

# International Council For Industrial Security & Safety Management

Newsletter: July 2011

*Let's professionalize the professionals...*

<http://www.wix.com/sbtyagi/iciss>



## Terror revisits Mumbai



**Mumbai is resolute, Mumbai is robust and willpower of Mumbai citizens is unsurpassed for braving the terrorists' attacks!**

**All these sound rhetoric of those who fail to tackle effectively the maniacal terrorists targeting this city in particular and India in general. Mumbai appears to be normal soon after the terrorists' attacks, but, let it be understood that citizens are seething with rage and pain! They go about the daily business as there are mouths to be fed, medical bills to paid and school fees to be arranged – all possible only when they resume their jobs as early as possible.**

**If not handled with required resolve and rectitude, there will be reaction from common people difficult for the government to tackle. Only hope that this is done at the earliest!**



*S. B. Tyagi*

**Capt S B Tyagi  
For ICISS**

## **Mumbai - 26/11 in past and now 13/7: Have We Learned the Lessons?**

### **Create an emergency communication plan**

House, vicinity, area or the city comes under the attack / control of the terrorists, there must be predetermined contact person preferably out of town who can be your friend or relative. This is the contact which must have multiple communication facilities such as mobile phone, land line phone and internet connection. Make sure that entire household knows the details about this contact person. These details must be made available with the office and schools. During Mumbai Terror Attack most common and potent way of communication of the hostages with the outside world was through SMS as they could not speak loudly for fear of drawing attention of the terrorists.



### **Create a safe Heaven**

It pays well to create safe heaven in your own house which is relatively safe as it will provide shelter and protect whole family when escape is not possible or security forces ask to stay indoors. There must be some items such as torch, cells, matchbox, candle, dry ration, milk powder and dry fruits stored here. Keeping essential medicine, water cleaning tablets and mosquito repellent is also a good idea.





## **Establish a meeting place**

Having a predetermined meeting place away from home is very essential as this will remove confusion and save time in a situation where disorder and anarchy might prevail after the terrorist strikes. Planning to stay with the friends or relatives during emergency must also be pre-decided and form part of the plan. This plan must also be shared and discussed with the family members as they all may be able to escape together and prior information may be very useful for safe escape and survival.

## **Assemble a disaster supply kit**

In your car or in a back-pack keep emergency supplies which will be handy should one need to evacuate the home in a hurry. This kit need to have some currency, essential medicines (such as blood pressure, diabetes and asthma etc.), identity proof (passport, birth certificate etc.) and credit cards. Battery powered radio; solar power chargers for mobile will also be very useful items of this kit.

## **Check on school's emergency plans**

No country, least of them all the parents, want repeat of Beslan type terror strike on school (in 2004 Chechen rebels took 1100 hostages including 777 children in a school in Beslan, Russia which ended with 340 hostages dead). You need to know whether the school authorities will keep the children till parents or designated person will reach there to pick them up. You confirm with them whether in emergency, they will send the children on their own. Be sure that school has accurate and up to date information on how to reach the parents in case of emergency.

## **If you need plan B**

**Remain calm** and be patient. Chances are that in spite of best plans and preparations nothing works! There are also situations when nothing can be done! Let it be no reasons for despair as man is impulsively innovative and can always work out a Plan B. Some times local emergency officials are best judge being expert in the field and listening and obeying to their instructions would always be highly recommended.

**Listen to local radio.** Local FM radio station or watching TV will give fair idea on the development taking place outside. There might be some instructions aired for people just like you to follow. There might be some rescue operation going on which you need to know. The FM radios are doing wonderful service to the society by bringing updates for the common people.

## **Be aware that this can happen ...**

There can be some injuries or medical emergency such as cardiac arrest needing urgent special attention. Even when this may not be available or will take time to reach, first aid can be provided in the meantime. Indians especially Hindus are woefully are very poor in this field as we are not very comfortable seeing blood and gore! Most of the seriously injured persons die not of the severity of the injuries but due to the post-event trauma which was not properly managed. Besides giving first aid to seriously injured, it is also very essential that they are

also kept in condition in which the enormity of their injury should not draw their attention as this sets in the shock which is often difficult to manage.

