

# Security: How to Protect Your Assets, Facilities and Data

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PRESENTED BY: NBAA SECURITY COUNCIL

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# Security

A decision making strategy for business traveling professionals

# Are Safety and Security the same thing?

Poll Question

# The answer is a very simple

## NO and YES

- No when talking about flight operations (SMS etc.)
- Yes when talking crew and passenger well being on stops

# Events that could affect your next trip

- Political unrest
- Kidnappings
- Crime
- Terrorism against Western interests
- Someone targeting your company and/or personnel
- Mob violence
- Crime against women
- Economic espionage
- “Debutantes”

# Security Events Affecting Travelers

According to the National Counterterrorism Center (NCTC):

- There were **11,072** terrorist attacks during 2016
- Resulting in **25,621** deaths.
- Kidnapped/Hostages **15,543**
- That's more than **31** terror attacks a day.

# Global Threat 2017

Terrorist Attacks Since January 1, 2017

**Europe and Russia – Averages 1 Terrorist Attack Every 7 Days**

**63 Killed, 315 Injured**

**United States – 5 Terrorist Attacks**

**68 Killed, 565 Injured**

# Global Threat Profile

The common threat categories facing the global traveler:

- Traffic Accidents
- Homicide
  - Criminal
  - Kidnapping
  - Terrorism
- Suicide
- Drowning
- Natural Disaster

Cause of Death	Reported Number of American Deaths Abroad
Traffic accidents	3,104
Homicide	2,000
Suicide	1,461
Drowning	1,320
"Other accidents"	1,294

Sources: U.S Department of State Most common causes of death

(October 2002-June 2015)



# The number one hazard for travelers abroad

## Road Traffic: Accidents and Incidents – Poll Question

### Considerations:

- Emergency response and medical facilities
- Traffic Controls and Pedestrian Safety considerations
- Lax Traffic Laws or lack of enforcement
- Vehicle Maintenance & Safety Standards

<http://groundworkglobal.com/>

Sources: Figure 2-02: CDC "Yellow Book," Chapter 2 – Injury Prevention section

# Situational Awareness Defined

“A deliberate perception of everything happening in the immediate space and time, the comprehension of its meaning, and the accurate prediction of what may happen next.”

# Important! We are HIGH VALUE TARGETS

Anytime we are in the Company of people who know who we are and what we do, we become high value targets for all types of criminal behavior.



# High Value Target

- Street crime – cash for drugs
- Credit Card Fraud
- Identity Theft
- Ransom Demands
- Politically motivated – international notoriety
- Mentally Disturbed
- Terrorism

## Crime: Its Not Random!

- Either you were pre-selected or your environment was pre-selected.
- There was planning and preparation on the part of the offender.
- Your decision making can prevent the act from occurring.

# Criminal Perception

- It is the criminal's perception of your value as a victim that determines your chances of being selected as a target
- Reality does not matter if the criminal perceives you to be a high value target

# Criminal Perception of Us

- Cash
- Credit Cards
- Passport
- FAA, Airport ID, Crew ID, and other travel documents
- Unfamiliar with surroundings
- Unfamiliar with local law-enforcement
- Reduced chance of subsequent identification
- Perceived High Net Worth – Ransom
- Perceived Access to High Net Worth Individuals
- Known Access to High Net Worth Property (aircraft)
- Perceived Access to Trade Secrets or Proprietary Information
- High Probability of International Media Attention

# Victim and Environment

- The criminal will either select the victim and wait for the right environment or will select the environment and wait for the victim.
- Criminals must perceive the right victim and right environment at the same time or the crime will not occur
- Example – Taxi to dinner



# Victim and Environment

- We cannot always control both our victim value and our environment at the same time
- Good News!! – We can almost always exert control over at least one of these factors

# Victim and Environment

When your victim value is high – exercise maximum control over your environment

- Minimize the time spent in the company of strangers who know who you are and what you do.  
As the word spreads – your risk increases
- Vetted ground transportation
- Avoid unnecessary introductions to strangers who are not essential for your mission
- Know your route and stick to it
- Not the time for sightseeing or unplanned stops
- Cover up displayed items such as uniforms, crew tags, company logos etc.

