

Mission Ready

Enhancing Health, Well-being, &
Safety of Aviation Crewmembers

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MedAire[®]
An International SOS Company



TODAY'S PRESENTER RYAN BROCKHAUS

- ▲ A&M Coordinating Security Supervisor at MedAire, Inc. (Phoenix, Arizona)
- ▲ International Studies and Masters in Global Security
- ▲ Education and experience demonstrates a strong commitment to security management.

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PERSONAL SAFETY DURING TRAVEL

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Have you ever felt unsafe during a layover?

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Do you take extra security measures when staying in a hotel?

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Have you ever been a
victim of theft or assault
while on duty?

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Do you carry any personal safety devices while travelling?

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Have you ever taken a self-defence course?

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Do you have a check-in plan
with your emergency
contacts while you are
travelling?

CASE SCENARIO

- ▲ Fight crew overnight stay in Louisville, Kentucky
- ▲ Attempted break-in by assailant of hotel room after midnight.
- ▲ Authorities were called to respond, following the incident.
- ▲ Incident follows a string of break-ins and attempted robberies within the neighborhood.



LAYERED SECURITY: “ONION SKIN” APPROACH

- ▲ Procedures and Awareness prior to trip
- ▲ Region and Country
- ▲ City and neighborhood
- ▲ Hotel external infrastructure
- ▲ Internal security infrastructure
- ▲ Access Control into room
- ▲ Security features within the room

BEFORE YOU GO

- ▲ Learn safety considerations for the area; current political climate
- ▲ Limit the valuables you bring on your trips, bring faux versions of the things you like to wear.
- ▲ Crew member used travel door lock
- ▲ Pack a door wedge or travel door lock for added security

A photograph of a grand hotel entrance at night. The word "HOTEL" is illuminated in white letters above the entrance. The entrance is framed by a canopy with warm, glowing lights. The building has classical architectural features like columns and a red awning. A large, dark blue arrow graphic points from the right side of the image towards the hotel entrance.

CHOOSING ACCOMODATIONS LOCATION OF YOUR STAY

- ▶ Research the area surrounding the hotel or rental
- ▶ Avoid areas associated with high crime and protests
- ▶ Choose a hotel away from main roads and government or diplomatic buildings in conflict-prone areas
- ▶ Consider the timing of your trip to avoid potentially disruptive events or protests

CHOOSING ACCOMODATIONS IMPORTANT TO INCLUDE

- ▲ Surveillance systems in lobby and around the grounds
- ▲ Well-controlled access to the main entrance
- ▲ Security guards
- ▲ Resilient communication capabilities
- ▲ Multi-lingual staff when staying in foreign countries



CHOOSING YOUR ROOM

- ▲ Avoid rooms facing main street or car park
- ▲ Choose a room between the second and seventh floors
- ▲ Choose a room that is close, but not immediately adjacent, to a fire escape
- ▲ Away from Lobby or public areas
- ▲ Near an Emergency Exit
- ▲ Ensure your room is equipped with a chain lock, deadbolt, and spy-hole

WHILE IN YOUR ROOM

- ▲ Don't leave valuables out and visible in your accommodations
- ▲ Keep essential items in a 'grab bag' for quick evacuation
- ▲ Have your shoes ready by the door; door wedge
- ▲ Check locks on doors and windows to ensure they work and use them
- ▲ Familiarise yourself with emergency evacuation plans and routes

BLEND IN!



