

Safety in the Workplace

The following items should be considered for review and implementation. You may already have contingency plans in place, but these items may make a difference when confronted with potential threats to our safety & security.

- Update emergency contact lists
- Maintain a written log as well as access system log for personnel working in your building after hours
- Backup data files important to your operation
- Review and update vendor and tenant emergency contact lists
- Check access and alarm controls that operate on battery backup. Establish connection to UPS and/or purchase spare batteries (A building in lower Manhattan lost its magnetic door locks due to drained batteries)
- Keep a portable/battery operated radio on hand to receive news broadcasts
- Batteries for radios, cell phones, pagers and flashlight
- Do not accept questionable deliveries from unknown vendors or sources
- If you have a tenant that has a religious or political affiliation that may be a target or threat, make a contingency plan with them that considers all other property tenants
- Contact all emergency service providers to assure their commitments to possible future needs
- Review contingency needs for additional security personnel with your service provider. Do not wait for a specific incident
- Review card access and building pass rosters with tenants for accuracy
- When in doubt about a potential threat, contact law enforcement in all cases
- Test all CCTV cameras and recording equipment to assure proper functioning
- Increase security vigilance and measures regarding tours of property and limiting access to underground and adjacent parking areas
- Report abandoned vehicles, unusual vehicles or unusual license tags to law enforcement
- Prohibit solicitation on a temporary basis
- Do not handle unidentified packages or devices. Take appropriate evacuation measures and contact law enforcement
- Employees should lock car doors whether occupied or unoccupied
- Ensure an adequate supply of supplemental locks, padlocks, caution tape and chains to secure unsecured locations
- Security staff should review and sign off on review of emergency procedures
- Report any unusual activity to law enforcement
- Never take arrest or apprehension of any criminal suspect into your own hands
- Review your bomb threat procedure with all staff
- Keep blank forms at all appropriate personnel phones

Bomb Threat

Why should you report a bomb threat? The Bureau of Alcohol, Tobacco and Firearms tells us the two logical reasons for reporting a bomb threat are:

1. The caller has definite knowledge or believes that an explosive or incendiary bomb has been or will be placed and he/she wants to minimize personal injury or property damage. The person may be the person who placed the device or someone who has become aware of such information.
2. The caller wants to create an atmosphere of anxiety and panic which will in turn, result in a disruption of the normal activities at the facility where the device is purportedly placed.

Whatever the reason for the report, there will certainly be a reaction to it. Through proper planning, the wide variety of potentially uncontrollable reactions can be greatly reduced.

Are You Ready?

- Keep the caller on the line as long as possible
- Record every word spoken by the caller
- Ask where the bomb is and what time the bomb is going to go off
- Pay attention to background noise
- Listen closely to the voice, (male or female), voice quality (calm, excited), accents and speech impediments. • Don't hang up the phone
- Immediately report the call to the management person that is designated to receive such information
- Turn off all portable radios and cellular phones

Characteristics of a Parcel Bomb:

- Restricted endorsements, such as "Personal" or "Private"
- Names of titles that are inaccurate
- Homemade labels or cut and paste lettering
- Protruding wires or tin foil, or oily stains
- Excessive postage
- May feel rigid or appear uneven
- Unprofessionally wrapped, using masking tape or string
- Endorsed with "Fragile" or "Rush" or "Do Not Delay"

Safety Precaution Suggestions and Bomb Threat Checklist

1. Review your security procedures carefully with security staff and key building management personnel. Look for:
 - Adequate access control procedures
 - Make certain access control and intrusion detection hardware is properly installed and meets all functional specifications
 - Ensure that your security personnel are adequately trained to recognize potential dangers
 - Test communications for facility wide announcements
2. Make a physical inspection of the building with your security director and facility engineer. You should be looking for:
 - Breaches of secured access points that may have occurred since your last inspection
 - Dark areas and areas that provide poor visibility by human eye and your CCTV system, anywhere in your building, but especially in the on-site parking areas
 - Suspicious looking containers, vehicles, or persons
 - Housekeeping shortfalls, such as trash piles, debris, etc.
3. Assess your vulnerability. Do you have tenants with strong political, cultural, or financial affiliations? What extraordinary measures have you, or they, taken to ensure their safety?
4. Have a written policy regarding reporting suspicious people, things, and occurrences to building security or building management. Disseminate this information to all staff and departments, security personnel, building residents, tenants, and vendors who are frequently on the property.

