paid.
- Remove all non-essential paperwork from your wallet.
- Memorise your passport number and expiry date.
- Cover the exterior of your passport to make it more difficult for others to detect your nationality.
- Arrange for route maps to be prepared detailing the regular routes you will use. Number the routes and ensure that you mark the nearest safe houses en-route. When you are preparing your diary, designate which route you plan to use. Ensure your diary remains in your control at all times.

#### Luggage/Clothing

- Lock your luggage with a padlock.
- Label your luggage with your home address in a concealed tag (so as not to display your nationality).
- Pack subdued, comfortable clothing. Long sleeved shirts in greens, greys and blues will not stand out. Shoes should be comfortable and have rubber soles. Always keep a lightweight warm top in your hand luggage, regardless of the prevailing weather conditions.

- Pack a small medical kit which can be carried with you at all times. A suitable medical kit is described at Annex B.
- Pack a spare pair of glasses and spare medications in your hand luggage.

## Other

- Read as much as possible about the history, geography, culture and current situation at your destination location.
- Review the International SOS Country Guide at [www.internationalsos.com](http://www.internationalsos.com) and identify the vaccinations and appropriate prophylaxes required for the region you are destined for.
- Learn enough of the local language to identify yourself, acknowledge directions, express common greetings and courtesies, and ask for help.
- Attempt to fly on larger modern aircraft. These generally have a better safety record. Try to book flights on non-stop routes. Landing and take-off are the most dangerous phases of the journey.
- Run a final check of your bags to ensure that you don't have any dangerous articles. Ensure that your carry-on luggage is free of sharp objects including scissors, metal nail files, pen knives etc.

## When You Travel

You are most exposed when you travel. In most dangerous or volatile environments the offices, residences and hotels that you visit will generally have increased levels of security. Getting to them, arriving and departing from them provide opportunities for those who may wish to harm you.

## Getting There

Air travel is statistically one of the safest forms of transport you can use. Follow these simple tips to reduce the risks further and ensure that you are prepared for the worst-case event.

- Research the airline that you will be flying with. Useful information on aviation safety and the performance of various airlines is available at <http://www.crashdatabase.com> or <http://www.airsafe.com> .
- On the aircraft, choose a window seat toward the rear of the aircraft. A window seat affords you greater protection in the event of a hijack. It is more difficult for the hijacker to attack you, and you can maintain a lower profile.
- Keep the overhead storage area free from very heavy items. In major turbulence the structure may not support bags above 10 kg. Keep your seatbelt fastened and follow the instructions of the flight attendants.
- Locate your nearest exit as you board the aircraft and think through how you will get to it in an emergency. Rehearse the move to the exit during the flight. Pay attention to the pre-flight safety brief.

- Regularly review where you are in your journey by flicking over to the trip display. Knowing where you are at any point in time is a consistent theme in preventive security.
- Before you collect your baggage, orient yourself. As you stand at the baggage collection point, look toward the exit. Depending upon the set-up of the airport, go to a bureau de change, before you leave the secure part of the terminal. As you obtain small notes for tipping, survey your surrounds. Identify your hotel representative before you head through the exit.
- Once you have identified your escort, move to meet them, introduce yourself and ask their name. Do not let your driver walk off without you. If he or she goes to find another person, go with them.

## Driving Around Town

Driving around town may be one of the most dangerous situations you are exposed to. Your driver is an important person, so if you are going to cut costs on your trip, don't do it here.

You should only employ drivers that can negotiate during a crisis. The driver's contract should also include some commitment to continuing service throughout a crisis. Drivers should have good English, some basic first aid training and vehicles should be fitted with First Aid kits. Vehicles should also be supplied with maps showing the location of Assembly Points and Ports of Departure in English and the local language. If he doesn't have one, you should.

You should take the time to brief your driver before any trip. A possible briefing and preparation checklist is included at Annex C.

If a crisis occurs, you and your dependents must have the ability to deploy immediately from your work place and/or residence to a suitable safe house/Assembly Point and Port of Departure.

This is critical, as it is possible in a worst case scenario that specialist providers or local government contacts may not be able to provide the transportation support promised if under duress.

