

# International Council For Industrial Security & Safety Management



**Newsletter: April 2012**

*Let's professionalize the professionals...*



## Security Budgeting: Whose job is it?



This time round every security chief worth his 'belt and boot' must be trying to get respectable budget allocations for his department! There are new locks and racks to be bought, new torches and dragon lights to be procured and old windows and almirahs to be repaired! And not to forget the repairs of perimeter lights and roads! Then there are new security systems to be installed and old security gadgets to be upgraded! Where from all the much needed money will come? Security is not profit making function. Everywhere it is considered as cost centre only. Yet there are budgets needed for security cannot be overlooked or avoided. And here comes the managements haggling for realistic budget.

Few years back Confederation of Indian Industries undertook a survey on the policies and practices prevalent in Indian industries regarding information security. The survey sought to assess the awareness levels prevalent among organizations regarding information security needs and the level of implementation.

The survey report titled "Report on Information Security Baseline 2005" also revealed that, "38% companies do not have an information security policy of which 7% are indifferent to security policy." Experts estimate that "nearly 80 per cent of all small businesses fail in their first three years. In most cases, the cause is poor management". "One of the most neglected and poorly managed aspects of small business operation is security and loss prevention".

The cost of security breaches has, for years, been calculated based on the direct cost of remediation. However, classic models to determine the appropriate level of security spending were developed before companies had to publish press releases whenever they had a security breach. As industry regulations become ever more explicit in terms of best-practice security procedures, so do potential liabilities.

We must also factor- in damage to company brands, declines in stock price, customer loss (and the legal and notification costs). This all means that adequate funding for data security measures become a recognized cost of doing business. Forward-looking Management must keep this in consideration.

**Capt S B Tyagi**  
**For ICISS**

## Culture of Security: How to establish it?

Why is business still plagued by poor security? Why do we constantly read stories about security breaches, data theft and customer lawsuits stemming from confidential information getting lost or falling into the wrong hands? Basically it's because many enterprise managers view security as the method for protecting their information or infrastructures, rather than focusing on the protection of the data itself. Organizations, and their clients, are better served when management and staff establish a "culture of security," protecting valuable data and infrastructure resources.

An ever-growing growing percentage of computer crimes are being committed by professional "criminals" who steal market-valued sensitive data – e.g. credit card data and customer identities. Sometimes the criminals are inside an enterprise; sometimes insiders and outsiders work together to steal and resell valuable company data, as we've seen recently in reports on call center fraudsters in India and Scotland.

Corporate executives, for the most part, continue to be more "reactive" than "proactive" when it comes to securing critical corporate and customer data. When security breaches such as those of Bank of America and AOL make headlines, the mandate "keep us out of the press" is handed down to Security. The mandate frequently carries no additional budget to deliver the security that is required for the task at hand.

Even as more companies develop increasingly detailed security policies and hire compliance officers, security managers continue to report that the regulations and security policies are not translating into behavioral change. If anything, security managers only report sporadic enforcement of security policies and growing confusion related to the ownership of the data protection problem in some larger enterprises. In some organizations, there are many different departments and teams which own some part of the data security / privacy problem, with the result being difficulty in reaching decisions and deploying technology and process change.

It is time to acknowledge that security policies and technology alone, without "buy-in" by staff, and enforcement by management, will not resolve the needs for regulatory compliance, and for the safety of customer, partner and employee information. Security tools will play their role in securing sensitive data from acquisition by the enterprise until its storage and deletion.

However, it remains the task of management to make real-world assessments of risks to data, how those risks are best mitigated and how these assessment decisions are promulgated and enforced throughout the enterprise. But ultimately, as I see it, the real challenge is in establishing a genuine "culture of security" where staff and management view their data resources as central to the health and success of their organization.

### **Food for thought:**

**Alan Cohen:**

**It takes a lot of courage to release the familiar and seemingly secure, to embrace the new. But there is no real security in what is no longer meaningful. There is more security in the adventurous and exciting, for in movement there is life, and in change there is power.**

# Doing Night-shifts?

## Dangers of sexual assaults

Business out-sourcing has become the harbinger of economic changes in India! It has also changed the Indian society! With those nocturnal office hours and disposable income, the youngster's zeal to spend the money on having good time has created a cultural imbalance where one half has taken naturally the western concepts of 'dating' and 'living-in' and remaining other half is yet to accept these as part of social norms.