USING TECHNOLOGY TO IMPROVE YOUR PERSONAL SECURITY



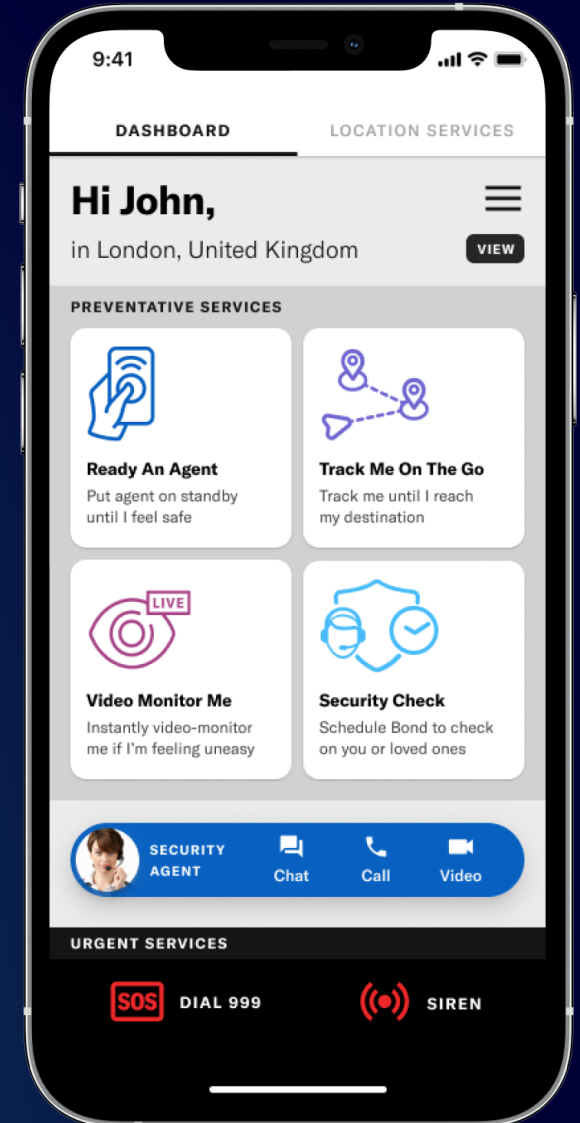
PERSONAL MONITORING

- ▶ Track Me On The Go
- ▶ Ready An Agent
- ▶ Video Monitor Me
- ▶ Security Check



DETERRENCE, INTERVENTION, & ORCHESTRATION

- ▶ Siren
- ▶ Call Emergency Services
- ▶ 24/7 Security Agents via video, voice, chat



FEMALE TRAVELLERS

- ▲ Consider sharing room with female colleague
- ▲ Ensure room has keyhole, deadlock, and windows lock properly.
- ▲ Never open door without taking precautions; pack a door-stop.
- ▲ Ask receptionist to write the room number down, rather than speaking out loud.
- ▲ Be mindful of cultural sensitivities; dress conservatively.
- ▲ Always travel with other crew; do not take taxis alone.

CASE SCENARIO REVISITED

- ▲ Flight crew member was a completely random target
- ▲ Assailant was under the influence and used crowbar in attempt to enter room.
- ▲ Use of travel door lock and 24/7 security chat. CCTV present in the hallways.
- ▲ Unable to gain access into room and police were able to find/arrest assailant. Knife was also found on person.

AWARENESS OF CURRENT EVENTS

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Have you ever been on a trip when a major global security event occurred?

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Do you regularly check
news updates related to
your flight path?

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Have you ever had to alter
your route due to a
geopolitical event?