Taking the following precautions will help reduce your risks when travelling on the roads:

- Prepare thoroughly before commencing your journey. Check news services and phone ahead to confirm conditions en-route.
- Only use hotel rent-a-cars or limousines with trusted drivers. Do not use taxi cabs.
- Arrange the car by calling the rent-a-car desk and specifying a time for pick up. At the due time walk downstairs straight to the car, hop in and go.
- Never drive yourself. If you drive you expose yourself to mob violence in the event of an accident.
- Confirm that your driver knows how to get to the destination. Know where you are and where you are going at all times.
- If possible, keep your travel legs to less than 50 minutes. Stop for a break in a secure environment for at least ten minutes, discuss your next leg,

highlight the safe-houses en-route and ensure you are alert when you resume your journey.

- Sit in the front seat. It is often rare in developing countries for cars to have seatbelts in the rear.
- Wind your windows up and lock your doors at all times. Make it difficult for anyone to enter your vehicle.
- Do not wind down your window to pass money to beggars.
- Understand your route and look for safe areas en route such as Consulates, offices, Defence establishments and police stations. Marking a map can be a useful aid to navigation.
- Wear dark sunglasses that allow you to avoid eye contact.
- Remain vigilant when approaching choke points and intersections.
- Ensure your driver keeps a decent gap between your vehicle and the vehicle in front both when driving and when stopped. He should also offset the vehicle slightly to improve his vision beyond the car in front, without exposing the vehicle to oncoming traffic. This will allow him better awareness of cars, room to stop and room to manoeuvre away from danger.
- In high risk areas, ensure that you have guaranteed communications to a response element/team.
- If the threat requires it, you should have a security escort travelling in a separate vehicle, which will follow your own. This can be organised through International SOS Security Division using local providers.

## **Staying Safe and Secure**

- Always carry a robbery wallet in your back pocket. The robbery wallet should have your emergency cash (USD 50 or equivalent in local currency in small denominations) and redundant business cards and old photos.
- Don't discuss your travel plans with fellow travellers. Be vague.
- Watch your drinks when you are out and avoid accepting drinks from individuals that you do not know. Never go out by yourself.
- Avoid any discussion of politics, religion or key government or religious figures.
- Never loiter in the lobby, in front of the air terminal or outside recognised foreigners' meeting points. These are excellent targets for attacks.
- Do not leave your hand luggage unattended.
- Avoid walking around the city unless you are confident of the security situation. Do not walk at night by yourself.
- When you check in to your hotel room arrange to have a room that faces the street and is located on one of the lower floors (third or fourth) close but not immediately adjacent to a fire escape. Keep the heavy drapes closed at all times other than when you are checking the exterior of the building prior to going out.

- On your way to your room locate the fire escapes, extinguishers and fire alarms. Once you have dropped your luggage in your room, walk between your room and the fire escape. Open the door and check that it is locked from the outside. Mentally go through how you would get there if there was a fire. Refer to the detailed fire response procedures in the next section and at Annex D.
- Always make it a habit to leave your keys, wallet and medical kit in the same place in every hotel. The bedside table is probably the easiest consistent location for this. In an emergency you will be able to pick up these items and go with little warning.
- Leave CNN or BBC World on in your room when you are there. This gives you the chance to pick up information in regards to demonstrations or riots that may be in progress.
- When you are heading out, replace your door card with a spare plastic card (video card or other low value card), thus leaving the power on in your room. Hang the "Do Not Disturb" sign on the door.
- Call ahead to a senior member of staff to advise them of when you are leaving and your estimated time of arrival. Brief them on the route that you plan to take.
- Keep your mobile charged up and ensure that you have programmed in your key contacts.
- Avoiding Kidnapping. Kidnapping is a crime of violence that is increasingly prevalent across the world. Women are often at greater risk of kidnapping as their husbands are seen as the breadwinners and more likely to be able to coordinate payment. In addition to the procedures outlined above, the following protocols will reduce your risk and should be considered in high risk environments:
  - Do not use business cards or have a dummy card made up (painter, courier, school teacher etc). Carry these in your Robbery Wallet.
  - Appoint a liaison person to maintain daily contact with all deployed staff and check their routine.
  - Organise qualified meet and greet services to deliver staff to a 5-star hotel.
  - Organise a security escort and driver.
  - Arrange for armoured cars and qualified security drivers.

## Communication

Your safety in the event of a crisis may depend upon how well you and your support elements can maintain communications. This is an area of preparation that must not be overlooked. When preparing your communications plan you should establish redundancy of means through having at least three options for emergency communications. These could include:

- Primary – Mobile Phone,
- Secondary – Landline, email or fax, UHF/VHF/HF radio and

- Alternate – Satellite Phone.

In volatile environments where power supply is not guaranteed and mobile coverage may be limited, you should insist upon provision of a satellite phone as a back up form of communication. The Motorola handheld satellite phones use the Iridium network and are reliable, flexible and relatively inexpensive to hire or buy.

