

NEWSLETTER

Quarterly Newsletter for Corporate Aviation, Pilots, Flight Attendants/Technicians & Flight Departments

PERSONAL SAFETY and SECURITY



Many of us are fully aware of safety and security measures flight departments have in place. Surveillance cameras, key card locks, IDs, background checks, security and travel alert notifications, etc. However, are WE doing enough to ensure our own personal safety whether at home or while traveling. Here are some recommended safety tips that will assist you in both personal and financial safety and security.

Maintaining a Low Profile: No matter how travel savvy you may be, it is impossible to blend in 100%. Typically, as soon as we begin speaking we are red flagged as American. The most common mistake travelers make is fashion. We are not talking about bad fashion sense but what your clothing is actually "saying." Ask yourself, am I wearing any insignias that are going to target me? Items such as baseball caps, sport teams, Universities, State or City information, American-specific companies, American flags and various other logo-wear that screams, "I'm an American!"

Varying Your Routine & Situational Awareness: Do you go for a walk or run at the same time every day and following the same route? When staying at a different city do you walk across the street every morning for coffee like clockwork? Do you walk down the street wearing headphones listening to music or talking on the phone? Criminals thrive on human behavior and predictability. By establishing a daily routine or being unaware of your surroundings allows criminals time and a location to have their plan of attack in place. In Corporate Aviation flexibility is key, you should apply this to your personal life as well. Don't become paranoid but ask yourself, has that guy been following me the past couple of blocks? Didn't I see this stranger yesterday? If you ever feel like someone is following you, attract attention immediately! If you do anything out of the ordinary, chances are you will no longer be a viable target because you are now unpredictable and are no longer following human habitual behavior.

Luggage Tags & Magazine Labels: If your luggage tag displays your full name, home address and phone number you need to change it immediately. The only information that should be featured is a business card with company information or the following; first initial, last name and your cell phone number - that's it! If someone can view your home address, they now know where you live and also that you are out of town. How many times have you found someone's old magazine in the seatback pocket of an aircraft? If the magazine was mailed to the house it will have a mailing sticker displaying full name and address. Be sure and peel that off if you are leaving it behind.

Come Rob Me, I'm Not Home: If someone is able to break into your car, would they find your home address inside the glove compartment or elsewhere? Most likely this answer is yes as we usually store the insurance card, registration and many automobiles are now equipped with navigation systems. If they are able to steal your car they can find your home easily by simply turning on the GPS system and selecting "home." They will not only have your address but also receive directions! Once they arrive at your home, do you also have a garage opener in your car? Is the garage entry door locked or unlocked? It should be locked or you are making it very easy for the criminals to access your home if you do not have a home security system. It's recommended not to have your home address programmed as "home base" in your navigation systems.

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Credit Cards: It's best to constantly monitor your credit card statements regularly for errors or odd charges. Credit card theft and fraud can occur even after taking the best precautions, but regularly monitoring your bank statements can alert you to any suspicious activity. Be aware if your credit cards have a RFID (Radio Frequency Identification). RFID credit cards use a radio frequency to transmit personal financial data. They are not swiped through a scanning machine like a traditional credit card. Unfortunately, RFID credit cards can be skimmed when an unauthorized user grabs the unencrypted data from your card using an RFID reader. Credit card companies are aware of the problem and are creating security fixes, but there are a number of steps you can take to protect your financial information.

1. Leave them at home and only use for online purchases 2. Stack them together in your wallet as it makes it more difficult to scan the data. 3. Wrap them in aluminum foil 4. Purchase credit card shields or RFID blocking secure wallets that block the signal and prevent anyone from scanning the information.

Passports: All US Passports have a dark blue cover, as do many other countries but to avoid anyone from seeing your nationality we recommend keeping your Passport inside a protection cover. However, you must also protect yourself from identity theft. In addition to credit cards, as featured above, did you know that all US Passports issued since October 2006 as well as passports from many other countries have a RFID chip embedded inside them? These chips hold all the data from the information page including your picture in digital format. These RFID chips allow authorities to scan your passport from a distance, making border crossing a little faster. However, if your passport were scanned nefariously, it also makes stealing your identity a whole lot easier. There are protective covers with shielding technology that block radio waves and prevent scanners from reading the chip inside your passport.

"ICE": In Case of Emergency. Your cell phone should have a designated ICE in your contacts or address book. This is your personal in case of emergency contact authorities can access and call. If your phone has a lock feature, this information can be placed or posted on your opening/welcome screen. ICE should include the ICE person's name, phone number and relationship to you (Wife, Husband, friend, Domestic Partner, etc.). It can also include severe allergies or medical conditions authorities need to be aware of before treatment. ■



Recommended suppliers for RFID protection

Identity Stronghold

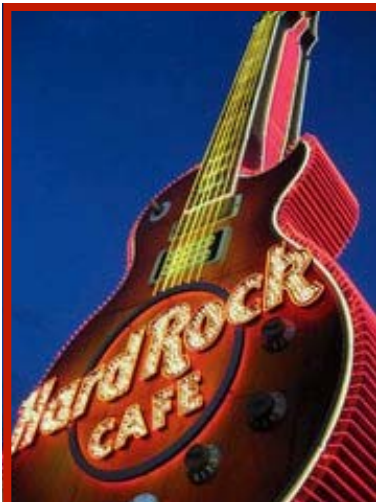
www.idstronghold.com

Providing protector sleeves for credit cards and passports, wallets and carriers

Stewart/Stand

www.stewartstand.com

Providing woven stainless steel wallets and passport protectors



FACTS® Training adds Las Vegas - Hard Rock Hotel and Casino to 2011 Training Locations!