5. Make certain security personnel include regular rounds to the on-site parking areas of the building. They should have an increased awareness for suspicious looking vehicles, and cars that have been parked without being moved for longer than 24 hours.
6. If you have not already done so, install shatter-resistant glazing film on all vulnerable glass areas. There are many excellent blast-proof products on the market, including 3M safety film, and other security film products.
7. Remove any graffiti immediately, and institute a policy to have it removed as soon as it occurs.
8. Reassure your tenants with a written notice that you are undertaking an in-depth review of the security for the building. You will want to do these both as a matter of public relations and enhanced security awareness. Remember that security is everyone's business. The more people you have looking out for potential criminal activity, the more secure you will be.
9. Follow up with a written notice to the tenants advising them of any changes in security policy or procedures as a result of your security review and assessment this day.
10. Review your fire and life safety procedures today. After you make any necessary changes and modifications, distribute this information to all tenants, residents, staff and departments.

Crime Scene

The scene of a crime usually contains evidence, (clues), that the police can use to help identify the criminal and solve the crime. Because evidence is often very fragile, it is easily destroyed. When unauthorized or careless people encounter a crime scene, they often destroy evidence without realizing it. This is called "Contaminating the Crime Scene". The actions you take at a crime scene may determine whether important evidence is preserved or permanently lost.

Tips for Properly Securing a Crime Scene

1. When you arrive at the scene of a crime, broken window or door, never enter alone. Call for backup. Wait for the police! Be careful, the criminal(s) may still be in the area!
2. Take steps to help ensure that the crime scene remains as undisturbed as possible. It may be necessary to rope or tape off entrance and exit doors, and to reroute vehicle and pedestrian traffic.
3. Isolate a large enough area to prevent loss of evidence. Use other security officers or building personnel to help restrict access.
4. Permit only essential personnel into the scene.
5. Don't touch or move anything including furniture, trash, doorknobs or any objects at the crime scene.
6. Identify (with address and phone number), separate, and remove any witnesses from the crime scene. The police will want to interview them and possibly take statements.

7. Take good notes; don't depend on your memory.
8. Notification and arrival of essential personnel.
 - Name, titles, addresses, and phone numbers, (home and work), of reporting person, and witnesses
 - Police officer's name, badge number, and police case number
 - Any factual information received.
9. You cannot do everything yourself. Notify your supervisor immediately. Assign tasks to other security officers or facility staff.
10. If a note or letter is found at the scene, don't handle it! If it has to be moved to prevent damage, handle it with your finger tips, holding it by the corners of the paper. Don't let anyone touch it until the police arrive. If it has to be read, lay it on a flat surface and bend over to read it.

Identity Theft

Personal Information

The theft of personal information, i.e., name, address, telephone number, date of birth, social security number and credit/banking information for the purpose of establishing fraudulent credit in your name is a growing problem. While you will probably not be held financially responsible for debt accrued by a third party through the fraudulent use of your identity, the stress involved in righting your financial house can be extremely taxing. However, there are precautions you can take to protect your good name, credit and emotional well being.

Steps to take if your purse or wallet is lost or stolen:

Report the theft or loss of your wallet or purse to the police immediately. Be sure to obtain a police report number. If the loss occurs on company property, immediately notify corporate security as well. Depending on the contents of a lost or stolen wallet or purse, follow the suggestions outlined below. Immediate action may protect you from or minimize the effects of identity theft.