Keep in mind that if you are the victim of the hostage situation, it will take time for traumatic memories of the event to fade away. Children will take longer time and may need expert advice or counseling. The media attention is another issue to be dealt with as their constant probing on the details of the event will make it harder for the victim to forget the best forgotten details! Post event medical facilities will take time to restore as much as public faith in the administration.

### **What are the roles and responsibilities of public in case of terror strike?**

Thanks to live coverage by the media, most of us have been seeing from far the chaos and confusion created when ever some tragedy occurs. Either common people do not understand the seriousness of the situation or they out-rightly have fatalistic tendencies. What ever may be the case there is always large crowd assembled near the scene of the tragedy making it more difficult to those who are trying to control the situation and trying to bring some order? The sense of curiosity in average person is so strong that none want to be witnessing is from far, all want to have ring-side view!

TV viewers have seen that even before the Nariman House was declared danger free a large crowd assembled in front of it lustily cheering for NSG commandoes who had tough time to convince them that operation was far from over and that their life was in danger and that their presence was hindering the commando operation. The conduct of the media was also no way less irresponsible. They have been all over the place unmindful of the difficulty their presence was creating for security personnel and the benefit their live coverage was giving to the holed-up terrorists.

Following are some suggested precaution every one can consider in the situation of terror strike -

- **Ensure free passage:** It must be concern of all the citizens to ensure free passage to the ambulances, security forces and officials of administration. It must always be remembered that they have duty to perform and bystanders can at least try not to hinder their duties.
- **No criticism of security force during operation:** Even security personnel are human being and not above mistakes. But, criticizing them openly and in their presence will serve no purpose. It will only discourage them and de-motivate them. The commandos are all volunteers and have very high emotional bonding with the motherland, their organization and their comrades. Any criticism about any of them will be intolerable by them and will not be appreciated. In any case those in safety have no right to criticize those facing the bullets!
- **Arrange food water etc. if needed:** There might be situation when security forces will either have no recourse or the time to bring items of their rations. But they still need water, food and rest. Their high sense of duty and self respect coupled with urgency of the situation will not permit them to look around searching for them. It is the duty of commons citizen not to remain passive bystanders of the whole scene but actively seek the positive role in it and, with little insight and sensitivity, arrange these needs for the security personnel. The Sikh

youngsters in Mumbai have actively sought their role now and in past by not only removing the dead bodies, arranging the cremations and also organizing food packets for the security personnel.

- **Role of media:** The role of media has come under strong criticism for the way it handled the whole incident. One of the channel has aired the live conversation with one of the terrorists hiding inside the Nariman House not realizing that the live telecast could actually incite one community to join the terrorists while egging other community to seek revenge! The correspondence in their eagerness to provide 'live and exclusive' or 'breaking news' were actually messing up with the security operation. Their presence not only jeopardized the whole operation but their life itself was under danger unnecessarily. Their live coverage was actually helping the terrorists to gather the details and progress of the operation. One of the correspondence has with bravado claimed later on to have gone to such area where he was almost face to face with the terrorist and could come out safely only with the help of the commandos. Now imagine, this act must have diverted at least few commandos from their task at hand and this time and effort saving the correspondent could have been used to save precious lives!

- **Medical Assistance:** If doctors and Para-medics chanced upon to be nearby and see the casualties, they can attempt to provide best medical care possible under the circumstances at the site itself. They alternatively can help in guiding the people to the hospital best equipped to handle the type of injuries. They are expected to proceed to the hospitals are working for if it is close by or else can reach the nearest hospital to offer their assistance as casualties are expected to reach their.

- **Be local guide:** Local people can offer their services to the fire fighting and security personnel working as their guide as they know the area better and help in saving crucial time and effort. They can also help in traffic control and crowd control. It is experienced very frequently that a traffic jam can be removed by even one local person who knows the ways and roads of area well. Similarly in such situation local person can help in traffic and crowd control.