The allied problem is that liberal behavior of a partner is often misunderstood as consent. It also is male chauvinistic approach that before consent a woman must resist and bit of force is part of the consequent agreement! Alas! Both are farther from the truth. The sharp increase in the number of sexual assaults reported amply proves this fact.

Some people have the wrong idea about sexual assault. They think the assailant was overcome with sexual desire, the victim was dressed too seductively or "asked for it", or that all victims wanted sexual contact!

These ideas assume that sexual assault is motivated by passion. It isn't. Sexual assault is a violent crime, a hostile attack, an attempt to hurt and humiliate. Sex is only the weapon!

## Facts about sexual assaults

Sexual assault is a crime, and it occurs with increasing frequency, but remains the most under-reported crime. There is a rape victim every sixteen minutes. A woman is beaten every 18 seconds; three to four million are battered every year. Three out of four women will be the victims of at least one violent crime during their lifetime. These statistics are repeated, in countries worldwide.

In over one-half of reported rapes, the rapist is an acquaintance, neighbor, friend or relative. Acquaintance rape is less likely to be reported to the authorities than rape by a stranger. Acquaintance rape frequently occurs under circumstances where the victim, the attacker or both have been drinking or are intoxicated. The victim of an acquaintance rape may not recognize it as a crime or consider the incident as a rape.

**The Victim:** You are a victim of a crime if you have had unwanted sexual contact. Sexual assault is no less serious just because you know your assailant. Previous sexual contact with your assailant does not justify or excuse the crime. If you think sexual assault is motivated by passion or happens because the victim asked for or wanted it, look at the facts. Sexual assault can happen to anyone - you, your children, co-workers or friends, or other members of your family.

**The Situation:** Perhaps you think sexual assault happens only in certain high-risk situations such as hitchhiking, walking alone at night, or going out socially alone. It's true that sexual assault can occur in such situations, but it also takes place in ordinary, seemingly safe places. In fact, about one-third of all rapes occur in or near the victim's residence. About one-half of rapes are by first or casual dates or romantic acquaintances.

**The Rapist:** Imagine a typical rapist. Whom do you picture? A sex-crazed man? A psychopath? More often than not, those stereotypes are wrong. Most rapists don't look peculiar or behave

strangely. Mainly, they want to hurt, humiliate and degrade another human being. Rapists are not sexually deprived men; most have available sexual outlets. In addition, many are married and lead normal lives prior to conviction and often come from the same socioeconomic background as their victims. Rapists may be repeaters and may continue to rape until they are caught.

**The Crime:** "I thought I could trust him; I thought he was my friend. I started feeling uncomfortable, but I ignored my feelings. I thought he would never do anything to hurt me. Suddenly, he was a stranger. He was doing something I never thought he would be capable of - my friend was raping me." Donna - 20-year old acquaintance rape survivor.

Anyone can be a victim! Sexual assault awareness is based on environmental alertness. Remember, alcohol dulls your reflexes. When uncomfortable, trust your instincts!

## Be Alert When With Acquaintances

Find out about new friends or acquaintances. Ask others who know or have dated the person. Date with friends before accepting a single date. Make definite plans in advance. Don't leave a group setting with a person you don't know well.

Set sexual limits and communicate those limits. Tell your partner clearly what you intend. Establish that any sexual activity will be a mutual decision. Speak up if you're getting confusing messages from your partner. Be forceful and firm; don't worry about being polite. Don't fall for lines such as "You would if you loved me." Consider or practice approaches such as "Stop this! I'm not enjoying it." Pay your own way or share costs to avoid arguments such as "You owe me - I spent all this money on you." Beware of partners who disregard your requests.

Be assertive. State what you really want and are feeling. Remember, alcohol and other drugs compromise your ability to make decisions. When you say "no", make your message clear. When you say "yes", be sure you know what you're agreeing to. Don't be embarrassed to yell, make a scene or run away. Don't worry about offending your partner; remember, you are being humiliated.

If you are uncomfortable with a date, you can choose to end it. Take your own vehicle or meet at the destination. Carry money for a phone call or fare home. Avoid parties where men greatly outnumber women. Don't accept rides from newly made acquaintances.

Be careful when inviting someone to your residence or accepting an invitation to theirs. Avoid secluded places where you are put in a vulnerable position. Acquaintance rapes often occur in a residence.

Take care of yourself - don't assume other people will take care of you or protect you from harm.

Trust your INSTINCTS - believe your inner feelings when you get uncomfortable about a person or situation. Respond as soon as you feel uncomfortable!