New for 2011, FACTS adds Las Vegas (LAS) to its scheduled class locations and has Hard Rock Hotel and Casino as class hotel and venue.

LAS classes are scheduled for:

- February 13-17
- July 24-28
- December 11-15

For more information, please go to:
www.factstraining.com or call 888-754-9805



HOTEL SAFETY and SECURITY



As hotel guests (whether staying for business or pleasure), we all too often forget about our surroundings, especially when it comes to hotels. We are creatures of habit and for those of us who travel often typically consider these places our home away from home. Complacency and inconvenience overrule intelligent thought and at times, situational awareness. This can lead to trouble and an unsafe environment. Feeling safe because you are staying at a luxury or high end hotel leads to a false sense of security. There are no hotel chains immune to crime no matter where they are located in the world.

First rule; when you check into the hotel, if you feel it's unsafe or questionable - don't stay there! Here are some basic hotel safety tips to practice regardless if you are traveling domestically or internationally.

Hotel check-in: Make sure you or the front desk personnel do not say your room number or floor out loud when you check in. If they do, change rooms immediately. Criminals have this system down. *A gentleman is sitting in the hotel lobby reading a newspaper, he hears, "you are in room 324, we hope you enjoy your stay." He is already heading to the third floor before you leave the front desk in order to be in position.*

Know where everyone is staying: If traveling with other crewmembers or guests; write down each persons room number. The key jacket is usually a great tool to use in this case. We also recommend everyone should be staying on the same floor in case of an emergency such as a mandatory evacuation or fire.

Buddy system: If traveling with other people, escort and check each other's rooms before entering. The escort will remain in the entry doorway while the occupant checks the room thoroughly. If traveling alone, you can request a hotel security guard to escort you to your room.

Are you alone in the hallway?: Before entering your hotel room check the hallway. If there are any strangers walking towards you or standing in the hallway - WAIT! If they are staying in place, do something unpredictable, talk to yourself, pretend to search for your key or your phone. Do anything but enter your room. As detailed in personal security once you do something uncharacteristic, you most likely just removed yourself as a target.

Key entry: Prior to inserting your keycard into the entry door, make sure the door shut completely before swiping the card. Many hotel doors are self-closing but they don't necessarily engage fully closed.

Block the door open: Once you open your room door, block it completely open with your suitcase or tote. Engage your deadbolt or flip the swag lock over. Engaging the locks while the door is open prevents the door from fully closing should an intruder kick the suitcase away from the door.

Turn on the lights: Turn on the lights as you walk in. Never check your room in the dark.

Check your room!: Methodically walk through your room checking all areas where someone could be hiding.

- Open all closet doors, storage cabinets, vanities, etc.
- If there is a shower curtain, open it.
- Check the adjoining door (if applicable) to ensure the deadbolt is fully engaged properly and locked.
- Check behind the curtains. Many curtains are one foot or more away from the wall. A perfect place for hiding.
- Check the sliding glass doors and windows to ensure the locks are functioning and engaged properly.
- Check under the bed regardless if it is a solid frame or not. If needed, lift the mattress up to check. Never assume no one can hide under a framed bed.
- Make sure your room telephone is working and alarm clock is not set. Many phones are unplugged or silenced by previous guests. The provided alarm clocks are not a security risk but an annoyance if they were set by the previous guest. Nothing worse than getting an unexpected wake up alarm at 5:00 am when not needed.
- Check the entry door peephole. If it does not have a cover, cover it. It may have been switched around for viewing into your room from the hallway. There are also devices that can reverse the image.
- Once you are ready to shut your door and lock it. Ensure the deadbolt is working properly. You'd be surprised how many do not fully engage. If it doesn't - change rooms! ■

BEST PERSONAL & SAFETY PRACTICES



AirCrew Combative Training (ACT)
Onsite Training - for more information please go to:
www.factstraining.com > Training Options

