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INTRODUCTION



HOW TO USE THE STUDENT GUIDE

There are two ways to use this *Student Guide*:

- As a guide to activities during an instructor-led workshop
- As a self-study manual, along with the interactive CD-ROM



SELF-STUDY

When you see this symbol, follow the self-study instructions. If you are taking the course through self-study, you can work at your own pace. You can complete the entire program in one sitting, or you can work through one section at a time. The program is designed to be flexible, so do what works best for you.

This training module is divided into six sections. Each section includes several activities: watching a program segment on CD-ROM and answering interactive questions, answering open-ended questions in this manual, and completing one or more exercises. *Please do not skip the exercises!* They take only a few minutes, but they are very important in helping you apply what you are learning.

To begin, read Section 1, Introduction. Then turn to Section 2, It CAN Happen Here, and begin your work.



PURPOSE

As a result of completing this training module you will be able to:

1. Explain why security is an important issue for the motorcoach industry.
2. Follow practical operating principles to reduce the risk of a security incident.
3. Perform effective security inspections before servicing buses.
4. Recognize suspicious people and suspicious objects.
5. Respond appropriately to suspicious situations, including proper reporting.

1

IT CAN HAPPEN HERE

HOW CONCERNED ARE YOU?

- Have you ever experienced the threat, or the actual presence, of a bomb or hazardous material?

- As a mechanic, what security concerns or questions do you have?



Take a few moments to think about the questions above, and write down your thoughts.

PROGRAM SEGMENT 1



Segment 1 of the training module introduces the training program. It will help you understand why we all need to take security seriously.

Please start Segment 1 of the program now. At the end of Segment 1, stop and answer the questions below.

1. At the beginning of the program, you saw two men posing as couriers come into the shop. Did you think they were suspicious? Why do you think all the mechanics ignored them?

2. Think back to the scene you just watched. What did the two men do that was strange or out-of-the-ordinary?

3. How often do delivery people come and go in your shop? Are you always aware of what they're doing?

4. Could something like the scene in the program ever happen at your company? Why or why not?

2

TERRORISM: WHY WE MUST BE CONCERNED



Segment 2 of the training program provides basic facts about terrorism. After viewing it, you will have a better understanding of why we must take the threat of terrorism seriously.

Please start Segment 2 of the program now. At the end of Segment 2, stop and answer the questions below. Then complete the exercise on page 9

1. Why do you think terrorists around the world have often targeted bus operations?

2. What does a terrorist look like?

3. You heard in the program that out-of-the-ordinary behavior, rather than a person's appearance, is the most important factor to be aware of. What behaviors would raise your concern? Why?

4. What is the best, and most simple way, to prevent an attack?

5. Can you think of times when you had a gut feeling that something was wrong? How did that feel? What happened?

IS THIS SUSPICIOUS?



Review the events listed below. For each one, decide whether or not you believe it's suspicious and why or why not.

After completing the exercise, share the list with your supervisor and discuss your conclusions about each event.

DESCRIPTION	SUSPICIOUS?	WHY? WHY NOT?
You return to the shop after your lunch break. You notice that the engine compartment door of the bus you have been servicing has been opened. The handle is clean and the door is not closed.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
As you report for duty, you notice an unfamiliar man without a uniform walking quickly away from a bus that is in the shop for brake repair.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
While walking through the bus yard, you notice a woman in street clothes standing by the fence taking notes.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
It's Friday afternoon, at the beginning of a busy weekend. As you pass the computer room, which houses the equipment supporting the dispatch center, you notice a man in a UPS uniform coming out of the computer room	<input type="checkbox"/> Yes <input type="checkbox"/> No	
You are walking toward the shop, on your way to report for work. As you turn a corner, you notice a stranger dumping something in the garbage and then quickly leaving the area.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
As you return to work from lunch, you notice a bus cleaner in the shop near a bus you have been servicing. The cleaner must be a new employee, because you don't know him. When he sees you, he nods and quickly walks away.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
It is early morning. As you enter the shop and walk toward the bus you are going to service, you see a stranger in plain clothes getting off the bus.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
As you are returning to work from a break, you notice a woman in a suit and carrying a briefcase walking down the hall. She looks lost and confused. She is headed for the bus yard.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

3

WEAPONS



SELF-STUDY

The next segment of the program covers the weapons terrorists use. You'll also hear guidelines for keeping yourself safe in an emergency.

Please start Segment 3 of the program now.

At the end of Segment 3, stop and answer the questions below.

1. What is the main weapon used by terrorists? Why?

2. What is another common weapon of terrorists? Can you give some examples?

3. Name three other weapons used by terrorists.

4. Why is it important to be aware of the different kinds of weapons that terrorists may use?

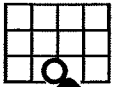
5. You heard in the program that "putting safety first" and not taking chances are important ways to help prevent a possible attack. Why do you think this is so?