The protocols that you should put in place with your support elements will vary depending on the level of risk you are exposed to. Your basic considerations should include the following:

- Check the network that is used in the destination country. If possible carry a tri-band phone that will provide the widest mobile coverage.
- Maintain power in all handheld devices and keep a back-up battery charger (available in most international airports) to recharge your phones if the power network fails.
- Maintain a wallet card with all relevant emergency contact numbers.
- Program all numbers into your handheld phones.
- Establish a daily scheduled contact time at which you will touch base with home, head office or International SOS to brief on your activities and the situation and to catch up on any world news that may affect your situation.
- Leave contact numbers for all hotels and offices you will be visiting with home and work and keep a copy with you at all times.

## WHEN THINGS GO WRONG

Preparation will take you so far. You may be caught in the wrong place at the wrong time, despite taking the appropriate precautions. All is not lost. If you maintain your composure, think logically and react quickly you stand a good chance of recovering the initiative and getting out of any difficult situation.

### Injury

There are adequate hospitals in most major cities and International SOS has a wide network of contacts and over 180 clinics and medical support facilities worldwide. In the event of injury, your first call should be to International SOS to register your condition and get SOS resources working on your behalf. It is recommended that you then call the recommended hospital that you have identified for such emergency situations.

Contacting SOS first is recommended as some of the ambulance and hospital staff may not speak English. The ambulance can be coordinated by an SOS Doctor at your request. SOS will liaise with the hospital to facilitate treatment. Some local security providers may also have response elements at short notice to move and medical staff in their alarm centres who are capable of responding quickly if ambulances are slow to respond. Ensure you have a wallet card in both your real and robbery wallet which details a list of emergency numbers.

### Car Accident

Your procedures in the event of an accident will change depending upon where you are in the world. In certain locations such as Papua New Guinea and Colombia, you should think carefully about staying at the accident site. In other locations you are best remaining in situ if an accident occurs.

In the event of an accident, check that you are uninjured then check your driver. Confirm your location with the driver. Hand your driver funds from your robbery wallet (or the entire wallet), and advise him to render assistance to the other parties and resolve the situation. Contact your support staff or International SOS and advise your location, situation and concerns.

Demonstrate immediate concern for the others involved in the accident, provide clear instructions to your driver and if you have exited the car, then get back in as soon as you can and lock the doors. Phone the police and ambulance.

If the car is drive-able, wait for the driver to get back in the car and return you to the hotel. If the car is disabled, phone the hotel and advise them to get a car to you immediately. If the situation appears to be volatile, phone your emergency contacts and request their support.

### Fire

There are over 5000 hotel fires every year, which makes this a real risk for all business travellers. You must remain calm and consider your situation carefully.

Having rehearsed your escape procedures, you must stay low and, taking your companions with you, head to the fire stairs and on to safety. Detailed procedures are set out at Annex D.

## Earthquake

In the event that tremors start, **Drop** to the floor, take **Cover** under a sturdy desk, table, or other furniture and **Hold** on to the furniture you are under and protect your face. As soon as the tremor has ceased, move out of the building and at least 100 meters away from any structure. These procedures are specified at Annex E.

## Riots and Mob Violence

Do not walk around the streets in high risk environments. If you walk you are an easy target.

If you find yourself driving into a riot, instruct your driver to remain calm, slow down and make a U-turn. If this is not possible, stop the vehicle and attempt to reverse. If you are blocked in, assess your distance from the crowd and make a decision as to whether you can escape on foot. Keep your driver with you and agree where you are heading. When you decide to go, park the vehicle, exit and walk briskly away from the crowd. Do not run, unless you are being pursued.

## Firearm Attack

At the first sign of gunfire, run toward the nearest cover/concealment (a column, a low wall, a depression or a vehicle) and try to locate the source of fire. When you are gauging the situation remain still and quiet. You will be harder to spot if you are not moving or silouetted against a skyline.

Once you have identified where the fire is coming from, look for your escape route.

Your route should have cover at least every 5 to 7 meters. Stay close to, but not against walls, as bullets travel well along linear features. Communicate with those around you; there is strength in numbers and your initiative will save lives. When you move, move quickly from cover to cover in bursts.

When you are trying to locate the source of danger, look around your protective cover rather than over it. When you have to expose yourself, vary your vantage point frequently so as not to provide an easy target for a marksman.

