

Avoid public demonstrations and other civil disturbances.

Keep a low profile and avoid loud conversations or arguments. Do not discuss travel plans or other personal matters with strangers. Avoid scam artists. Beware of strangers who approach you, offering bargains or to be your guide.

Beware of pickpockets. They often have an accomplice who will: jostle you, ask you for directions or the time, point to something spilled on your clothing, or distract you by creating a disturbance.

A child or even a woman carrying a baby can be a pickpocket. Beware of groups of vagrant children who create a distraction while picking your pocket.

Wear the shoulder strap of your bag across your chest and walk with the bag away from the curb to avoid drive-by purse-snatchers.

Try to seem purposeful when you move about. Even if you are lost, act as if you know where you are going. When possible, ask directions only from individuals in authority.

Know how to use a pay telephone and have the proper change or token on hand.

Learn a few phrases in the local language so you can signal your need for help, the police, or a doctor. Make notes of emergency telephone numbers you may need: police, fire, your hotel, and the nearest U.S. embassy or consulate.

If you are confronted, don't fight back. Give up your valuables. Your money and passport can be replaced, but you cannot.

SAFETY IN YOUR HOTEL

Try to check in as a crew. Do not announce room numbers within hearing of others. Keep your hotel door and connecting rooms locked at all times. Meet visitors in the lobby. Do not leave money and other valuables in your hotel room while you are out. Use the hotel safe.

If leaving a hotel to visit family, sightsee, etc., it is advisable to let another member of your crew know your destination and a local contact. If jogging, place identification on person or in shoe.

If planing to stay with friends or family, ensure your crew has a contact number for you.

If you are alone, do not get on an elevator if there is a suspicious-looking person inside.

Read the fire safety instructions in your hotel room. Know how to report a fire. Be sure you know where the nearest fire exit and alternate exits are located.

If you become ill and/or are transported to a medical facility, notify the captain or another crewmember.

IN CONCLUSION

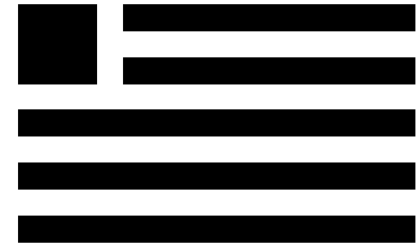
This pamphlet is designed to help you be aware and stay mindful of your surroundings, and is not intended to encompass every possibility. Personal safety & security is everyone's business. Be smart, be aware, communicate and most importantly, work together as a team.

Stay aware - Be Prepared
It really is up to you.

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CREWMEMBER GUIDE TO PERSONAL SAFETY & SECURITY

Stay Aware - Be Prepared



U·S AIRWAYS

March, 2003

BASIC GUIDELINES

You're probably thinking, "...*personal safety & security, that's just common sense.*" And you are right; it is common sense, but also something too often taken for granted. Traveling anywhere takes you out of your normal environs and places you in unfamiliar surroundings. Whether traveling to Paris or Pittsburgh, being aware of your surroundings is critical and communication with your crew is vital.

The following information has been compiled from the U.S. Department of State to help you stay aware and be prepared, regardless of destination. More detailed information is available at: <http://www.state.gov/>

WHAT TO BRING - SAFETY BEGINS WHEN YOU PACK.

Dress conservatively. Don't wear expensive looking jewelry. A flashy wardrobe or one that is too casual can mark you as a tourist. As much as possible, avoid the appearance of affluence.

Always try to travel light. You can move more quickly and will be more likely to have a free hand. You will also be less tired and less likely to set your luggage down, leaving it unattended.

Carry the minimum amount of valuables necessary for your trip and plan a place or places to conceal them.

Your passport, cash and credit cards, ID, etc. are most secure when locked in a hotel safe. When you have to carry them on your person, you may wish to conceal them in several places rather than putting them all in one wallet or pouch.

Avoid handbags, fanny packs and outside pockets that are easy targets for thieves. Inside pockets and a sturdy shoulder bag with the strap worn across your chest are somewhat safer. One of the safest places to carry valuables is in a pouch or money belt worn under your clothing.

If you wear glasses, pack an extra pair. Bring them and any medicines you need in your carry-on luggage.

If passing Customs, keep medicines in their original, labeled containers. Bring copies of your prescriptions and the generic names for the drugs.

Bring one or two major credit cards instead of cash.

Pack an extra set of passport photos along with a photocopy of your passport information page to make replacement of your passport easier in the event it is lost or stolen.

Put your name, address and telephone numbers inside and outside of each piece of luggage. Use covered luggage tags to avoid casual observation of your identity.

Consider getting a telephone calling card. It is a convenient way of keeping in touch. If you have one, verify that you can use it from your overseas location(s). Access numbers to U.S. operators are published in many international newspapers. Find out your access number before you go.

WHAT TO LEAVE BEHIND - DON'T BRING ANYTHING YOU WOULD HATE TO LOSE.

Such as valuable or expensive-looking jewelry, irreplaceable family objects, all unnecessary credit cards, and similar items you may routinely carry in your wallet.

Leave a copy of your itinerary with family or friends at home in case they need to contact you in an emergency.

A FEW THINGS TO BRING AND LEAVE BEHIND

Make two photocopies of your passport identification page, driver's license and the credit cards that you plan to bring with you. Leave one photocopy of this data with family or friends at home; pack the other in a place separate from where you carry your valuables.

Leave a copy of the serial numbers of your travelers' checks with a friend or relative at home. Carry your copy with you in a separate place and, as you cash the checks, cross them off the list.

LOCAL LAWS & CUSTOMS

If you leave the United States, you are subject to the laws of the host country. Therefore, before you go, learn as much as you can about the local laws and customs of the places you plan to visit. Good resources are libraries, internet web-sites, embassies, consulates or tourist bureaus of the countries you will visit. In addition, keep track of what is being reported in the media about recent developments in those countries.

PRECAUTIONS TO TAKE WHILE TRAVELING

Safety on the Street

Use the same common sense traveling overseas that you would at home.

Be especially cautious in or avoid areas where you are likely to be victimized. These include crowded subways, train stations, elevators, tourist sites, market places, festivals and marginal areas of cities.

Don't use short cuts, narrow alleys or poorly lit streets. Try not to travel alone at night.