
Terrorism & Security Awareness Orientation for State Employees



The price of freedom is vigilance.....
Thomas Jefferson

"To a greater extent than perhaps any other state in America, Virginia faces unique threats in the war against terrorism, I want to assure that all of the resources of state government are brought to bear in safeguarding the people of Virginia."

Governor Mark Warner

Introduction

On September 11, 2001, Americans went about their daily morning routines not knowing that their lives were about to change forever. The first plane, United Airlines Flight 175, departed Boston's Logan Airport at 7:58 a.m. with 65 passengers and crew aboard – five of which were Islamic extremist hijackers. At 7:59 a.m. the second aircraft, American Airlines Flight 11, also departed Boston. On board were 92 passengers and crew including five hijackers. Within the hour both jets had crashed into the World Trade Center in New York and, along with a jet that crashed into the



Pentagon and one downed in Pennsylvania, were responsible for the deaths of over three thousand people. Not since the attack on Pearl Harbor has America's sense of security been so shaken. Rather than expecting our military and emergency services personnel to be exclusively responsible for our security, we all must share in the effort to protect ourselves, our families, our co-workers, and our workplace from terrorist activity.

Purpose of Terrorism & Security Awareness Orientation

The purpose of Terrorism & Security Awareness Orientation is to provide State employees with the necessary "tools" to enable them to be more personally and professionally security conscious while continuing to provide the highest quality of customer service to the residents of the Commonwealth. In the past, training focused exclusively on antiterrorism. This series of safety discussions is intended to provide general security awareness with special emphasis on terrorism, and will enable you do the following:

- Understand what terrorism is and why it exists.
- Understand the tools and techniques terrorists use to achieve their goals.
- Know how to reduce the risk of becoming a victim to crime and/or terrorism.
- Know how to report and respond to suspicious conditions and situations.

It is important that **you** are armed with the tools that you need, for we are all in this battle together and losing is not an option.

Part I- Terrorism

Introduction to Terrorism

In this section, we will discuss some basic facts about terrorism and the steps you can take as an individual to prevent its occurrence, as well as self-protection techniques that you can employ in the event of a terrorist act.

Definition of Terrorism

Title 22 of the United States Code, Section 2656f(d) defines *terrorism* as "premeditated, politically motivated violence perpetrated against noncombatant targets by sub-national groups or clandestine agents, usually intended to influence an audience."

Root Causes of Terrorism

The Deputy Prime Minister of Malaysia has stated that "to successfully defeat the terrorist, one needs to know what makes his heart beat and what feeds his anger."

Most antiterrorism experts now agree that there are no true root causes of terrorism. There are, however, preconditions that set the stage for terrorism and they have existed for centuries, just as terrorism has existed for centuries. Preconditions such as a perceived lack of democracy, rapid modernization, extremist ideologies, and inequality of power directly affect the emergence of terrorism.

History of Terrorism

Terrorism is not something new; it has been around since biblical times when the Zealots were active against the occupying Romans in ancient Judea. It is not even new to America as there were terrorist bombings by labor radicals in the late 1800's.

Types of Terrorism

When most people hear the terms "terrorism or terrorist," they think of Middle-Eastern extremists. While some of these people are terrorists in the truest sense of the word, they are not the only terrorists. Timothy McVeigh and Terry Nichols were terrorists. Terrorism is divided into two categories based on where the terrorism originates or is controlled: International and Domestic. International terrorist acts involve groups or individuals that are foreign based or directed by foreign control outside the United States, or whose activities extend beyond national boundaries. Domestic terrorist acts involve groups or individuals whose activities are directed at elements of our government or population without foreign direction or influence.

Recent Attacks on U.S. Soil

- February 26, 1993 - Truck bombing of World Trade Center by Islamic Jihad.
- April 19, 1995 - Truck bombing of Alfred P. Murrah Federal Building in Oklahoma City by anti-government extremist Timothy McVeigh.
- September 11, 2001 - Attack on World Trade Center and Pentagon by Al-Qaeda.
- September 2001 - January 2002 - Anthrax attacks in New York City,
- Washington D.C., and Florida November 2003 - Ricin attacks in Washington, D.C. and South Carolina.