## Know Your Defenses

Anyone can be a victim of sexual assault. You should think about the kinds of defense you would be willing to use. In some cases, resistance can frighten off or discourage the attacker, but it can also lead a rapist to become more violent or increase efforts to subdue the victim.

Now is the time to consider your options; there is little time to think during an attack. Could you really hurt an acquaintance who tried to hurt you? Are you willing to yell? Are you able to run?



Remember, rape is a crime of violence, not passion. You've got to assume that a rapist is willing to use violence. If you are attacked, your main concern must always be your safety.

Because all people and all situations are different, there is no ONE way for you to protect yourself. People have different capabilities, and you must decide for yourself the best defense method for you.

## There are several ways to react to a sexual assault...

### Passive Resistance

The goal of passive resistance is to think and talk your way out of the situation. With passive resistance, you can:

- Try to calm the attacker. Try to persuade him not to carry out the attack.
- Claim to be sick or pregnant. Tell him you have a sexually transmitted disease. This may intimidate the attacker.
- Try to discourage him. Pretend to faint, cry hysterically, act insane or mentally incapacitated.
- If you're at your residence, tell the attacker a friend is coming over or that your spouse or roommate will be back soon.

### Active Resistance

Active resistance is intended to distract or temporarily injure your attacker to create an opportunity for escape. Nobody can tell you whether or not active resistance will be the "right" thing to do. A decision to resist actively, however, is irreversible. Your goal is to escape, not to win. Here are some pros and cons regarding the most common types of active resistance:

- **Yelling:** It can surprise or frighten an attacker away if he fears people will come to help. But yelling won't help in isolated or noisy areas.
- **Struggling and fighting back:** A forceful struggle may also discourage an attacker, but most will retaliate and have the potential to inflict serious injuries. However, you must not be afraid to hurt an attacker. All kicks and blows must be forceful and should be aimed at vulnerable areas such as the groin, eyes, or instep.
- **Martial arts:** Special self-defense skills such as judo or karate are popular. If you are proficient in such techniques, they can be very effective. But proficiency requires practice.
- **Weapons:** Some people carry weapons such as guns, knives, or spray chemicals to ward off attackers. Unless you are trained and not afraid to use these weapons, they can be very dangerous. The attacker might be able to turn them against you. Also, some weapons cannot legally be carried, so check with local law enforcement authorities.

### Submitting to an Attack?

If you believe you might get severely hurt defending yourself or if you're afraid to fight back, don't. Sexual assault is still an assault and still a crime, even if you do not have a single cut or bruise. Victims who do not resist should never feel guilty; it is the assailant who committed the crime.

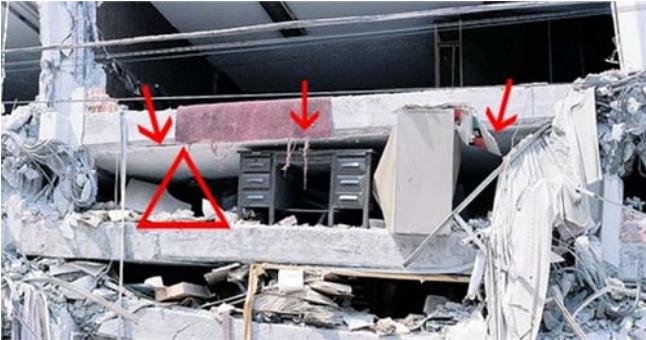
- If attacked, escape
- If trapped, stay alive
- If assaulted, memorize details