- Report the theft or loss of your credit card and/or ATM card(s) to the appropriate credit card company(s) and bank(s). Under no circumstances should you release your personal identification number(s) (PIN). Legitimate customer service representatives do not need your PIN to help you. In devising a new PIN(s), do not use the previous PIN and avoid birth dates, maiden names, etc. You may be required by the issuing credit card company or bank to complete affidavits attesting to their loss. Do so and return the affidavits in a timely manner via registered mail. Be sure to retain a copy for your file.
- Report the theft or loss of your credit cards to the "Big Three" credit reporting companies (Equifax, 800.270.3435; Experian [formerly TRW], 888.397.3742 and TransUnion, 800.888.4213) and ask that the account(s) be flagged. Also request that you be contacted to verify all applications for credit in your name. Be patient. Dealing with 1-800(888) service numbers can sometimes be frustrating, but necessary in the case of protecting your identity and credit.
- Report the theft or loss of your bank checks to the bank. Cancel your checking account and if appropriate, your savings account and establish new ones. Also notify the following check verification companies: CheckRite, 800.766.2748; TeleCheck, 800.710.9898.

- Report the theft or loss of your social security card to the Social Security Administration, 800.772.1213, and request a replacement card.
- Report the theft or loss of your driver's license to your state department of motor vehicles. The loss of other forms of identification, i.e., US Passport, state identification card, alien registration card, company identification, should be reported to the issuing authority.

Precautions you can take to protect against identity theft

Implementation of the following precautions will not provide total protection against identity theft or fraud. However, you can make yourself a smaller target. We suggest that you consider each recommendation and follow-through on those that fit your particular need and lifestyle.

- Your social security number is a key component of your identity and a prime target of thieves. Do not release your number to anyone except when necessary, i.e. tax purposes, banking, and employment.
- Review your Social Security Personal Earnings and Benefit Statement annually and report any discrepancies to the Social Security Administration. A copy of your statement can be obtained by calling 800.772.1213.
- Refrain from having personal checks printed with your social security number or allowing merchants to hand print the number on a check.
- Conduct an annual personal credit check through one of the "Big Three" credit reporting companies. The cost is advertised as \$8.00 in most states. Also request that your name be removed from their marketing lists.
- Limit what you carry in your purse or wallet to essential items of identification. Carry your social security card, passport, checkbook, and/or additional credit cards only when necessary. • Protect against mail theft. Consider having your mail (especially credit card bills, blank checks, bank statements, etc.) sent to a post office box or install a locking mailbox at your home.
- Consider an unlisted residential telephone number.
- Maintain a limited number of credit cards. Cancel infrequently used credit cards accounts and destroy the plastic.
- Prepare a list of your credit and bank account numbers, as well as telephone numbers to call in the event your credit cards and/or checks are lost or stolen.
- Except when you have a trusted business relationship, never release credit card information over the telephone regardless of how good an offer may sound.
- Be judicious in releasing your personal identification or credit information over the internet. While security has improved, keep in mind that there are scam artists out there waiting to entrap you.
- Rip into small pieces or shred copies of utility bills, credit card receipts, telephone bills, canceled checks and other documents containing sensitive personal information prior to

discarding in the trash. This includes applications for pre-approved credit and the sometimes accompanying account checks.

- Never lease the disposal of your credit card receipts to the cashier of a restaurant, department store or other business. Do not dispose of the receipts in public waste receptacles. Unless needed for personal or business accounting purposes, consider declining credit card receipts at automated gasoline station pumps.
- Be imaginative when creating a PIN or password. Avoid using your date of birth, wife's middle name or other readily available pieces of personal information. Memorize this information and refrain from making a written record.
- Protect yourself from "shoulder surfers" by using your body or a hand to shield the keypad when inputting numbers at an ATM or public telephone.
- Scrutinize your credit card and telephone bills for fraudulent use.
- Inquire as to how a company disposes of your completed loan or credit application. If you feel your information may be at risk, go someplace else. Likewise with the business's handling of their copy of your credit card receipt.