Terrorist Organizations

Foreign

- Abu-Nidal,
- Hamas
- Islamic Jihad
- Hizballah
- Al-Qaeda
- Lashkar-e-Taiyyba

Domestic:

- Anti-government and Militia Movement
- Racist, Separatist and Hate Groups
- Environmental and Animal Rights Extremists
- Property Rights Activists
- Religious Extremists
- Street Gangs

What Are Terrorists After Now?

Terrorists have the following goals in mind when committing their acts:

- Create an atmosphere of anxiety amongst the public.
- Undermine confidence in the government.
- Influence government or social policy.

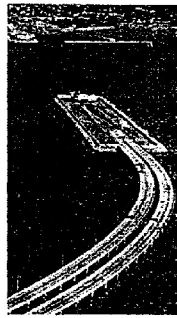
The unpredictable and random nature of terrorist acts makes it impossible for governments to protect all potential victims. Terrorists do not respect innocent bystanders. They have an unlimited number of targets and their attacks have a higher probability of success with minimum risk to themselves. And with the advent of suicide bombings, terrorists no longer have concern for their own wellbeing.

The U.S. Department of Homeland Security believes that a future attack by terrorists, in the United States, is not possible, is not probable – it is inevitable!
What Are Their Targets?

Terrorists seek targets with potential for mass casualties or optimum publicity. The list of potential targets includes but is not limited to:

- Shopping malls
- Convention centers
- Entertainment venues
- Churches
- Tourist attractions
- Abortion Clinics

- Nuclear facilities
- Utility companies to include power plants, phone companies, water treatment plants, etc.
- Mass transit systems
- Hospitals
- Bridges
- Tunnels
- Critical infrastructure necessary for society to function normally
- Government facilities



The Commonwealth is a target not only because of our infrastructure, but because we possess information or materials that can aid them in executing their plans.

Infrastructure plans and drawings, as well as traffic information, could aid terrorists in preventing

evacuation of potential casualties and deploying personnel to mitigate terrorist incidents.

The Commonwealth also possesses many of the raw materials that can be used to manufacture explosives to include chemical and nuclear materials as well as numerous vehicles with which to deliver their attacks.

Terrorist Tactics and/or Potential Threat Scenarios

- Bombing and Arson
- Assassination and Murder:
- Hostage taking and Kidnapping:
- Hijacking
- Sabotage
- Weapons of Mass Destruction:
- Cyber Attack
- Identity Theft

Terrorist Tools

Terrorists like to plan the details of future attacks prior to the execution of those acts. A terrorist operating in the "research" mode may have one or more of the following items in their possession when observed:

- Still or video camera
- Binoculars
- Hand held tape recorder
- Maps or Charts
- Sketch pads or notebooks
- SCUBA equipment
- Disguises

Event Timing

Terrorist acts are sometimes coordinated to occur on a specific date associated with another event such as an anniversary or holiday. They use these dates for several reasons, one being to show solidarity with past events and participants, another is the likelihood of affecting mass groups of victims. The following are examples of such events:

April 19 Anniversary

- First Battle American Revolution;
- Incident at Branch Davidian compound in Waco, Texas;
- Bombing in Oklahoma City

National Holidays such as

- Independence Day
- Religious Holidays
 - Christmas and Easter
 - Hanukkah and Yom Kippur
 - Ramadan
- September 11th

It is important to note, however, that terrorism could occur on any day at any time, just like it did on 9/11.

Terrorist Surveillance Actions

Terrorists are known to conduct preoperation surveillance of prospective targets. The following are potential actions that may indicate a suspicious person may be targeting a facility:

- Persons showing an increased general interest in the facility.
- Questions about facility practices.
- Theft of identification cards, uniforms, communication devices. Holes/cuts to a perimeter fence or gate.
- Damage to lighting, cameras, motion sensors, or other security devices.
- Increased interest in supporting infrastructure components.