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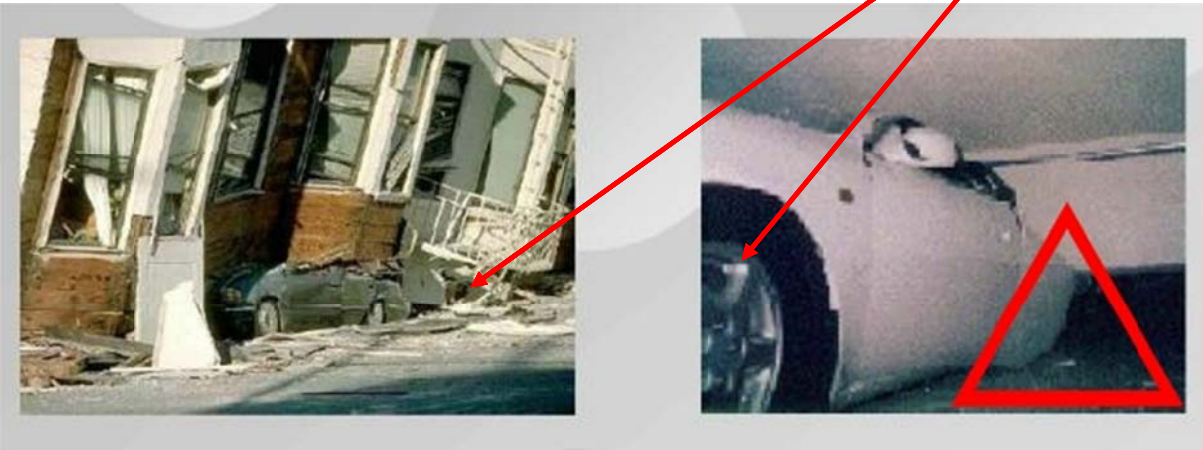
# Save Your Life in an Earthquake...

## ...with "The Triangle of Life"

**"Triangle of Life":** Simply by looking at the following self-explanatory photos, you can learn more than in a thousand words about how to protect yourself during a major earthquake...



If you are inside a vehicle, come out and sit or lie down next to it. If something falls on the vehicle, it will leave an empty space along the sides. See below:





## Where to Go During an Earthquake

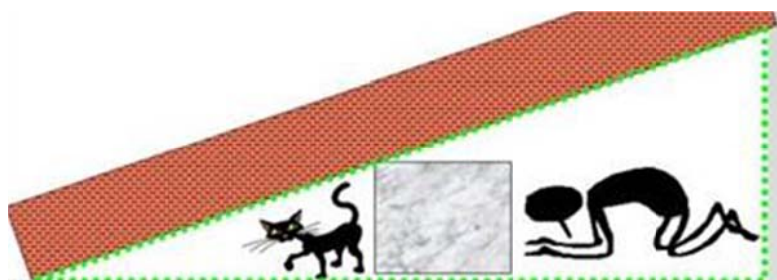


Remember that stuff about hiding under a table or standing in a doorway? Well, forget it!

Mostly everyone who simply 'ducks and covers' when building collapse are crushed to death. People who get under objects, like desks or cars, are crushed.

Get near the outer walls of buildings or outside of them if possible - It is much better to be near the outside of the building rather than the interior. The farther inside you are from the outside perimeter of the building the greater the probability that your escape route will be blocked.

This is a real eye opener! It could save your life someday.



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## What your bank should be doing to protect you from ID theft

***Identity systems are powerful and profitable business tools, but only takes one broken link in the identity chain to foul the whole works up..."***

**James Van Dyke**  
**President, Javelin Strategies & Research**

A person I know suddenly learned that he was a debit-card identity theft victim - while his debit card was locked in a bank safe deposit box!

He immediately informed his debit-card issuer, a major bank, but the branch representative said there was nothing she could do. I directed him quickly to an identity theft hotline, buried on his bank's Web site.

Such a slow response by your bank could lead you to suffer a greater financial loss if an identity thief targets you. So it could pay when you open your bank account to find out exactly what steps your bank takes to curb identity theft.

While many credit and debit-card accounts promise consumers zero liability if their credit or debit card is lost and stolen, that doesn't mean you can't suffer. Your bank may not buy your story and you may be forced to hire an attorney. Many victims don't prosecute because thieves often are family members. So you still could suffer un-reimbursed financial losses, lost wages and legal fees.

**Warning:** Some 12% of major banks lack a zero-liability policy for debit cards that require access via a personal identification number or PIN, according to 'Javelin Strategy & Research' a marketing

research organization based in USA. So learn how your bank protects against identity theft, particularly before opening a PIN-accessed debit card.

In USA, federal law limits card holder's losses on a lost or stolen credit card to \$50. In India there appear to be no such guidelines. Even if there is one, it is not widely publicized. You may have some protection for credit / debit cards - provided that you promptly notify your bank.

Nevertheless, losses when your identity is stolen, according to Javelin's 2008 Identity Fraud Survey Report, can escalate the longer the fraud goes undetected. Victims who detected the fraud within one day spent an average of \$428. But those who took up to five months lost three times as much -- \$1,207, its report says.

Meanwhile, if somebody opens a new account in your name and nobody contacts you, you risk suffering greater losses. You might not hear about it until a debt collector calls or you're suddenly denied credit. This gives thieves a maximum amount of time to do their damage.