What to do if you become a victim of identity theft

Should you become a victim of identity theft, we suggest that you follow the reporting procedures outlined under the section steps titled "steps to take if your purse or wallet is lost or stolen".

Be sure to maintain a detailed written accounting of all communications with creditors, banking officials and other authorities. This would include copies of all incoming and outgoing correspondence, as well as a written record of the time, date, subject matter and names of all parties to any verbal communications. Listed below are some additional steps to consider.

- Contact the US Postal Service if you suspect that your mail has been or is being stolen.
- If you have a passport, report the fraudulent use of your identity to the US State Department (listed under US Government in the telephone directory blue pages).
- Inform your state department of motor vehicles of the fraudulent use of your identity and request a new driver's license.
- Advise your utility operators, i.e., gas, electric, water, cable TV, of the fraudulent use of your identity. Also notify your local and long distance telephone carrier(s). Contact the Consumer Credit Counseling Service at 800.388.2227, and inquire as to the most effective way to have fraudulent transactions removed from your credit history.

Protect your Laptop Computer

Each day, almost 3,000 laptop computers are stolen. Many of these thefts could be prevented. Here are some practical steps you can take to prevent your portable notebook computer from becoming a police statistic.

- Lock your notebook in your office during off-hours.
- Whenever possible, take your laptop home with you so you always know where it is.
- Review and understand the laptop insurance coverage included in your business and homeowners' policies to ensure that you have coverage for theft.
- Keep only the most necessary proprietary information on the portable.
- Do not load passwords on the laptop, particularly those allowing remote and email communication with clients or the office.
- Never leave your laptop unattended in a public space, even for a moment.
- Consider installing a boot-up password, available on most portables, so only users with your password can access the hard drive.
- Back up your files, and store them in some place other than the laptop carrying case.
- Consider engraving the company name or some other identification on the laptop cover.
- Be especially cautious about installing any software from unknown sources, it may contain a virus.
- Pay attention to where you use the portable. Be aware that someone behind you next to you can see your computer screen. This is especially true on an airplane.
- Always consider your laptop as your very own.

When traveling:

- Carry your notebook in a strong, padded, and non-descript bag. Do not use a carrying case that advertises there's a computer inside.
- Never leave a laptop in full view in your car.
- Never check the computer as luggage at airports.
- Keep hold of your laptop at all times in airports.
- At airport checkpoints, be observant. Don't place the laptop on a conveyor belt until you are ready to walk through the checkpoint.

Not too long ago, the Federal Aviation Administration issued a warning for persons traveling through airports with laptop computers. The alert resulted from a hustle that is performed at airports across the country by teams of thieves.

Here's how it works:

The hustle involves two persons who look for a victim carrying a laptop and approaching a metal detector. They position themselves in front of the unsuspecting passenger and stall the procession until the victim puts the laptop computer on the conveyor belt.

Then the first person moves through the metal detector easily, the second person sets off the detector and begins a slow process of emptying pockets, removing jewelry, etc. While this is happening, the first person takes the laptop as soon as it appears on the conveyor belt and moves away quickly to the gate area and disappears among the crowd. When the passenger finally gets through the metal detector, the laptop is gone.

Sometimes a third person will take a hand off from the first person and the computer is out of the restricted area before the victim even knows that it is gone.

Property & Tenant Alert

There has been a recent increase in office theft and burglaries within the Center City area.

The majority of thefts (i.e. wallets, pocket books, laptops, small electronic devices, etc. that are taken by individuals entering the tenant space under false pretenses) have occurred during the day, including before and just after “normal” business hours.

Most of the burglaries (break into tenant space/building illegally) appear to have occurred on the weekends sometime between Friday evening and Monday morning.