6. What is our company's response plan for dealing with security incidents? (If you don't know, how will you find out?)

7. What else do you think you could do in the shop to help reduce the risk of a security incident?

4

VEHICLE SECURITY INSPECTIONS



SELF-STUDY

The next segment of the program will show you a practical way to lower the risk of a dangerous incident—a security inspection of every bus you service.

Please start Segment 4 of the program now. At the end of Segment 4, stop and answer the questions below. Then complete the inspection exercise on page 13.

1. When should you do a security inspection?

2. In general, what do you check for during a security inspection?

3. What are some signs of vehicle tampering?

4. What should you do if you find something suspicious?

5. What three specific areas on the bus do you check during a security inspection?

6. In your view, what are the greatest risks to the security of company vehicles? How can security inspections in the shop reduce those risks?

SECURITY INSPECTION CHECKLIST

Exterior (Walk-around) Inspection

- Fresh defects or damage on bus exterior
- Hazards (broken glass, posts, guy wires, etc.)
- Wires, objects, unusual devices hanging underneath the bus
- Dampness around wheels
- Fluids on the ground (coolants, lubricant, etc.)
- Signs of explosive, flammable, or contaminated material
- Fuel tank (capped, securely mounted, not leaking, nothing out of place)
- Luggage compartment doors open/close properly
- Battery (check for wire)

Engine Compartment

- Lock out vehicle (turn ignition off; put key in your pocket) or switch off battery master disconnect.
- Check for signs of tampering (wires, unusual or excess grease, area that has been wiped clean).
- Check overall engine compartment for anything suspicious or out of place.
- Look for suspicious wires.
- Check engine wiring (frayed or worn, corroded terminals, securely fastened).

Bus Interior

- Replace key in ignition or switch battery master disconnect on.
- Inspect entrance: Door opens and closes smoothly and glass intact.
- All interior lights working properly.
- Roof emergency hatches open easily.
- Overhead storage racks clean and in good condition; no unattended or suspicious packages.
- Check restroom and toilet bowl (wires, unidentified chemicals, powder residues, anything else suspicious).
- Distress signal works (if applicable).
- Door lock fastens securely.
- Check for unusual items in driver compartment.
- Set parking brake and start engine.
- Make sure all gauges are operating normally.
- Turn off engine; remove key; and place in your pocket. Lock and secure bus.

5

SECURITY SWEEPS: WHAT TO LOOK FOR



Just as you should do a security inspection of every bus, it's also important to keep an eye on the shop. The next program segment shows you how to do quick checks of your work area called *security sweeps*.

Please start Segment 5 of the program now. At the end of Segment 5, stop and answer the questions below. Then complete the exercise on page 17.

1. Have you ever seen anything suspicious or possibly dangerous? What tipped you off?

2. How observant are you today as you go about your work? What are you automatically alert for?

3. Do you now make regular security checks in your shop? In your view, why is this a good idea?

4. What is our company's procedure for reporting suspicious items? (If you don't know, how will you find out?)

(Questions continue on next page.)

5. Why is it important to pay attention to packages and items left lying around?

6. What are the signs that an unattended package might be suspicious?

7. What are the four basic parts of a homemade bomb?

8. What is the most common type of explosive device used by terrorists?

9. What should you do if you find an object you think is a bomb?

SUSPICIOUS OBJECTS



SELF-STUDY

Review the objects listed below. For each one, decide whether you believe it's suspicious and why or why not.

After completing the exercise, share the list with your supervisor and discuss your conclusions about each object.

DESCRIPTION	SUSPICIOUS?	WHY? WHY NOT?
A briefcase left under the second row of bus seats. There are no wires or other strange objects attached to the briefcase.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A funny-looking package in an overhead bin with a note attached. It's hard to read the words, but it says something about "revenge" and "just rewards."	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Small dark colored box taped to the inside of a wheel well	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A bag jammed between the toilet and the sidewall of the rest room. An oily liquid is dripping from the bag onto the floor.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Glass bottle filled with yellow liquid and a piece of material sticking out of the top	<input type="checkbox"/> Yes <input type="checkbox"/> No	
An old brown backpack under one of the seats in the ticket lobby	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A bottle left in one of the overhead bins on a bus. It appears to be a shampoo bottle and has wires underneath it.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
A garden sprayer in the trashcan outside the terminal. The sprayer still contains some liquid.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Package wrapped in brown paper wedged between two bus seats. It has a strange odor and an odd shape.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

6

HOW TO RESPOND



So far, you've heard a lot about how you prevent security incidents. But would you know how respond if an attack or other emergency occurred? The final segment of the program answers that question with four simple, but effective, actions that can help keep you safe in a crisis.

Please start Segment 6 of the program now.

Stop the program at the end of Segment 6 and answer the question below.

1. You heard in the program that there are "four don'ts" when responding to a threat or an incident. What does each "don't" mean to you? Why is each one important to remember when responding to an incident? Write your ideas in the spaces below.

Don't become a victim yourself. _____

Don't assume anything. _____

Don't rush in. _____

Don't test. _____