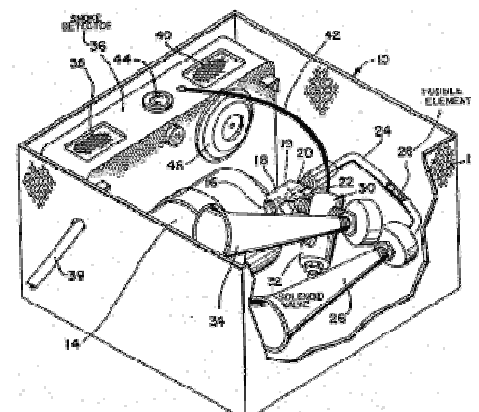
- **Blood Donation:** In case of heavy casualties the best and most potent help which common people can render is to report to nearest hospital volunteering for blood donation. This will help in saving precious lives. However over past few incidents it is evidenced that Indians are very generous on this count and have actually waited long hours in queue to donate blood in quantity more then needed or hospitals could handle!

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## Pages from History

### Combination smoke and heat detector alarm Patent Abstract - Sidney Jacoby (February 10, 1976)

A combination smoke and heat detector alarm including a self contained stored energy source in the form of a cylinder of compressed gas. A T-fitting connects to the cylinder and feeds separate conduit systems leading to individual sounding devices.

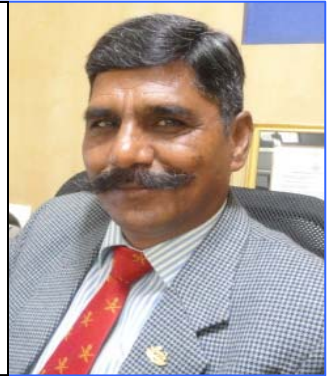


# COMBATING HOSTILE SURVEILLANCE

Courtesy: Col D R Semwal (callsamydr@yahoo.com)

**Highly experienced (29 years' service in Indian Army) with proven skills in managing Safety and security issues of establishments, managing large human resource deployments, logistics & mobility, Col Semwal has experience & passion for protection of ecology & environment.**

**He has vast experience and knowledge in Industrial Security and Safety in combination with expertise related to Environment and Ecology. He is deeply committed in the field of SHSE (Security; Health Safety & Environment).**



The 1993 and 2001 World Trade Center attacks, the 2002 Bali nightclub attacks, the 2004 Madrid Train bombings, the 2005 London subway bombings, 26/11 terrorist attack in Mumbai (India) and other notorious terrorist attacks all over the world have had one common component - hostile surveillance! Hostile surveillance can best be defined as a detailed gathering of information on a potential target in preparation for an attack.

Who can forget the detailed surveillance done by Haidele in many Indian cities before detailed planning to attack Mumbai! Similarly other example of hostile surveillance involved Khalid Shaikh Mohammad, a captured al Qaeda chief, who sent Abu Issa al Hindi, an al Qaeda field operative to collect information on financial institutions located in New Jersey and New York in 2000 and 2001. This information was later found on the personal computer of Mohammad Nassen Noor Khan after his 2004 capture in Pakistan. Thorough analysis of this information led the United States to raise its terror alert level from yellow to orange.

This form of surveillance can range in duration from days to years prior to the execution of an attack. Hostile surveillance can be preformed in three different forms –

**Fixed surveillance** - is conducted by one or more parties that position themselves in inconspicuous locations for extended periods of time to gather information on a potential target. During this phase of surveillance terrorist operatives may disguise themselves as security personnel, vagrants, street performers, students, photographers, utility workers, taxi drivers or any party that may easily blend into the surrounding landscape.



Fixed surveillance allows operatives to document the locations of security cameras, shift changes for security and general staff, peak times of pedestrian traffic, choke points for pedestrian and vehicular traffic and other sensitive information pertaining to a potential target.