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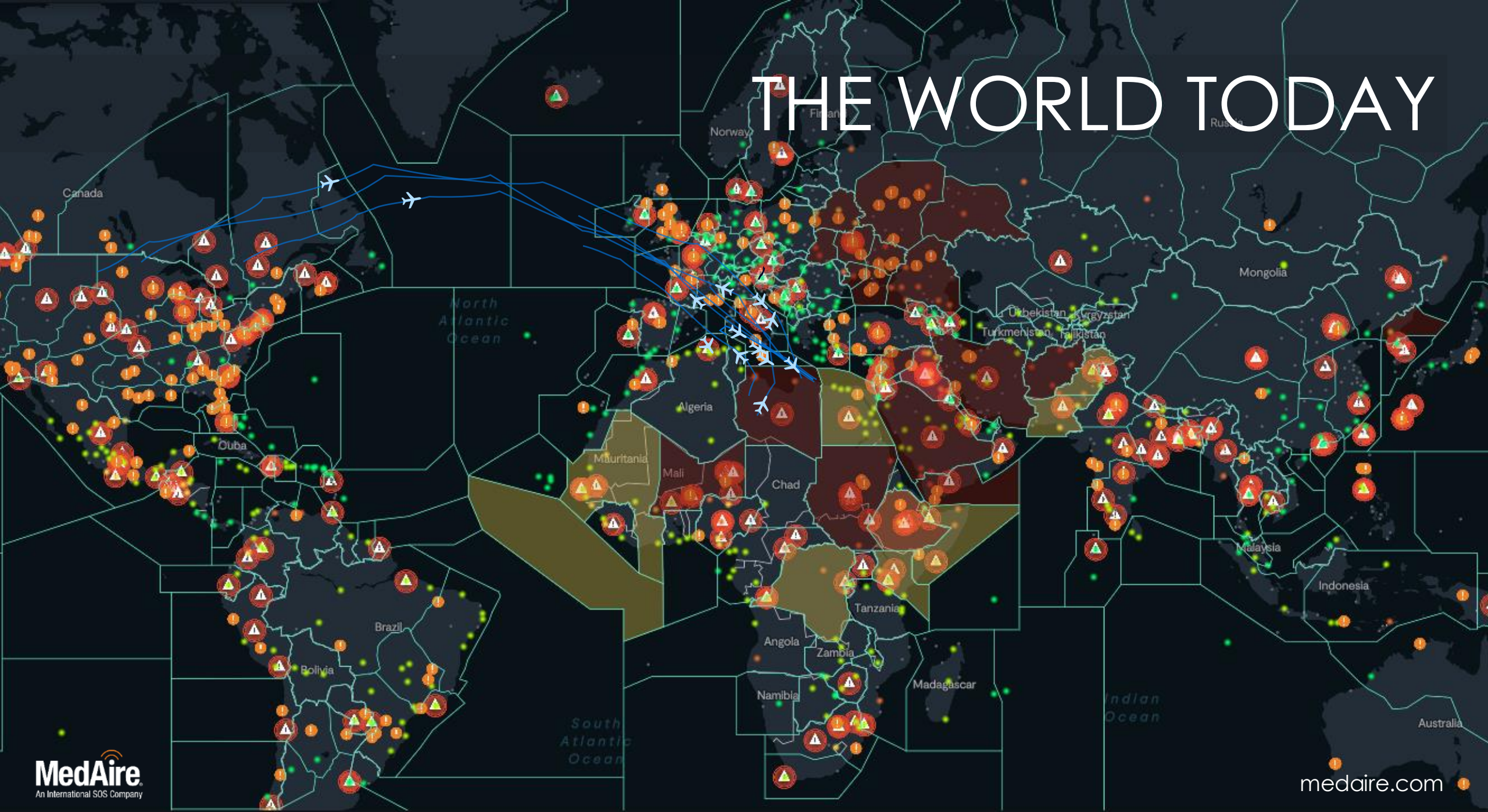
Do you feel well-informed
about the countries you fly
to?

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Have you ever encountered a situation where a source proved to be unreliable?

