General Travel Advisory
For Air Canada Employees

Produced by Air Canada, Corporate Security Risk Management

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Effective security precautions require a continuous and conscious awareness of your environment. This is especially true when visiting a foreign country where it will be necessary to adapt to new cultures, customs, and laws, which, in many instances, are very different from those to which Canadians are accustomed in Canada.

The most effective means of protecting yourself and your property is the liberal use of common sense reinforced with a high state of security awareness. Do not give anyone the opportunity to exploit vulnerabilities. Stay alert and exercise good judgment.
Chapter I. Travel Preparation and Planning

Travel Itinerary

Leave a full itinerary of your travel schedule, hotel phone numbers and business appointments with your office and with a family member or friend.

Passport

Passport must be valid for a period of at least six months. Make photocopies of your passport, visa and other important documents that you will be travelling with. Put copies in both your carry on and checked luggage. This makes it easier to replace your identification documents should anything happen.

Visas

Is a visa required for any of the countries that you are visiting and do you have the appropriate visa(s)? Is the information on your visa application true and correct? Some countries are sensitive to which visa you obtain. If you are travelling on business, a business visa should be obtained; otherwise a tourist visa is acceptable.

Medical

Carry with you a list with your blood type, allergies, medical conditions and special requirements. It is a good idea to have a medical alert bracelet if you have a special medical condition.

Miscellaneous

Carry in your wallet/pocketbook only the documents you will need. Take only the credit cards you plan to use on your trip.
If you plan to rent a car, check to see if you must obtain an international driver’s permit for the country you plan to visit.

Luggage

DO NOT pack sensitive or proprietary information in your checked luggage. Be sure that your luggage is tagged with covered tags that protect your address from open observation.

Never place your valuables (jewelry, money and travellers cheques) in your checked luggage. Never leave your bags unattended. Consider obtaining a modest amount of foreign currency before you leave Canada.
Chapter II. At The Airport

There are a number of things that you should remember when checking into an airport.

- From the time you pack your luggage until you check it at the airport maintain positive control of all items, both hand carried and checked.

- When going through the pre-board screening process cooperate with security personnel and remember that they are there to help ensure that your travel is safe. Familiarize yourself with the items that are not permitted on board.

- If a conflict should arise while undergoing the screening process, cooperate. Obtain the names of the screeners involved, and then discuss the matter with a supervisor from the appropriate air carrier at a later time or submit this information to Corporate Security Risk Management.

- Remember that x-ray will not damage film, videos or computer equipment. Only bring on board what you really need and be prepared to demonstrate that your electronic items are functional.

- Declare all currency and negotiable instruments as required by law.

- NEVER leave your luggage or briefcase unattended, even while checking in or once in the secure zone. In some countries, the police or security forces assume that an unattended bag is a bomb, and your luggage could be forcefully opened or even destroyed.
Chapter III. At The Hotel

Arriving at or Departing from the Hotel

The most vulnerable part of your journey is travelling between the point of debarkation/embarkation and the hotel. Do not linger or wander unnecessarily in the parking lot, indoor garage or public space around the hotel – be alert for suspicious persons and behavior. Watch for distractions that are intentionally staged to setup a pickpocket, luggage theft or purse snatch.

Stay with your luggage until it is brought into the lobby, or placed into the taxi or limousine.

Ask where the nearest fire stairwell is located. Make a mental note which direction you must turn and approximately how many steps there are to the closest fire stairwell.
Chapter IV. In Your Hotel

Hotel Room Key

Keep it with you at all times.

- Always keep your key by your bed when asleep

Upon Arrival

Study a good map of the city and make a mental note of alternative routes to your hotel or local office should your map become lost or stolen.

- Be aware of your surroundings. Look up and down the street before exiting a building.

- Avoid jogging or walking in cities you are not familiar with. If you must jog, be aware of the traffic patterns when crossing public streets.

Valuables

Valuables should normally be left at home. The rule of thumb is, if you neither want nor can afford to lose them, DO NOT TAKE THEM! However, if you must carry valuables, the best way to protect them is to secure them in your local offices. If that is not possible, the next best course of action is to seal any valuables by double enveloping, initialing across seams and taping all edges and seams before depositing them in the hotel’s safety deposit box or safe.

Passport

Keep your passport with you at all times. The only time that you should relinquish it is:

- To the hotel if required by law when registering.
- If you are required to identify yourself to local authorities for any reason.
Chapter V. Guest Room as a “Safe Haven”

Hotels are not required to guarantee guest security. You are responsible for your personal security and property.

- While in the room, keep the doors closed and engage the dead bolt and privacy latch or chain. If you are not expecting visitors or friends, do not open your door to strangers. In such circumstances do not use the privacy latch or the chain, make sure that the dead bolt is engaged and if you cannot identify the person, contact the front desk immediately.

- When leaving the guestroom, ensure that the door properly closes and is secured. Make a mental note of how your property was left; avoid leaving valuables in plain view or in an unorganized manner. A number of hotel employees enter the room each day to clean, repair and restock the room. Although most hotel employees are honest and hardworking, a few succumb to the temptation of cash or jewelry left unprotected.

- If you determine that an item is missing, conduct a thorough search prior to reporting the incident to hotel security. The incident should be reported to the local police and your insurance carrier. Hotel security can provide a letter verifying that you reported property missing.

- Prior to travelling, it is recommended that you copy all credit cards, passport, air tickets and other documents to facilitate reporting loss and replacing them.

- Request housekeeping makes up your room while you are at breakfast, rather than leave a “Please Service This Room” sign on the doorknob. This sign is a signal to a criminal that the room is unoccupied.
Chapter VI. Around the Hotel

Regardless of the level of security provided by the hotel, you need to become familiar with certain aspects of the security profile of the hotel.

