

# KLINK & CO., INC.

A Global Leader in Risk Consulting

## Communiqué

### ADVICE TO CLIENTS

*The following is the first in a series of Klink & Co., Inc. Communiqués concerning the recent developments in security.*

*This communique discusses the security issues facing corporations in light of the recent terrorist attacks in the United States.*

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Many of our clients and friends have requested our advice on various security issues in light of the horrific events of September 11, 2001.

We have set forth some basic security measures that should be considered in the days to come.

#### 1. Short Term Issues

There are several issues that need to be addressed in the very near future (1-3 weeks).

##### (a) Travel

While most domestic and international flights have been resumed, air travel is suffering disruptions and significant delays. This may get worse before it gets better in light of the current plight of the airline industry. All travelers should expect significant delays

from increased security, cancelled flights and false alarms.

Therefore, before travel is commenced, one should consider:

- Limiting travel to essential trips;
- Reviewing risk profile of destinations;
- Carrying complete and current documentation, including photo identification, regarding identity and citizenship;
- Securing paper tickets and boarding passes from ticket counters;
- Choosing only reputable airlines and carriers; and
- Carefully packing luggage and reviewing contents to ensure that no restricted items are in your possession.

When traveling abroad, travelers should take the following steps:

- Advise co-employees of plans and itinerary;
- Maintain low profile;
- Keep informed of local events such as demonstrations and rallies;

- Stay in touch with their embassy; and
- Consider relocating away from high profile US and EU targets.

##### (b) Security Plans

Security plans should be reviewed to ensure the safety of employees and property.

Security plans need to be operational and properly enforced. Several steps should be immediately implemented.

- Security should ensure that all packages and shipments be carefully inspected;
- Suspicious packages and unanticipated deliveries be carefully inspected;
- External visitors must be properly identified; and
- Institute low-key security measures and communicate to employees so as not to cause alarm.

##### (c) Communication

Communicate security measures to the staff, domestically and internationally. Such actions ensure a calm atmosphere and prevent unnecessary alarm.



## 2. Long Term Issues

These are issues that should be addressed within the next 30-60 days.

### (a) Critical Situation Policy and Crisis Management Plans

A thorough review of your Critical Situation/Crisis Management Policy should be undertaken. This is the foundation to effective security. The recent developments may have made existing plans obsolete or inadequate.

A Critical Situation/Crisis Management Policy should include:

- Evacuation Plans;
- Kidnapping and Ransom Plans;
- Telephone numbers of employees and safe numbers to call to report problems, safety concerns or location and status of employees; and
- Crisis Management Teams.

### (b) Response Policy to Critical Situations

An immediate review should be conducted of the Response Policy to Critical Situations. This should include responses to:

- terrorist actions (bomb threats, kidnapping, actual attacks, etc.);
- business interruptions;
- insurance coverages;
- replacement facilities and equipment; and
- Information Technology back-up and off-site security.

Each company will address these issues based on its needs and risks. Obviously, responses will be tailored accordingly. But if these issues are considered and addressed, the work environment at your company will be safer and securer.

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*This Klink & Co., Inc. Communique is prepared in summary form and is not to be construed as legal advice or opinion on any specific fact or circumstance.*

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