THE WORLD TODAY

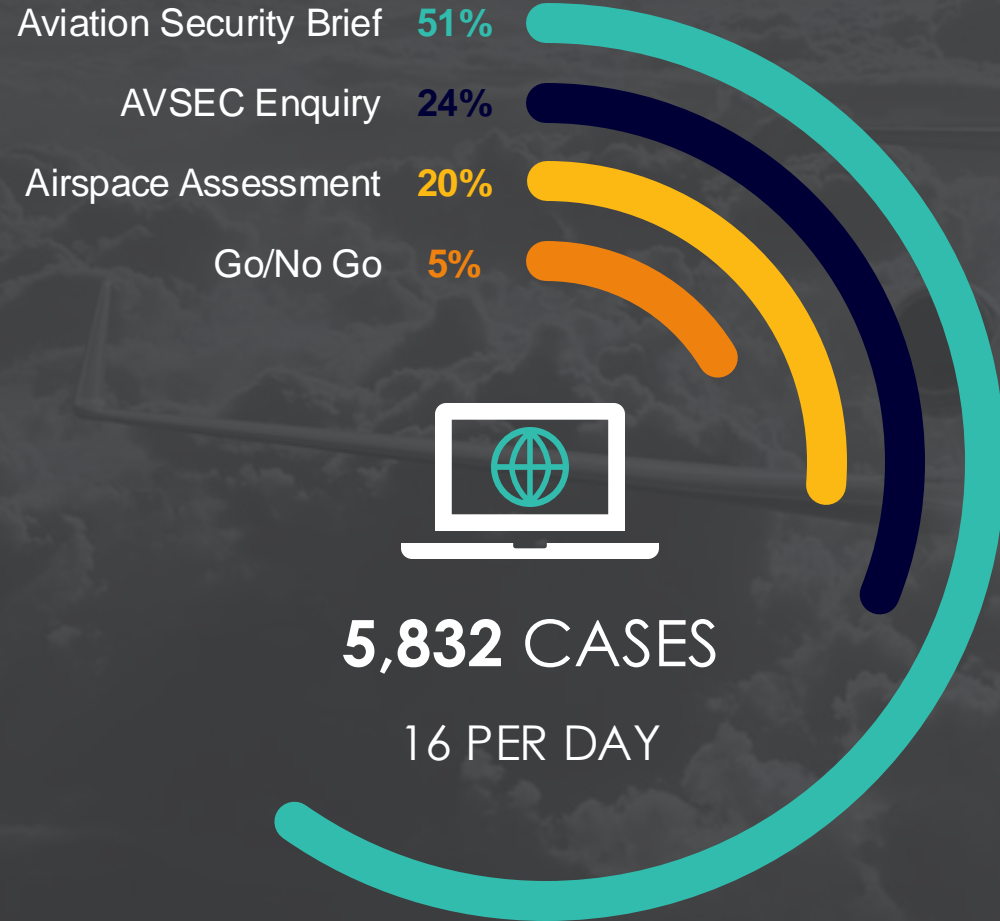


ACTIVE SECURITY HOTSPOTS

▲ Increasing Frequency of Global Security Events and Permacrisis:

- ▲ Recent incidents such as the protests in Bangladesh, coup attempts in west Africa, ongoing Russo-Ukraine War, Israel-Hamas Conflict, and Israel-Lebanon-Iran tensions highlight the ever-changing global security landscape.
- ▲ Increasing political instability worldwide (Niger coup, unrest in Kenya and Bangladesh, election fallout in France and upcoming US elections).
- ▲ Major high-profile events (US Presidential election, 2024 Paris Olympics) highlight the need for increased awareness on host countries political situation.
- ▲ Permacrises: sustained unrest or open conflict lasting more than 6 months. (Russo-Ukraine war, Sudan conflict, Israel-Hamas and Israel-Hezbollah conflicts, war in Myanmar).