During the day, items taken have included laptops, cell phones, purses, wallets, cash, checks, credit cards and personal identification.

In addition, recently a tenant’s wallet was stolen and it was reported to the police. But the employee failed to mention that her access card was also in her wallet when it was stolen. Her card was subsequently used over the weekend to burglarize several offices in the office building where she is a tenant.

The items taken from offices during the burglaries have included petty cash, laptops, desktop computers, LCD projectors, fax machines, and palm pilots, cameras, and other office-related equipment.

Taking the following steps will help reduce the opportunities for theft and loss:

Theft Prevention:

- Security starts at the front door with the Security Officer or the Receptionist. There should be a single point of entry into your office suite whenever possible.
- All visitors should be required to sign a visitor’s log when they arrive and again when they are departing. They should also be issued a temporary visitors or guest badge.
- Thieves often appear well dressed so they can blend in easily and won’t be questioned. Sometimes they pose as delivery personnel, couriers, and carry briefcases, clipboards or brown bags as if they are making a delivery.
- Be aware of thieves who try to “test” a building or an office to see if anyone will question them when they are wandering through the building. They’ll try to slip into an office and snoop around to see if they could steal something without being detected.
- If they are detected, they’ll pretend they are looking for a job, looking for someone they know who works in your building or looking for a particular company. All the while, they know that no one by that name works in your office or the company they are “searching” for is either down the hall or on another floor.
- All visitors should be escorted to offices or meeting rooms and not permitted to wander through your office suite unaccompanied.
- If you see someone you don’t recognize in your suite, you should ask if you could be of assistance and escort him or her to their destination.
- Make sure the receptionist has an emergency alert system in the event of an emergency situation. Property Managers and office managers should develop a building as well as an in-office plan in the event of an emergency to insure a safe environment for all tenants.

Burglary Prevention:

- Don’t underestimate the importance of good target hardening!
- Use solid doors, alarms, deadbolt locks and make sure they are in good working order. If the door sticks the lock jams or doesn’t always work, or keys have been misplaced or codes never changed, take action. Fix, repair or replace – a few dollars spent on repairs could save you thousands of dollars and lost business time in the long run.
- Closed Circuit Television (CCTV) cameras are a very useful tool in the prevention of crime.

They also provide excellent and convincing evidence in a court of law. Monitors must be in good working order and located in an area where they are monitored daily. Camera's should also be in perfect working condition and positioned for maximum surveillance opportunities.

- Make sure there is sufficient lighting in long hallways or parking garages to enhance the CCTV view. If the equipment you are using is old and outdated – replace it. You should have a clear image from your CCTV of both people and vehicles.
- Tapes must be of good quality and changed daily. There should be a minimum of 31 tapes and you should keep your tapes for 31 days. Record incidents in real time where possible.
- Make sure you review the tapes to identify any suspicious activity. Check time and date displays to make sure it is correct and maintain the recording heads to ensure a quality picture.
- Secure your laptop computers in your office both during the day and in the evening hours. Never leave your laptop unsecured in your office or in public. More laptops are stolen out of cars, in restaurants, in hotels and in airports.
- Protect and change your passwords on a regular basis. And make sure to limit the amount of valuable information you keep in your laptop.
- Maintain tight inventory controls on all office equipment. Also maintain, update and secure all equipment serial numbers and model numbers for computers and other office equipment. This will aid both the police and your insurance company if you experience a theft or burglary.
- Companies that hold employees or their department budgets accountable for lost equipment have fewer incidents of laptops that have been lost or stolen due to carelessness.

Reporting A Crime:

- Always call 911 for any emergencies. If a theft, burglary or any other crime occurs in your office or building, report it to the police first. Then report the incident to the office or building security department and to the building's property management company.
- If your office has been burglarized please notify the police immediately – even if you aren't certain when exactly it occurred. Please don't disturb the crime scene, valuable evidence could be destroyed.
- Remember if you don't report it – the thief will think they have free reign of your office or building and they will return. In addition, the police can't identify patterns or problems without your information, and as a result they won't be able to make informed deployment decisions unless they know where the problems are. Don't keep it a secret.

