

# Specialist Prevention Support

## Helping you to live a safer life

The following outlines documents and resources Crisis Solution Private Client policy holders have complimentary access to.

## Residence

Your home isn't just a residence; it's a special place where you feel safe and secure.

### In-person visit or telephone based consultation\*

#### Residence security survey

##### Physical

- Doors: locks and bolts
- Windows: ground, first and second floor
- Perimeter: entrances, gates, fences and trees
- Lighting: street, perimeter and security
- Service connection: electricity, phone, etc
- CCTV: coverage, activation, day/night, pan/tilt, zoom, recording
- Alarms: silent security connected
- Safe rooms: construction and equipment
- Grounds: garden and outbuildings
- Garage: parking and vehicle security

##### Procedural

- Responses: intruders and incidents
- Staff: domestic security
- Evacuations: fire and burglary
- Deliveries: security procedures
- Visitor: access control
- Pets: guard dogs
- Services: police and private security

#### Neighbourhood security survey

##### Covering:

- Urban location
- Local crime statistics
- Threat areas and street crime potential
- Driving routes to and from residence
- Police support and response capability
- Local shops, ATMs and banks
- School security: bus drop/pick-up safety
- Day and night risks
- Exercise safety: local parks and running routes
- Safe havens in the neighbourhood



### Specialist support

[pcprevention@aig.com](mailto:pcprevention@aig.com)

Specialists are available to provide information on residence security related matters.

Email the address above to arrange a telephone appointment. Appointments are only available during normal business hours.



### Document library

Resources and checklists covering a broad range of issues designed to assist clients assess and improve their residential security. Specialists are available to discuss these resources via conference calls.

#### Residence security guide

- What to look for and check

#### Suspect mail and packages guide

- How to identify and handle suspect packages and mail, including letter bombs.

#### Residence security checklist

- A personal survey to evaluate a residence's security

#### Projection of security guide

- How to project security from inside your residence into the immediate outside area

#### Safe room construction guide

- The requirements of a safe room, how to use and should be included

#### CCTV guide

- Different CCTV systems, their uses and limitations



# Mobility

When you're on the move, you should be free to enjoy the ride.



## Telephone consultations and document library

Guides are complemented by telephone based consultations. In-person consultations are available by arrangement but may be limited due to location and scheduling.

### Ten point travel plan

- Essential points to address when travelling

### Mobile security

- Aspects of mobile security, including: information, training techniques and vehicle handling

### Surveillance awareness

- Foot surveillance, vehicle surveillance and counter surveillance

### Defensive and evasive driving techniques

- Leaving and returning to a parked car
- Off road driving, J-turns, handbrake turns, high speed reversing
- Defensive driving in the city

### Searching and securing a luxury car

- Garaging, immobilising and GPS tracking
- Sanitisation before servicing or valeting
- Securing the integrity after servicing or valeting

### Selecting and using an armoured car

- Types of cars, levels of protection, selection, driving

### Secure driving and route selection

- Primary/secondary route selection and counter surveillance tactics
- Security situation awareness and equipment
- Use of a chauffeur and training
- Carjacking threats, road rage incidents

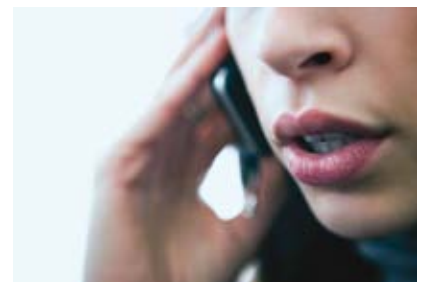
# Lifestyle

Freedom to live your life with confidence.



## Telephone consultations and document library

There are several lifestyle risk scenarios that will require a consultant to provide information over the phone or deploy in a crisis response role. In these scenarios our preferred third party crisis prevention consultancy, NYA International, will provide advice.



### Personal security

- The principals of security and situation awareness
- Factors that influence becoming a victim and avoidance
- Street crime and responses
- Appearance, profile and opportunity

### Dealing with confrontation

- How to manage a physical, verbal or telephonic confrontation
- Basic self-defence, what to carry, valuables and cash

### Risk awareness and socialising

- Parties and functions
- High society venues and seasonal festivities
- Using public transport
- Dealing with fans
- Alcohol and drugs

### Lifestyle

- Understanding the risks
- Dependant risks, young adults and teenager vulnerability
- Wealth indicators
- Using security staff correctly



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