### **Your bank can take precautions**

There are certain things your bank can do to nip an identity theft in the bud. It could pay to make sure your bank takes certain precautions, advocated in the Javelin Strategy survey:

- Provides you with the ability to create restrictions - either online, by phone or in-branch -- on particular transactions. Don't think you'll ever conduct any wire transfers outside the United States? Bank only with institutions that let you limit those transactions.
- Eliminates distribution of your personal information and limits use of your Social Security number to the last four digits.
- Offers to email or text message you if there's ever a change of personal information, including a change of address, addition of a cardholder or unusually low balance on your account.
- Has a centralized fraud resolution department.
- Lets you quickly freeze your account.
- Requires at least two ways to confirm your identity both by telephone and online banking.
- Regularly educates employees on how to properly secure sensitive information.
- Regularly examines employees for insider collusion.
- Encrypts your personal identification numbers, passwords, Social Security numbers and other private data.
- Uses no hyperlinks in emails. This way, you can determine which emails don't come from your bank.

Meanwhile, Javelin Strategy & Research reports increased theft via mail order or telephone order purchases. It cites a newer tactic, "Vishing," or using the Internet to place phone calls. Internet-placed calls are tougher to trace.



**Bottom line:** Never provide personal information -- even over the telephone. If you get a communication from your bank, call only the telephone number you already have -- not the one in the communication.

## **ID thefts: up or down?**

It seems comforting that Javelin Strategy reports a 12% decline in identity theft in 2007. But not everyone agrees with that company's study, sponsored by Visa, Wells Fargo Bank and CheckFree Services Corp.

For one thing, the Federal Trade Commission reports a 32% rise in identity theft complaints to 258,427 during the 2008 calendar year. Chris Jay Hoofnagle, senior fellow at the University of California-Berkeley law school, complains that consumers, regulators and businesses have no reliable way to assess identity fraud at major financial institutions.

"Lending institutions should publicly report basic statistical information about identity theft events," he says. Information they should disclose: The number of identity theft events suffered or avoided; the form of identity theft attempted; the targeted product, such as a mortgage loan or credit card; and the amount of loss suffered.

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## Taken for a ride in the name of UN

When Radha Baijal checked her email on November 3 last year to see if there was any response to her application for a job in the UN, she couldn't believe her eyes. In her inbox lay a letter saying she had landed her dream job. As it turned out, Radha shouldn't have believed her incredibly good luck. For though she had posted her application on the genuine UN site, the 24-year-old schoolteacher from the Capital today finds herself poorer by Rs 1.5 lakh and smarting with the realization that she's been had. Here is what happened. Radha received a signed reply from one Dr Christy Owen, "Chief Administrative Officer, US Committee for the UN", confirming her appointment. The email communication carried the UN logo and address. As instructed, she contacted one Kate Bruce at the given email address for instructions before she was to fly off for a "training program in Seattle".

Radha was instructed to transfer Rs 1.5 lakh into a US bank via a given swift account number. The unsuspecting victim delved into her father's retirement benefits and sent the money. Radha smelled a rat only when she responded to a second request for money - this time for Rs 70,000 -- by saying she had none and asking that it be deducted from her promised salary of \$152,678 per year. That's when all communication from the other end stopped. Radha isn't the only victim of this scam. N.Y. Suresh Kumar, a zoology scholar in Kerala, received a similar letter saying he'd been "selected" for the post of environmental officer in the "United Nation Center for Development Initiative" and a request for \$2,280. Luckily for him, Suresh Kumar got the letter checked by the UN Information Center's office in Delhi and was told that the UN had no such outfit.

In the last six months, a number of people from across the country have approached the Delhi office to verify the authenticity of "job confirmation letters" sent to them by email and post. These letters come complete with the UN logo and address of the United Nations headquarters in New York. In all cases, the letters have turned out to be fake. Shalini Dewan, UN representative for India, says these cases "have been brought to the notice of appropriate authorities for suitable action". Cautioning those who have received offers for jobs and training, invitations to conferences

and requests for funds, she says that it is misuse of the UN name by tricksters using the Internet. "No UN agency asks for funds in exchange for training or employment," Dewan says.

The racket has been going on for some time. The Geneva office of UNAIDS' had in' September last year issued a worldwide alert warning people to verify the authenticity of emails and letters carrying its logo or address before meeting any request for money. It had also requested people to provide details of suspect communications to help investigate the fraud.