Pay close attention to what's going on in your office and in the building. It can take as little as a minute to commit a crime and you may be the only witness. Crime prevention is everybody's business. And the best way to reduce crime is to join in a strong partnership with the Property Management Company, the other building tenants, the security department or company and the Police Department.

Shelter-in-Place

The Philadelphia Fire Code requires various buildings to develop a plan to shelter occupants inside the building in the event of a hazardous material, biological or other emergency outside the building. The following are the requirements and a sample shelter-in-place plan that building owners can use as a guide in preparing the plan for their building. Following the sample plan are questions asked by building owners regarding shelter-in-place requirements in the Fire Code. Each question is followed by an answer prepared by the Fire Department and the Department of Licenses and Inspections. The questions and answers are intended to

interpret and clarify the requirements in the Fire Code. Persons having additional questions can call the Fire Department's Fire Code Unit at 215-686-1356.

[View Requirements \(pdf\)](#)

Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. The following sites, provided by federal and local governments, as well as the Centers for Disease Control and Prevention (CDC) are available on BOMA International's Website www.boma.org.

As new resources are identified, they will be posted.

Pandemicflu.gov

This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference. Pandemicflu.gov.

Centers for Disease Control and Prevention (CDC)

The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline—1-800-CDC-INFO (1-800-232-4636)—that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to inquiry@cdc.gov.

Department of Homeland Security (DHS)

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox—DHSPandemic@dhs.gov.

These resources will provide a lot of information, but you are encouraged to listen to local and national radio, watch news reports on television, and read your newspaper and other sources of printed and Web-based information. In addition, look for information on your local and state government web sites

Top Ten Center City Philadelphia High Rise Violations

1. Fire Alarm Certification
2. Sprinkler Certification
3. Standby/Emergency Lighting Certification
4. Fire Pump Certification
5. Approved Evacuation Plan including Signage at Elevators and Fire Towers
6. 911 Signs at Pull Stations
7. Inoperative or Missing Exit Signs
8. Excessive or Improper Storage
9. Hazardous Material Handling License
10. Missing Sprinkler Coverage in Penthouses and Mechanical Rooms

What is Workplace Violence?

Workplace Violence covers not only physical violence, but also includes outbursts such as threats, harassment, abuse, bullying, and intimidation. These verbal forms of violence often signal more serious violence to come.

Warning signs of violence

- Direct or veiled threats of harm
- Intimidating, belligerent, harassing, bullying, or other inappropriate and aggressive behavior
- Numerous conflicts with supervisors and employees
- Bringing a weapon to the workplace, or making references to guns
- Statements indicating desperation over family, financial or other problems

Coping with Threats/Violence

For an angry or hostile customer or coworker:

- Stay calm and listen attentively
- Maintain eye contact
- Be courteous and be patient
- Keep the situation in control

For a person shouting, swearing, and threatening:

- Signal a coworker that you need help
- Do not make any calls yourself

For someone threatening you with a weapon:

- Stay calm and quietly signal for help
- Maintain eye contact
- Stall for time. Keep talking but follow the person's instructions
- Don't risk harm to yourself or others
- Never try to grab the weapon
- Watch for a safe chance to escape

GOALS:

Your goal is to help defuse the person's anger so that the person can cool down to the point of talking.

Try to signal for help, management, police, or paramedics.

If you observe unusual behavior in others, talk to your supervisor immediately!

Holiday Safety Tips

The holiday season is an active time and requires extra vigilance to prevent theft. Your building management team takes many extra precautions to protect your personal items and your company's equipment. Holiday protection is a total team effort and you can play your part by remembering a few simple rules:

Office Safety

- Office thieves take advantage of opportunities and, if you remove the opportunity, you greatly reduce the chances of being victimized. **REMEMBER:** Take all safety precautions!
- Stay Alert! Office thieves are most active at opening, closing and lunch hours, when the

maximum traffic flow occurs.