## Bomb Blast

If you are uninjured, move away from the blast site toward a secure area. Terrorists will often place a backup device in vehicles or bins located near the scene to cause maximum casualties to emergency services. Move indoors and upstairs. Keep clear of the crowds that will gather and establish contact with your support organisation.

Get your support element to tune in to the latest news and brief you on what is happening on site. Move from cover only when the situation has been stabilised.

## Kidnapping

In the event that you are kidnapped, you will suffer the shock of capture to some degree. Your ability to organise your thoughts and remain calm may be critical to your survival.

Kidnappings are usually most violent in the early stages as the kidnappers seek to impose their will. Your docility and cooperation with the kidnappers may assist in calming them sooner. Stay calm, make no sudden movements, act on the instructions of your captors and do not engage them in conversation.

If you are part of a group, blend in with the others and avoid all eye contact with the kidnappers. If you are questioned, keep your answers short and sharp. When asked, minimise the importance of your role.

It is important for you to expect that your captivity will last for a considerable period of time. Establish a routine that includes exercise and relaxation. Think of home and the detail of what you will do when you get back. Keep thinking! Staying alert and keeping your mind active will make you more positive and ensure that you are working toward getting home.

Attempt to slowly build rapport with the kidnappers. This should only commence when you sense that the kidnappers are relaxed. Set yourself a task of passively learning as much about your captors as possible.

Attempts to evade capture or to escape are usually unsuccessful and can increase the danger of physical harm. Most hostages are released unharmed. It remains, however, a personal decision. Daniel Pearl's death and the particular motivations of such groups as Al Qaeda, may affect your decision, however it is worthwhile noting that approximately 97% of kidnap victims are ultimately released unharmed. If you do decide to escape, success will rely on surprise, speed, proximity to a safe house and access to an escape vehicle. Your escape must be thoroughly planned and you should be clear on the possible consequences of your action.

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## SUPPORT

### Crisis Management Team

If you are travelling for business reasons, your company should have a Crisis Management Team (CMT) to provide coordination, decision making and dissemination of information in the event of a crisis. Your CMT should be supported by local liaison staff who can provide advice and coordination assistance to the CMT and deployed staff. Find out who are the key people in the CMT and ensure that you understand how to contact them.

If you are travelling for leisure, ensure that someone at home fulfills this same function. Be it a family member, friend or work colleague, they should know your itinerary and have contact details for you at all major stops. You should leave copies of your key documents (passport, visa, credit cards, itinerary) with this person and ensure that they understand who to contact in the event of an emergency. When travelling you should make contact on a regular basis via phone or email, to confirm your whereabouts and status.

### Security Assistance

International SOS Security Division can provide advice and assistance in the event of a deteriorating security situation. Membership of the program entitles you to 24 hour security advice and evacuation services as a result of political or environmental crisis. Updated security information is available on the SOS website at [www.internationalsos.com](http://www.internationalsos.com).

International SOS Security Division can provide details of reliable security service companies who will provide escort services when required. These referrals can be arranged through International SOS.

International SOS 24 hour Alarm Centre numbers are included at Annex A to this guide.

### Medical Assistance

International SOS provides medical assistance to travellers and expatriates who may require treatment or medication at any time, including during a crisis. These services can be coordinated through the International SOS network of Alarm Centres around the world.

If required, International SOS can provide medical escorts for a medical evacuation. These services can be coordinated through the Region Security Centres. These numbers are at Annex A.

**RESERVED**

**ANNEX A: SOS 24 HOUR REGION SECURITY CENTRES**

<b>Centre</b>	<b>Phone</b>	<b>Fax</b>
<b>Regional Security Centre Singapore</b>	+65 63387800	+65 63387611
<b>Regional Security Centre Philadelphia</b>	+1 215 2454707	+1 215 2449617
<b>Regional Security Centre London</b>	+44 (0)2087628008	+44 (0)2087487744