# Victim and Environment

Reduce your “victim value” before relaxing environmental controls

- Victim value decreases significantly when you separate yourself from those who know your status
- Decreased victim status allows for more environmental flexibility

# Victims and Environment – cont.

## Conversations in Public Places

- Public conversations are “background noise” until you hear an item of interest
- A listener can obtain a substantial amount of information when attention is drawn to public place conversation.
- This is **CRIMINAL INTELLIGENCE**

## Victim and Environment – cont.

### Uniforms

- Pilot uniforms can be an asset when in close proximity to the aircraft
- Off Site they are a liability and disclose who you are and what you do to those around you
  - *THINK HIGH VALUE TARGET*
- Cover them up when leaving the aircraft

# Victim and Environment – Food Safety

## Beverage Contamination

- The contamination of beverages using sedating drugs is common among criminals
- Theft offenses
- Extortion
- Sex Crimes
- Abduction
- Do not return to a beverage that has been left unattended

# Victim and Environment – Food Safety

## Food Security

- Plan ahead to ensure food is supplied by vetted caterers
- Hotel restaurants can sometimes be a good source
- Store food at FBOs only in sealed tamper-proof containers
- Considering using security tape on food containers during FBO storage
- Pilot's should consider eating at separate times as a safeguard in the event of food contamination

# Victim and Environment – Ground Transport

## Ground Transportation – Poll Question

- Most vulnerable portion of the journey
- Risk profile differences:
  - Airport to Hotel vs. Hotel to Airport
- Ground transportation should either be carefully vetted or have no advance knowledge of who you are or what you do



# Hotel Safety and Security

- Know where the fire exits are on your floor
- Count the doors to the exit
- Walk the exit to the ground floor and to the street
- Bolt the door whenever you are in the room
- Place a chair or a piece of luggage in front of the door
- Never leave anything in the room you do not want looked at

# It is not just about you!

- Your passengers cannot be evacuated without you
- You may be your organizations first response to an emergency – **If you are at risk everyone is at risk**
- Medical Emergencies
- Natural Disasters
- Security Threats

# Who has your data?

## Poll Question – Safeguarding information

- How does your organization safeguard sensitive personally identifiable information?
- Are there restrictions on logging into corporate systems from the aircraft or hotels?
- Has the default password for the aircraft Wi-Fi been changed?
- Can the Wi-Fi be set up to require two-factor authentication?

# Facility and Hangar

## Poll Question

What ways does your company safeguard the facility/hangar?

- Access limitation on telecom and network equipment
- Security assessment of home base and office space
- Vetting of non-employees that fly on the aircraft
- Video cameras
- Clean desk/clean whiteboard policy
- Other

# Aircraft

## Poll Questions

- When do you include the IT department in the purchase of an aircraft?
  - New or used aircraft

# Tragic Event Scams

Malicious cyber activity targeting both victims and potential donors

- Review information from the Federal Trade Commission on Charity Giving, which includes links to check if charity organizations are legitimate.
- Exercise caution when handling emails that relate to the event, even if those emails appear to originate from trusted sources.
- Event-related phishing emails may trick users into sharing sensitive information.
- Be wary of social media pleas, calls, texts, fraudulent donation websites, and door-to-door solicitations relating to the recent tragic event.

# Tragic Event Scams

Being generous to legitimate charities and avoid getting scammed?

- Be skeptical of e-mails or social media posts asking for donations.
- Do not respond to unsolicited e-mail. Likewise, do not click on links or open attachments from unsolicited e-mail.
- Make donations with credit cards or checks made out to a specific organization. Avoid using cash or pre-paid cards.
- Do not allow someone to pressure you into donating. Credible organizations won't try to guilt you.
- Check to make sure the charity is registered in your state. Often, the state will list this information on its official website.
- Check the charity's rating as posted through a reputable, independent site.

# Questions

- NBAA Security Conference: May 9-10, 2018 – Dallas, TX.