AVIATION SECURITY ASSISTANCE



TOP 5 LOCATIONS REQUESTED ASSISTANCE

- ISRAEL
- IRAQ
- NIGERIA
- UNITED STATES
- EGYPT

2023/24 TOP SEARCHED AIRPORTS BY CLIENTS

LLBG | Tel Aviv/Ben Gurion Airport

OLBA | Beirut/Rafic Hariri Intl Airport

DNMM | Lagos Murtala Muhammed International Airport

FZAA | Kinshasa/N'Djili International Airport

ORER | Erbil International Airport

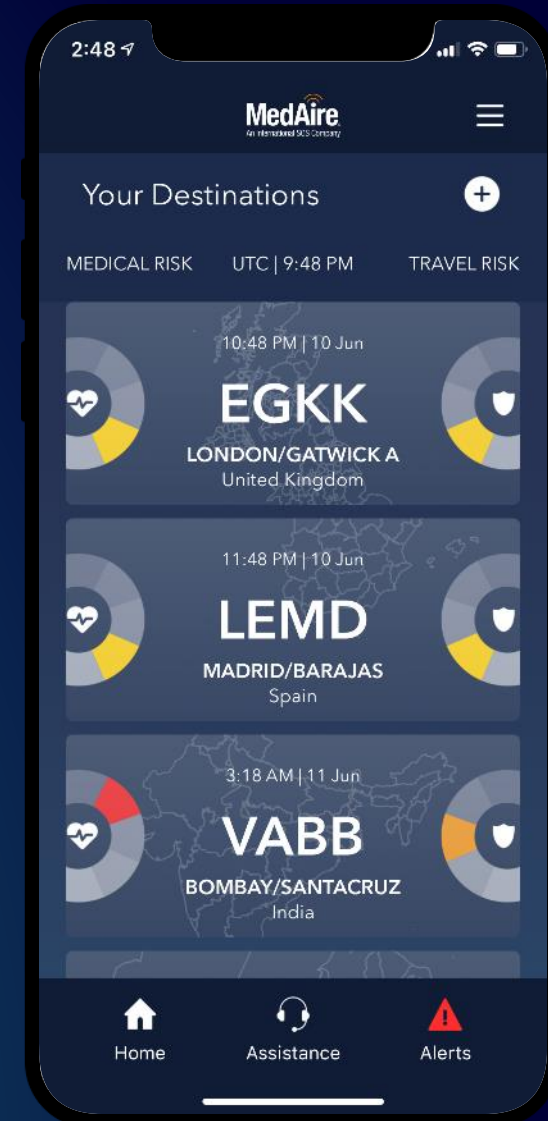
HKJK | Nairobi/Jomo Kenyatta Intl Airport

DNAA | Abuja/Nnamdi Azikiwe Intl Airport

OMDB | Dubai International Airport

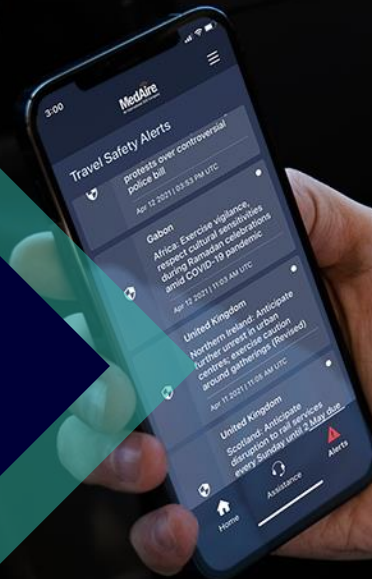
DRRN | Niamey/Diori Hamani Airport

ORBI | Baghdad International Airport



IMPORTANCE OF STAYING UPDATED ON GLOBAL EVENTS

- ▲ Increase in frequency of global security events – Conflict in Haiti, Political unrest, Russo-Ukraine War, Israel-Hamas Conflict, Lebanon, etc.
- ▲ Global events can have immediate and far-reaching impacts on personal and operational safety.
- ▲ Being informed allows for proactive measures, reducing risks and ensuring a more secure environment.





BUILD A RESOURCE LIBRARY

- ▲ **Identify paid and open-source platforms that share information on threats to operations**
- ▲ Search for governing bodies, news organisations and non-profits sharing
- ▲ Aviation conditions, healthcare quality, pandemic levels, safety for tourists and expatriates, etc.
- ▲ Consider working with a 3rd party vendor specializing in vetting threat data

IMPORTANCE OF RELIABLE SOURCES

- ▲ Unreliable sources can lead to misinformation, causing unnecessary panic or poor decision-making.
- ▲ **Credibility:** Look for sources that are well-regarded and have a history of accuracy.
- ▲ **Transparency:** A reliable source will provide clear information about its data collection and reporting methods.
- ▲ **Expertise:** Trusted sources often have subject matter experts who can provide analysis and context.

A man and a woman in a control room looking at a tablet. The man is on the left, wearing a light blue shirt, and the woman is on the right, wearing a dark blazer over a white turtleneck. They are both looking at a tablet held by the man. In the background, there are multiple computer monitors displaying various data and charts. A large teal diagonal graphic element is on the right side of the image.

SHARE WHAT YOU LEARN EARLY AND OFTEN

- ▲ Give access to the intel you gather to everyone participating in the operation
- ▲ Establish a process to disseminate the initial intel and regular updates to all crewmembers and flight operations.
- ▲ Take advantage of third-party tools to help you collect and share important information with your team

HEALTHY AND SAFE CREW ENHANCE OPERATION RESILIENT

- ▲ Responding to issues when they occur will save **the mission**
- ▲ Planning for issues that may occur before, during AND after the mission will **save the operation**





QUESTIONS?

SAFETY
STAND/DOWN

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