**Foot surveillance** - is conducted by operatives that are on foot and mobile with the ability to collect information as they move from one location to another.

These individuals may either pose as lost tourists or attempt to blend into nearby crowds of bystanders. Operatives may either utilize cell phone cameras, still and video photography or hand held tape recorders to gather information on a potential target site.

**Vehicular surveillance** - is conducted by operatives that utilize various modes of transportation such as mass transit (trains, buses, ferries, aircraft etc.) automobiles and other common vehicles. These individuals may pose as ordinary mass transit patrons and utilize cell phone cameras, still and video photography, note pads, sketch books and hand-held tape recorders to gather information on a potential target site. Operatives may often work in teams of two or more when conducting vehicular surveillance.

Law enforcement and security professionals must continually bear in mind that these forms of surveillance can be conducted by themselves or in conjunction with each other during the information gathering phase. Once officers have gained an understanding of the various forms of surveillance that operatives can deploy they should also develop an information sharing system with other agencies to stay abreast of current threats and threat levels. One method of enhancing awareness is to obtain a listing of significant dates that terrorist may seek to commemorate with an attack. An attack of this nature will easily gain media attention. The weeks and months prior to such dates may fall within the time frame operatives utilize for target selection and surveillance. One such example is October 12th, 2002 the date of the Bali nightclub attacks, these attacks were executed on this date to commemorate the October 12th, 2000 attack on the USS Cole. Radical Islamic terrorist may also seek to exploit holidays on the Islamic calendar such as Ramadan.

Law enforcement and security agencies should also continually stay abreast of new training techniques and current threat levels to counter hostile surveillance against potential targets here and abroad. Some recommended field techniques are

- Law enforcement and security professionals should divide the various sites within their patrol area into sensitive and non-sensitive locations. Sensitive locations should include those that will yield either a high casualty count, large amounts of media coverage and/or severe economic damage. These sensitive locations should be given increased surveillance during periods of high alert and include shopping centers, religious institutions, high volume transportation hubs, schools etc.
- Officers should be familiar with the type of individuals and vehicles that frequent sensitive areas. Suspicious individuals and activities either in or around these areas should be investigated. One such example could be a hazardous-materials tanker truck parked adjacent to a synagogue during services.
- Officers should become familiar with locations onsite and around a potential target that can be utilized to conduct hostile surveillance.

Ideal locations for surveillance include areas with easy public access, multiple points of egress and views of the target site. These locations can include courtyards, bus stops, parking lots, public and semi-private roads, accessible roof tops of adjacent buildings, nearby bridges and overpasses. Adjacent wooded areas and abandoned structures can also provide



cover and allow views of a potential target site; these locations should be documented and routinely patrolled. An active security presence will deprive terrorist operatives of a safe haven for the collection of crucial information on a selected target.

- While on patrol officers should utilize 3 of their 5 human senses regularly. These senses are sight, hearing and smell. The usage for these senses are summarized as follows

**Sight** - is probably the most commonly used sense when on patrol. Officers should conduct counter-surveillance from locations that are situated within and around the target site when possible. Locations that provide the officer with unobstructed views of public gathering points, utility components such as air handling systems and electrical transformers, loading docks, bus stops other areas commonly known for suspicious activities. When conducting a vehicular patrol, officers should utilize a cruising speed of 15 miles per hour or less when possible. Slower speeds have been found to provide officers a greater ability to obtain more information while on patrol. Officers should also utilize binoculars to conduct counter-surveillance over longer distances without being openly visible to the public. When patrolling at night and in poorly illuminated areas officers should utilize high-powered flashlights, and night-vision monocular when possible.

**Hearing** - is probably is the second most utilized sense used during patrol. When officers are on patrol especially during periods of high alert they should avoid listening to CD players and stereo radios inside their patrol vehicles as well as limit unnecessary cell phone usage. Suspicious sounds such as shouts for help, shattering glass, loud banging noises should always be investigated however; officers should be trained to investigate unfamiliar sounds such as muffled or low intensity explosions that may be indicators of a chemical or biological attack. Sounds and reports of explosions coming from desolate areas should also be investigated. These sounds may be terrorist operatives testing or attempting to construct improvised explosive devices. Officers can also enhance their sense of hearing by patrolling with one or more of their car windows down when possible.