- Remove from public view and secure unattended holiday gifts, purses, wallets and coats which provide attractive invitations to a would-be thief.
- Reception areas should always be staffed and outer doors leading into the office should be kept locked at all times.
- Be wary of solicitors or suspicious persons. "May I help you?" will often be sufficient to deter a potential intruder. Thieves do not want to be confronted or identified.
- Following your own instincts is critical. If there is ever any doubt or you don't feel right about an outsider in your office, hallway or restroom, immediately call security or the management office.
- If working after hours call Security and report that you are still in the building. Keep outer door locked if possible.
- Women, when working late you should not enter an elevator with an unknown man; try to stand so that you have access to the control panel. Never stand with your back to a person; you could be an easy target for a pickpocket.
- Place valuables in the office in a locked cabinet or drawer.
- Do not make co-workers aware of the fact that you have excess cash in your possession.

CAR SAFETY

- Lock doors and windows when you get in and keep them locked.
- If you spot somebody near or under your car as you approach it, keep walking.
- Always have your car key out and ready to insert in the car door before you approach your vehicle. The faster you can get into your car, the safer you are.
- If you are sitting in your car and somebody suspicious approaches, drive away.
- When you are driving leave space between your car and the car in front so you have an escape route if somebody tries to block your car.
- If another motorist bumps your car, keep windows closed and either wait for police or drive to the nearest police station.
- If you are stopped for a light and you see somebody suspicious approach your vehicle, step on the gas, go through the intersection and blow your horn continuously.

STREET SAFETY

- Do not carry an excessive number of credit cards - plan ahead. Carry credit cards and checks separately from cash; keep the numbers of all credit cards in a safe place in case they are lost or stolen. One quick way to accomplish this is to simply put the actual cards on a photocopy machine and make copies. Shop with friends or relatives if possible - there is safety in numbers.

- Carry your most expensive purchases closest to your body. Carrying too many packages at one time will make you an easy target. Have packages delivered to your home when possible.
- Be aware of persons who are standing or following too closely. If this occurs while you are walking, cross the street immediately. Find a police officer and inform him/her of your suspicions. When using public transportation, tell the driver about any suspicious behavior. In a store or office building, contact the manager or Director of Security. REMEMBER, a trained professional is better equipped to handle a potentially dangerous situation.
- Park your car in a garage or on a well-lit street. Always check underneath it, then in the back seat and on the floors before opening the door to make sure no one is hiding and waiting for you.
- Lock your purchases in the trunk of your car. Never leave packages on the back seat or in a visible location. Once you've placed all packages in the trunk of your car move the vehicle to another parking location if you are going to continue to shop. Thieves wait and watch for opportunities. Take well-traveled, well-lit routes. Don't use shortcuts through alleys or walkways between buildings.
- Leave only your ignition key with a parking lot attendant. Never leave your trunk or house keys. Carry an extra set of keys in case your keys are lost or stolen.
- Use caution when using ATM machines. Always consider the time of day and location. Never write your PIN number on your card or carry it with you. Choose a PIN number that is not your birthday or part of your social security number in case your wallet or purse is lost or stolen. Never exit with cash in your hand from the ATM and Never count your money on the street or in public view.
- Be alert in crowded places. Pickpockets' favorite places are revolving doors, crowded stores, elevators, public transportation, and bus stops at rush hour. Thieves often work in pairs; one will bump into you while another picks your pocket or purse. Be sure purses and packages are in front of you in a revolving door.
- Use caution when using public restrooms. Never leave your packages, coat, briefcase or purse outside the stall. If you use a hook or shelf in a stall, make certain someone can't reach over and take your belongings.
- If you carry a pager or beeper, make sure that you carry it in a place where it can't be readily taken from your body.