Warning System

The Virginia Threat Condition System is the Commonwealth's terrorism threat warning system. It is based on the Federal government's Homeland Security Advisory System. The levels are as follows:

- Green: "Low Risk"
- Blue: "Guarded" or "General Risk"
- Yellow: "Elevated" or "Significant Risk"
- Orange: "High Risk"
- Red: "Severe Risk"

Unusual Indicators

Unusual indicators at the scene of a potential incident may signify to be watchful for potential terrorist involvement. Some indicators are:

- Unexplained patterns of illnesses
- Recognizable odors and/or tastes
- Unexplained signs and symptoms of immediate illness
- Report of vapor clouds, mists and/or plumes unrelated to the weather
- Presence of chemical container or spray devices
- Unattended vehicles
- Spot fires and/or fires of unusual behavior

Report and Evacuate

If you suspect a terrorist incident, your first responsibility is to not become a victim. Simply put, you should report the incident immediately to the appropriate authority and then evacuate the area.

What Can You Do?

You can do two simple things and make a big difference:

- *Be observant - be aware of unusual events, objects, and/or people;*
- *Report what you observe – tell someone in authority about your observations.*

Personal Security Tips

The following techniques can be used to improve your personal security:

- Treat every potential incident as a crime scene - protecting evidence is crucial:
- Do not attempt to move any suspicious objects or packages -report them immediately.
- Do not open suspicious mail packages or envelopes with oily or greasy spots, inaccurate address, excessive postage and/or packaging
- Do not enter an area where violence appears to have taken or is taking place.
- Immediately report anyone who appears either suspicious or unauthorized.

Emergency Procedures

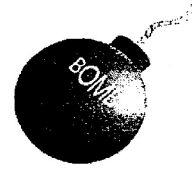
Know your organization's emergency procedures and follow them

This includes:

- Know the route to use in evacuating your facility; where and to whom you are to report.
- Evacuate affected areas immediately. Do not stop to collect personal belongings- **Get Out!**
- If you cannot evacuate then protect yourself by and using everything available to "shelter in place":

Bomb Threats

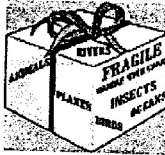
Most bomb threats are the work of pranks and mischief-makers who seem to enjoy causing fear and creating inconvenience to large numbers of people with one simple note or phone call or individuals who only want to damage property and not injure or kill others. Terrorists, on the other hand, are not likely to be thoughtful enough to warn their victims of a bomb about to explode. In fact it defeats the purpose of the terrorist act. However, if you receive a bomb threat take it seriously and use the following procedures:



- Keep calm.
- Keep the caller on the line as long as possible.
- Record every word spoken by the caller on the Telephone Bomb Threat Report form attached as Appendix I. This checklist should be kept near each telephone for every telephone threat, bomb or otherwise.
- Inform the caller that the facility is occupied and that detonation of an explosive could result in death or serious injury to many innocent people.
- Pay particular attention to peculiar background noises and to any special qualities in the caller's voice such as gender, accents, and speech etc.
- As soon as the caller hangs up, report the incident immediately to the security and your supervisor.
- If the threat is received by note or letter, save all materials including the envelope or container.
- Do not handle the correspondence and its container any more than is absolutely necessary
- Evacuate the building immediately using your organizational evacuation procedure.

Suspicious Objects

The following are the appropriate procedures for dealing with a suspicious object incident:



- Do not touch or move the object.
- Report, to the appropriate authority, the location and an accurate detailed description of the object.
- Use a landline telephone as some explosives can be detonated by radio frequency.
- Clear a zone of at least 300 feet from the object.
- If in a building, clear floors above and below the object and open all doors and windows to minimize damage from the blast
- Evacuate the affected
- If you touched the object then wash your hands as soon as possible.