**Smell** – It is the lesser of the three senses mentioned, however, it can be used when investigating suspicious individuals and activities. Chemicals odors may be detected on the clothing of individuals involved in a suicide bombing attempt as well as the construction of improvised explosive devices. Security professionals should take note of chemical odors being emitted either from locations adjacent to or onsite at potential target sites. Components used in chemical attacks such as chlorine have an odor of bleach, mustard gas has an odor of garlic and hydrogen chloride has an odor of burnt almonds.

## INTEGRATED SECURITY TECHNOLOGIES

Security systems are frequently specified to address a perceived threat, and are commonly employed to protect people, revenues, assets or sensitive information, to improve productivity, or any combination of these objectives. However, the efficiency and cost effectiveness of security equipment depends not only on its performance in isolation, but upon the programs, policies & procedures, administration and control of the overall security program. When considering equipment needs and options, examine the stated and perceived



objectives and how each element of the program will contribute to the achievement of an effective security system.

### **Needs' Assessments**

Prior to recommending a physical or electronic solution, work to produce a 'Needs Assessment. This process involves identifying critical assets, reviewing historical security incident data, taking the latest security assessments into account, examining existing security Defence, considering current security operations & practices, and interviewing key personnel. Based on information collected, the consultants will identify the precise needs of the clients and will design and specify the exact equipment required to meet their objectives.

### **System Design & Specification**

The key to providing an effective solution is a complete understanding the requirement. With the requirement clearly identified and agreed upon, design a system incorporating internationally approved standards and utilizing the latest technology taken from supplier database, ensuring maximum cost and efficiency benefits. Whether working with architects on a new construction or within an existing infrastructure, equipment will be designed! Specified to provide an *effective* solution *that* w<sup>m</sup> be simple to *use and easy* to maintain. "Through life costs are an important factor in today's rapidly changing markets and all of the designs must take into account the ability to support systems throughout their operational lifecycle.

### **Tender Preparation & Evaluation**

By applying a rigid methodology to tender evaluation, ensure that any system, or supplier, selected, will provide the best technical and financial solution.

### **Global Capability**

The consultants come from a variety of backgrounds including Intelligence Services, Military and Police Forces and from Commercial Security organizations. Their sector expertise would cover Mining, Oil & Gas, Embassies, Banks, Commercial Premises and Key Points such as Airports, Ports and Refineries. Such consultants must have designed and specified systems such as:

- **CCTV** - both overt and covert surveillance platforms and including facial recognition
- **Access Control** - including proximity readers and biometrics
- **Perimeter protection** - including sensors, fences (including electrified and or alarmed), lights and barriers
- **Alarms** - intruder and fire detection, panic systems and central monitoring
- **Explosive Detection Systems** - X-Ray machines, vapor and trace element detectors
- **Physical Security** - safe havens, gold rooms, vaults, high resistance doors and windows, turnstiles
- **Asset Management** - Building Management Systems, vehicle and guard tracking systems.

Fusible element is interposed in one of the conduit systems to automatically permit transfer of the compressed gas to a first sounding device upon the presence of elevated temperatures. A solenoid operated switch is interposed in the other conduit system to normally prevent the flow of gas. The solenoid is responsive to a smoke detector and is wired

to open the solenoid valve upon sensing the presence of a predetermined concentration of smoke.



**In lighter veins**

On the bike or in the boot  
Watchful eyes close at hand

That's a large family  
The cops sure understand



*It's God's responsibility to forgive the terrorists!*



**It's our duty to arrange the meeting between them and God!**

Suggestions & feedback may be sent to us on e-mail: [sbtyagi1958@gmail.com](mailto:sbtyagi1958@gmail.com)