<b>ANNEX B: EMERGENCY MEDICAL KIT - INDIVIDUAL</b>
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<b>Item</b>	<b>Quantity</b>	<b>Symptoms</b>	<b>Adult Dosage</b>
Panadol, Paracetamol 500mg	20 tablets	Fever or temporary relief of minor and moderate pain.	1 – 2 tablets 3 – 4 times daily. Do not exceed 8 tablets daily.
Loperamine 2mg (Imodium) Oral capsules	12 tablets	Acute nonspecific diarrhea.	1 – 2 tablets initially, then 1 tablet after each unformed stool. No more than 8 tablets a day. Drink plenty of fluids.
Kenacomb Cream 15g	1 tube	Inflammator dermatoses caused, complicated or threatened by bacterial and or candidal infections.	For external use only. Apply 2 – 3 times daily. Keep out of reach of children.
Band-aid	10 pieces	To cover small size wound.	For single use only.
Alcohol swab	10 pieces	Disinfecting of the wound.	For single use only. Apply directly to the wound.
Non-sterile gloves	1 pair	Multipurpose	
Sterile sponges	3 packs	Multipurpose with dressing	
23 gauge needles	2 pieces	Injections	
Syringe 5ml and 10ml	2 pieces	Injections and irrigation of wounds	
Iodine 10ml	1 bottle	Disinfecting wounds, purifying water (1 drop per litre)	Contact International SOS for directions on use.
Steristrips	2	Closure of wounds	
Saline 5ml	2	Cleansing wounds or clearing eyes	
Repalte or Gastrolyte	3	Rehydration	Follow directions on box.
Bandage	1 roll	Snakebite, other wounds	
Albupore tape ½ Inch	1 roll		
Thermometer	1 piece	Temperature check	
Gauze	quantity	Dressing wounds	
Chapstick	1 piece	Sun protection	

**Complete kits can be purchased from International SOS**

<b>ANNEX C: BRIEFING CHECKLIST FOR DRIVER</b>
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Step	Action	Remarks
1	Obtain 2 tourist maps with street names and guidebook with pictures	
2	Mark maps to highlight: <ul style="list-style-type: none"> <li>• Accommodation</li> <li>• Office locations</li> <li>• Dangerous areas and locations to avoid (meeting points for mob action, popular expatriate night spots, dangerous suburbs)</li> <li>• Routes (primary, secondary and alternate)</li> <li>• Reference points</li> <li>• Safehouses (5 star hotels, police stations, army barracks, courts, company offices, etc)</li> <li>• Evacuation ports of departure (airport, ports, main roads)</li> </ul>	<ul style="list-style-type: none"> <li>• Name or number routes.</li> <li>• Landmarks</li> <li>• These will vary by country, based on the political situation</li> </ul>
3	Orientate driver to the map and highlight all points marked on map	<ul style="list-style-type: none"> <li>• Demonstrate key reference points by using pictures if necessary</li> </ul>
4	Outline standard procedures for: <ul style="list-style-type: none"> <li>• Searching and securing of the vehicle</li> <li>• Preparation and maintenance of the vehicle</li> <li>• Collection and drop-off</li> <li>• Speed</li> <li>• Obstacle/obstruction</li> <li>• Accident</li> <li>• Incident</li> </ul>	<ul style="list-style-type: none"> <li>• Stress regular maintenance and daily check of fuel, water, oil and tyres</li> </ul>
5	Outline routes to be used for the day's journey	<ul style="list-style-type: none"> <li>• Cover primary and alternate routes</li> </ul>
6	Allocate primary and alternate Emergency Rendezvous locations	<ul style="list-style-type: none"> <li>• At designated safe houses</li> </ul>
7	Highlight no-go areas	
8	Review "emergency actions" and point out location of medical kit	<ul style="list-style-type: none"> <li>• Accident, incident, surveillance</li> </ul>
9	If in doubt get driver to drive route prior to picking you up	<ul style="list-style-type: none"> <li>• In high risk environments</li> </ul>
10	Exchange mobile contact numbers and provide a card with your emergency numbers	<ul style="list-style-type: none"> <li>• Conduct communications check</li> </ul>