- The **Do Not Disturb** sign should be placed on your doorknob and left. This is not a 100% deterrent but it does give the appearance the room is currently occupied.
- Request housekeeping to service your room only when you are present in order to monitor the activity.
- Whenever leaving your room, turn the television on and adjust the volume so its not too loud causing a disturbance but loud enough to hear outside the entry door.
- Leave some of the lights on. If you are staying at a hotel that requires you to insert your keycard into a wall socket for power, simply request two keys. Otherwise, you can carry a few old hotel keycards (be sure to mark an "X" with a marker so you don't get them confused with your current keycard). The rule is to never re-enter your room in the dark.
- Never open the door to strangers. If they claim to be "Maintenance" or another type of hotel employee and you didn't call them you should immediately contact the front desk and request Security to come to your room.
- Whenever opening the door for Room Service, Maintenance, Housekeeping, etc. get into the habit of flipping the lock latch over or engage the deadbolt once you open the door. This prevents the door from closing entirely.
- If venturing out alone be sure to inform others of your plans by either verbal communication, voicemail message, or place a note inside your own room stating times, destinations, plans, etc.
- Build relationships with the hotel staff. They will be knowledgeable of the recommended and safe times and areas you can frequent as well as the locations to avoid.
- When riding in an elevator be sure to stand by the entry door on the side the floor button panels are located. Avoid standing in the predicable location at the back of elevator facing forward. More important rule: If something doesn't feel right – exit immediately. ■

PERSONAL SAFETY ITEMS



PERSONAL SAFETY ITEMS that you should always carry in your tote bag:

- Duct tape - use for smoke protection by taping door frames, air vents and adjoining doors. Typically the smoke will reach you long before any flames.
- Flashlight - the hotel or facility may lose power and it will be difficult to navigate in an unfamiliar location. Small LCD flashlights or keychain flashlights are easy to store. If you don't have a flashlight, often your mobile phone has enough lamination to use. There are also flashlight apps for smart phones.
- Smoke Hood - there are over 5,000 hotel fires worldwide. Carrying a smoke hood will allow protection onboard an aircraft, in a hotel, building or home. (See the AirCare Smoke Escape Hood information on page 5).
- Door stop - If you carry a door stop you can place it at the entry or adjoining door. This will not prevent anyone from entering your room but it will make it more difficult.
- Cell phones should be charging and placed on your nightstand whenever possible. The phone should be on but can be silenced if you do not want to be disturbed.
- Whistle - nothing grabs attention like blowing a loud whistle.
- Face shield and glove pak - #1 rule in providing first aid is to protect yourself first! ■



Corporate & Personal Security Training is part of the standard FACTS® Training syllabus and also available in the following customized programs:

- ▶ FACTS ASSET™
- ▶ FACTS Onsite
- ▶ FACTS Executive Frequent Flyer Training

For more information please go to: www.factstraining.com



AirCare *A Better Chance of Survival* Smoke Escape Hood

Did you know...?

That over 80% of fire fatalities are due to smoke inhalation

A portable smoke escape and evacuation mask for home, work and travel!

The AirCare Smoke Escape Hood (SEH) can increase your time of survival by filtering out many of the toxic off-gases produced by combustion of today's materials. Usually, if it can be filtered, the environment contains the necessary oxygen to sustain life.

The compact easy-to-use design of the AirCare SEH enables users to carry it in a briefcase, flight bag or even in a jacket pocket. Only 2.1 oz. and .4" thick! AirCare SEH offers a 360° clear view, easily donned in seconds; adjusting to any head size and even over beards and glasses. One size fits all including children and infants.



Order Information

AirCare Smoke Escape Hood pocket size, in vacuum sealed package with Cover
\$50.00 plus shipping

OPTIONAL donning instruction cards;
Designed to fit inside an average PAXCard.
Laminated. \$95.00 per 25, plus shipping

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www.aircaresmokehood.com

NBAA 22nd Annual Schedulers & Dispatchers Conference

Savannah, GA February 9-11, 2011

AirCare Solutions Group Booth
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Please stop by the ASG Booth and say hello!

SAVE the DATE!





The 16th Annual NBAA Flight Attendants/Technicians
Conference

San Diego, California
Hilton San Diego Bayfront Hotel
June 16-18, 2011


Soaring to Excellence
Promoting the Value of Safety, Service & Professionalism

Scott Arnold, Director AirCare Crews
NBAA Flight Attendants Committee Chair



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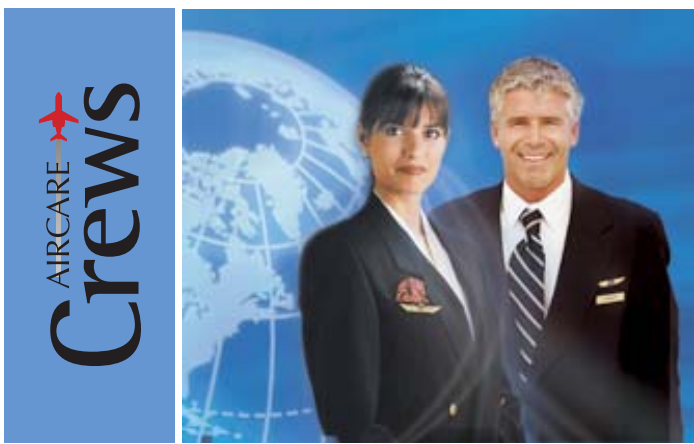
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AirCare Crews will do it all for you. Efficiently and Cost Effectively!

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