### **How they're duped**

- All letters came with UN logo and address of UN headquarters in New York
- Job offers were followed by requests for money
- There were also invitations to conferences and training program
- The Delhi office of UN Information Centre has received several requests for verification of the authenticity of such 'job confirmation letters' in last six months

**Prior warning:** The Geneva office of UNAID had in September issued a worldwide alert warning people to verify the authenticity of emails/letters carrying its logo or address before meeting any request for money.

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## **Why use the helmet?**

**Notice something in the photograph!**

**See the helmet, it is there but not where it could have saved the life!**



**Surely there are still few people who will question the utility of a helmet!**

# To wear or not to wear: that is not the question...

## Helmet research

Courtesy: Prof. K. Ganapathy MS (Neuro) MNAMS (Neuro) FACS FICS Ph.D, Secretary of the Asian Australasian Society of Neurological

Helmets have not suddenly arrived At least 50 years of research in various fields have led to this development. Helmets have been designed based on cadaver studies, animal experiments, computer simulation studies, biomechanical studies and study of crash injury patterns. Sir Hume Cairns was the first person to understand the role of helmets in preventing severe head injuries and deaths. Before a helmet is certified it has to pass through four main tests namely:

1. Shock absorption – Cushioning capabilities of the padding test.
2. Resistance to penetration-to make sure the shell of the helmet is strong.
3. Strength of the retention system-to test the stretching of the chin strap.
4. Rigidity-to test the structural and safety performance. **Most injured motorcyclists who do not wear helmets report that they did not expect to be injured**; yet 40% of the head injury-associated deaths were ascribed to the motorcyclist's loss of control, not, apparently, to some action of the driver of another motor vehicle.
5. Studies have shown that when helmet use is voluntary, it is used by 40-50 %; **when it is compulsory it is almost 100 %**; no other approach has succeeded in raising helmet use to anything close to these levels.

### How is a helmet useful?

- The brain is the only organ in the body with its own safe deposit vault.
- When a major impact occurs, the skull however thick cannot absorb the entire force! The impact only slightly attenuated is still transmitted to the underlying brain. When direct injury occurs, the damages to brain are very serious - often irreversible.
- A helmet considerably increases the thickness of the container. The blow gets absorbed, spreading the impact over a larger region. The intensity at any one point is considerably diminished. The time lag also reduces the ultimate intensity reaching the brain through the helmet, hair, skin, skull and the meninges of the brain

### REASONS FOR NOT WEARING HELMETS

- “I am a good driver. How can an accident ever happen to me “?
- “But, it is not compulsory “
- “I use the scooter for very short distances” (If only the bus driver knew this
- “Where do I keep it“ (Where there is a will there is a way )
- “I may loose my hair“(How many bald motor cyclists does one see?)
- “It is so hot and uncomfortable“(If only you knew how much hotter it can get without one!!!)
- “I may get headache and neck pain” ( at least you will still have a head )
- “Neck & Spinal Cord injuries may increase , reduced hearing &, vision, increased fatigue & overconfidence ( Detailed studies have shown that this is not true)
- “Ungainly appendage on a beautiful feminine head” (and we talk about equality and women's liberation!)
- “What is to be will be” (Alas the bereaved family does not subscribe to this oriental fatalism)
- “What about the family” (Buy three for the price of two?)
- “I have just not had the time” ( Time and tide wait for no Man)
- “A helmet is expensive” ( Obviously the contents are not )



- **Adventure, recklessness, misplaced enthusiasm particularly in the young – helmets worn only by “sissies”** ( Knowledge is learning from one’s known mistakes, wisdom is learning from another’s mistakes – alas self-acquired knowledge may be too late )
- **“What about protecting other body parts”** (death & major disability is due to brain injury – protecting the brain is easy, pragmatic and effective)

### Suggestions:

- Please reconsider your decision not to wear helmet.
- Young ladies, please decide to use helmet while you comfortably sit at the back seat. On the Women's day, please take some positive decisions and convince your brothers, husband, friends, father, etc. to use helmet. I am sure you do not bother about your hair-style and use helmet yourself.
- Car drivers, use seat belt, avoid mobile phones while driving.
- Follow all traffic rules, even if someone is not watching you. And do not celebrate when you dodge a traffic man, ultimately we will suffer.
- Please do not try to save some petrol by driving on wrong side to avoid taking a U-Turn some distance away.
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**If at first you don't succeed, failure may be your style."**

**- Quentin Crisp**

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