<b>ANNEX D: FIRE SAFETY PROCEDURES</b>
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Consideration	Action
Maintain essential equipment	Always keep your keys, wallet, mobile phone and emergency kit on the bedside table
Locate Exits and Check Room	<p>After arriving in your room, locate your fire exit. Count the doors between your room and the exit and note which side of the corridor it is on. Note any obstacles along the route. Think through the route one more time.</p> <p>Check your room.</p> <p>Practice opening the window and note whether there is a ledge, balcony or other means of egress.</p> <p>Check where the furniture is located in the room.</p>
Test Exits	Check that the door opens from the corridor and that it is locked from the stairwell side.
Limit the Spread of Fire	Always close the doors that you pass through. Closing doors significantly limits the pace of the spread of fire.
Investigate Disturbances	If you awake during the night, go to your door and check the spyhole. If unsure, phone reception and note the disturbance.
Respond to Smoke in Your Room	<p>Roll out of bed toward your night table.</p> <p>Collect your essential items.</p> <p>Crawl to the door on hands and knees.</p> <p>Test the heat of the door knob.</p> <p>If extremely hot do not open.</p> <p>If warm go to the hinge side of the door and with your palm on the knob, open slightly.</p> <p>Peek around the door to assess the conditions.</p> <p>If the corridor is on fire, completely filled with smoke, or the door knob is very hot do not leave your room. Adopt the procedure for Trapped in Room.</p> <p>Once into the corridor if you come across thick smoke, do not attempt to go through it. Stop and go back up to the roof. Once through the exit onto the roof, leave this door open to allow the stairs to vent.</p> <p>Move to the windward side of the building and attempt to make contact with rescuers.</p>
Trapped in Room	<p>Don't panic. In most cases you will remain safe if you act quickly.</p> <p>Open your window to vent the room.</p> <p>If the air is fresh outside leave the window open, but keep checking it.</p> <p>Fill the bath with water.</p> <p>Tie</p> <p>Turn on the electric vent.</p> <p>Wet down the mattress, soak your towels and bail water onto the door and floors to cool the room and retard the fire.</p> <p>Use your phone to contact the hotel staff and your support team.</p> <p>Move to the window and attempt to signal to rescuers, between wetting down the door and room.</p>
Don'ts	<p>Don't attempt to jump if you are above the second floor.</p> <p>Don't <b>EVER</b> use the elevator if you suspect there is a fire. Elevators often stop on the floors that are ablaze.</p> <p>Don't panic. Keep thinking at all times.</p>

## ANNEX E: EARTHQUAKE RESPONSE PROCEDURES

The following survival methodology has been adapted from work done by Douglas F. Copp, Rescue Chief of the American Rescue Team International. Copp's 'Triangle of Life' survival methodology has been rigorously tested and validated through simulated earthquake activities. When roofs, floors and ceilings collapse, the weight of the material falling crushes desks, chairs and people. Door frames, stairs, shelves and other less solid structures will collapse. Solid objects, however provide protection from falling debris. As materials fall upon these solid objects they will be crushed to some extent, but the height of the object that remains acts as a kind of support for the falling materials. These materials then act as roof beams to the space or void next to the object. The void will tend to end up with a sloping roof over it. The larger and stronger the object, the less it will compact. The less it compacts, the larger the void next to it will be. Such triangles are the most common shape to be found in a collapsed building.

WHEN INSIDE	WHEN OUTSIDE
<ul style="list-style-type: none"> <li>Immediately move as close as possible to the outer walls and close to a solid object which may compress, but will provide enough height for you to crouch alongside safely. A vehicle, high stacks of paper, large office equipment or even a solid sofa will provide reasonable cover. Take cover alongside a solid object which will act as a support for the collapsing roof. Adopt the foetal position, as this will allow you to fit into the confined space that may be created.</li> <li>Instruct others to follow the same actions!</li> </ul>	<ul style="list-style-type: none"> <li>Quickly move at least 300 feet/100 meters away from buildings, utility poles, and other structures.</li> </ul>
<ul style="list-style-type: none"> <li>Stay away from stairs, glass windows, wall shelves and door frames. Stairs are often the first things to collapse. Door frames will collapse and the roof will collapse on you. Avoid lower floors if possible, as the higher you are, the less weight of material there is above you.</li> </ul>	<ul style="list-style-type: none"> <li><b>Always</b> avoid power or utility lines.</li> </ul>
<ul style="list-style-type: none"> <li><b>IF CLOSE TO THE EXIT, MOVE OUTSIDE.</b> Locate yourself alongside a vehicle. Be aware that aftershocks may cause further damage.</li> </ul>	<ul style="list-style-type: none"> <li>Do not approach any buildings until authorized by a qualified engineer, regardless of whether the tremors have ceased.</li> </ul>
<ul style="list-style-type: none"> <li>Once the main tremor has ceased, calmly evacuate to your emergency muster point. Assist others.</li> </ul>	
<ul style="list-style-type: none"> <li>Administer first aid and locate all staff. Call for help.</li> </ul>	<ul style="list-style-type: none"> <li>Gather staff at the emergency muster point and attempt to account for section staff.</li> </ul>

### Gas and HAZMAT

If you smell gas, cease all operations. **DO NOT SWITCH LIGHTS ON OR OFF.** Vacate the building and then notify the Building Manager, Supervisor, or Command Center. Some gases are odorless and colorless. Do not enter any areas where hazardous materials are stored or suspected until uniformed personnel or other trained and authorized person had inspected the area.