Indicators

When observing a potential suspicious letter or package be alert for the following:

- Sweating, oily or discolored wrappings
- Odors
- Stiffness
- Unusual addressing such as being marked "To Be Opened By....."
- Excessive postage
- Addressed to title instead of individual- i.e. "District Administrator"
- No return address
- Excessive sizes (rigid or bulky)
- Unbalanced feel
- Restrictive markings- i.e. "PERSONAL"
- Badly typed or written address
- Wires protruding
- Excessive tape or string
- Packages left on loading docks, hallways or building entrances

Chemical, Biological & Nuclear Threats

Chemical incidents are perhaps one of the most frightening of all possible terrorism acts because most agents are colorless and odorless. They can be dispersed from anything from simple aerosol cans to insecticide dispensers to aircraft. There is seldom, if ever, warning about chemical

Types of Chemical Agents

There are five types of chemical agents:

- ✓ Nerve agents
- ✓ Blister agents
- ✓ Blood agents
- ✓ Choking agents
- ✓ Irritating agents



Delivery Methods

Chemical agents can be delivered by the following methods:

1. Inhalation (breathing)
2. Physical contact with agent
3. Ingestion (eating)
4. Spread from person to person

Response

If you believe you have been exposed to any of these substances and are experiencing any of the following symptoms or circumstances seek medical care immediately:

- ✓ Eyes: burning or irritation, tearing, dimmed and blurred vision
- ✓ pupils, swelling and/or spasm of the eyelids.
- ✓ Skin: excessive sweating, itching, redness and tenderness followed by burning pain, burns, and blisters.
- ✓ Respiratory system: sudden runny nose and nasal congestion, chest tightness, coughing and difficulty in breathing, wheezing, breathing difficulty.
- ✓ Digestive system: excessive salivation, nausea and vomiting, involuntary defecation and/ or urination.
- ✓ Muscles: muscle twitches, fatigue and paralysais.

- ✓ Nervous system: giddiness, anxiety, seizures, difficulty in thinking.
- ✓ Environment: large numbers of sick or dead birds, fish, or small animals.
- ✓ Droplets of oily film on surfaces.
- ✓ Unexplained odors.
 - burnt almonds –Cyanide
 - fruit – Tabun (nerve gas)
 - freshly cut hay or grass – Phosgene Gas
 - camphor – Soman (nerve gas)
 - garlic or mustard – Mustard Gas
 - Chlorine – Chlorine Gas
- ✓ Low-lying clouds or fog unrelated to weather; clouds of dust; or suspended, possibly colored, particles.

If you believe that you have encountered a chemical agent,

- Evacuate the affected area
- Report the incident
- If the affected area is suspected to be inside of a building then evacuate outdoors (upwind and uphill).
- If you are unable to evacuate move as far as possible from the suspected location of the chemical release and “shelter in place”

If you believe that you have been exposed you should immediately remove all contaminated clothing, and gently wash all affected areas with soap and warm water but do not scrub as this may push the chemical into your skin. For eyes, flush with plenty of water or normal saline and seek immediate emergency medical attention.

Cyberterrorism, Identity Theft,

Cyberterrorism

The newest type of security threat may be cyberterrorism, which targets computer networks. Cyberterrorism allows terrorists to conduct their operations with little or no risk to themselves. Furthermore it provides an opportunity to disrupt or destroy networks and computers, interrupting key activities such as government, financial, etc. Although this type of terrorism lacks a high profile compared to other types of attacks, its impact can be just as dramatic.

Methods to Reduce Risk

The following methods may reduce your risk to cyberterrorism:

- Do not open e-mail messages sent by anyone that you do not know.
- Do not give your computer password to anyone.
- Report any-unusual-computer related activity to your network administrator.

Identity Theft

Identity theft is a crime in which an imposter obtains, sometimes through an activity known as “dumpster diving”, key pieces of information such as Social Security and driver’s license numbers to obtain credit, merchandise and/or services in the name of the victim. The following methods may reduce your risk to identity theft:

- Remove from your wallet all important documents such as Social
- Security card.
- Limit the number of credit cards that you carry and keep tabs on all credit card statements.
- Watch your accounts and report all errors and discrepancies.
- Eliminate your Social Security Number from your personal checks and have your driver’s license changed to reflect a DMV ID number instead of your SSN.