- In all large cities, criminals often use areas around public telephones to stage pickpocket activity or theft. Keep briefcases and purses in view or “in touch” while using phones. Caution is urged in safeguarding telephone credit card numbers. Criminals wait for callers to announce credit card numbers on public phones and then sell the numbers for unauthorized use.

- Due to the fraud potential and criminal activity, use credit cards and debit cards with caution. If you use an ATM, do so during business hours at a location inside a financial institution, supermarket, or large commercial building.

- Purse snatchers and briefcase thieves are known to work hotel bars, restaurants and airports waiting for unknowing guests to drape these items on chairs or under tables only to discover them missing as they are departing. Keep items in view or “in touch”. Be alert to scams involving an unknown person spilling a drink or food on your clothing. An accomplice may be preparing to steal your wallet, briefcase or purse.

- The level of criminality varies greatly from a city/country to another. The use of common sense with high state of security awareness is your best protection against criminal acts and assaults, including sexual assault. Stay alert, exercise good judgement and we recommend that you should always be accompanied when you are visiting, traveling, shopping, walking or jogging. When you are in company of a colleague you become a less risky target.

- The pool or beach area is a fertile area for thieves to take advantage of guests enjoying recreation. Leave valuables in the hotel. Safeguard your room key and camera.
Chapter VII. Fire Safety for the Traveller

Your Hotel Room

Check windows for the possibility of escape

Note the location of the fire exits (stairs) on your floor. Count the number of doors between your room and the exit.

Note the location of the fire alarms, extinguishers and hoses and read any fire safety information available in your room.

In Case of a Fire

• KEEP CALM – DO NOT PANIC.

• Call the front desk and notify them of the location of the fire.

• The industry practice and recommendation for checking fire intensity is to use the “back of hand” instead of the palm

• If it is safe to exit from your room, head for the stairs. TAKE YOUR ROOM KEY WITH YOU, YOU MAY HAVE TO RETURN TO YOUR ROOM.

• DO NOT USE THE ELEVATOR!

• If you can not leave the room or the stairwells are unsafe and you must return to your room:

  1. Notify the front desk that you are in your room awaiting rescue
  2. It may be good idea to turn off the air conditioning in your room
  3. Open a window for fresh air. Do not break the window, as you may need to close it again if smoke starts to enter from the outside.
  4. Fill the tub and sink with water. Soak towels and blankets as necessary to block vents and openings around door to keep the smoke and fumes out.
  5. Attempt to keep the walls, doors and towels covering vents and cracks cool and wet.
  6. A wet towel swung around the room will help clear the room of smoke.
  7. Cover your mouth and nose with a wet cloth.
  8. Stay low, but alert to any signs of rescue from the street or the halls. Let the firemen know where you are by waving a towel or sheet out the window.
• **DO NOT** do anything which might be construed or reflect poorly on your personal judgement, professional demeanor, or embarrassing to you and/or the company.

• **DO NOT** gossip about character flaws, financial problems, emotional relationships or marital difficulties of anyone working for the company, including yourself. This type of information is eagerly sought after by those who would like to exploit you or another employee.

• **DO NOT** carry, use or purchase any narcotics, marijuana, or other abused drugs. Some countries have very stringent laws covering the import or use of medications and other substances. If you are using a prescribed medication that contains a narcotic substance or other medication that is subject to abuse, such as amphetamines or tranquilizers, carry a copy of the doctor’s prescription for all medications and check your local restrictions and requirements prior to departure.

• **DO NOT** let a friendly ambiance and alcohol override your good sense and capacity when it comes to social drinking.

• **DO NOT** engage in “Black Market” activities such as the illegal exchange of currency, or the purchase of religious, local antiquities, or cultural artifacts.

• **DO NOT** accept or deliver letters, packages or anything else from anyone unknown to you. You have no way of knowing what you are carrying and it could result in your being arrested for illegally exporting a prohibited item.

• **DO NOT** engage in any type of political activity, or carry any political or religious tracts or brochures, or publications likely to be offensive in the host country.

• **DO NOT** photograph anything that appears to be associated with the military or internal security of the country, including airports, ports, or restricted areas such as military installations. If in doubt, **DO NOT**.

• **DO NOT** purchase items that are illegal to import such as endangered species, agricultural products or which would constitute a trademark infraction.
Chapter IX.
I’ve Been Arrested! - What Do I Do Now?

If you are detained or arrested for some reason, here are some points to remember:

- **DO** ask to contact the nearest embassy or Canadian Consulate. As a citizen of another country, you have this right; but that does not mean that your hosts will allow you to exercise that right. If you are refused or just ignored, continue to make the request periodically until they accede and let you contact your embassy or consulate.

- **DO** stay calm, maintain your dignity and do not do anything to provoke the arresting officer(s).

- **Contact an Air Canada Representative and/or Corporate Security Risk Management (CSRM).** The on-duty manager for CSRM can be contacted seven (7) days/week, 24 hours/day through SOC CENTRE at *(905) 676 2281* or *(905) 676 2920*
Chapter X. Acts of Terrorism

It should be noted, that the normal business traveller, who only spends a few days in each city and has a low profile, is not a viable target for terrorists and the risk is very low.

The real terrorist threat to a traveller is that of being at the wrong place at the wrong time and becoming an inadvertent victim of a terrorist act. Follow the recommendations contained in specific Travel Advisory, such as the Tel Aviv Travel Advisory.

Be observant and pay attention to your sixth sense. If you get the funny feeling that something is not right or that you are being watched, PAY ATTENTION! That sixth sense is trying to tell you something, and more often than not it will be right.