- Contact Anthem for a new health insurance card without your SSN.
- Be careful with your mail. Guard your personal information -shred documents before disposing of them.
- Check your personal credit reports or unusual activity.
- Ensure the security of agency badges

Crime Threat and Prevention

Prevention

In order to stay safe you should apply an old bodyguard maxim -“**Don’t get out of trouble. Keep out of trouble.**” There are various methods that you can employ to make yourself a less likely crime victim:

- Be aware of your physical surroundings and the activity around you
- Do not wear expensive jewelry or clothing - they make you a potential target.
- Never leave your car unlocked, including while driving.
- Lock all doors and windows when you are at home.
- Use a peephole with a 180-degree viewing angle.
- Always acknowledge a caller at the door.
- Use exterior lighting at home.
- Avoid walking alone.
- Try not to carry a purse, if you must, get one with strap that you can wear across your torso.
- Avoid displaying large amounts of money.
- Avoid street solicitors.
- Avoid shortcuts – parking lots, alleys, and wooded areas.
- Park in well lighted areas. Only use ATM’s that are well lighted as well.
- Do not obtain large sums of money at ATM’s especially at walk-ups.

- Check under your vehicle as you approach it. Look in the front andback seats before entering your vehicle.
- Have your keys ready as you approach your vehicle.
- If your vehicle breaks down or runs out of gas, do not accept a ride from anyone you do not know.
- Car windows rolled partially down are more difficult to break than ones that are rolled completely up,
- To prevent a carjacking at a stoplight, always leave about a half of a car length maneuvering room between you and the car ahead.
- Be prepared - have a personal and/or family emergency preparedness plan.
- Immediately report to authorities anything or anyone that appears suspicious.

Additional Resources

Department of Homeland Security:

www.ready.gov

FEMA www.training.fema.gov/emiweb/

American Red Cross: www.redcross.org

United States Fire Administration:

www.usfa.fema.gov

National Center for Victims of Crimes

1-800-394-2255

Community Antiterrorism Training Institute:

www.cateyesprogram.com

Federal Trade Commission:

www.ftc.gov/donotcall - 1.888.382.1222

Equifax Credit Reporting:

www.equifax.com - 1.800.685.1111

Virginia Department of Emergency

Management: www.vdem.com

Virginia Office of the Attorney General:

www.oag.state.va.us

Experian Credit Reporting: www.experian.com -

1.800.397.3742

Transunion Credit Reporting:

www.tuc.com - 1.800.916.8800

RECOMMENDED DISASTER KITS

HOME/VEHICLE/WORKPLACE DISASTER KITS

- **Water** – three days at one gallon of water per person per day, for drinking and sanitation
- **Food** – at least a three-day supply of non-perishable food
- **Medications** – prescription and non-prescription
- **Battery-powered radio and extra batteries**
- **Flashlight and extra batteries**
- **First aid kit**
- **Whistle** to signal for help
- **Dust mask** or cotton t-shirt, to help filter the air
- **Moist towelettes** for sanitation
- **Wrench or pliers** to turn off utilities
- **Can opener** for food (if kit contains canned food)
- **Plastic sheeting and duct tape** to shelter-in-place
- **Infant formula and diapers** (if you have an infant)
- **Garbage bags and plastic ties** for personal sanitation
- **Paper plates and cups, plastic utensils**
- **Emergency “space” blanket**
- **Personal hygiene items**
- **One complete change of clothing**
- **Extra pair of glasses** (if you wear glasses)
- **Blankets, bedding, or sleeping bags**
- **Screwdrivers, cutters, and scissors**
- **Waterproof matches**
- **Fire extinguisher**
- **Household bleach**
- **Pet supplies** (if you have a pet)

