

# QUICK Reference Guide

| The TRAVELLER  |   | The STORY  |  |
|--|---|--|--|
| <p>Does the traveller appear unusually nervous or disorientated?</p> <p>How comfortable/familiar are they with travel/airport routines?</p> <p>Is their behaviour unusual or unexpected? i.e. overly cooperative, aggressive or nervous.</p> <p>Are they unusually attired or not at ease for the class or mode of travel?</p> <p>Are they dressed appropriately for their country of origin/destination? Do their clothes suit weather, religion, purpose of travel, do they fit?</p> <p>Was someone else checking them in for the flight, facilitating their travel or transport or answering questions on their behalf?</p> <p>Is someone else talking for the passenger? Why can't they answer the questions themselves?</p> | <p>Do they resemble the nationality of the passport presented?</p> <p>Do they speak the language or know the cultural references of the country they say they are from?</p> <p>Do they belong to a group like seamen, entertainers, sports teams?</p> <p>Do they appear to have altered their appearance i.e. dyed hair colour, grown or removed facial hair?</p> | <p>What do they know about where they are going and why?</p> <p>What is their mode of transport? Are they on bus, private or hire car?</p> <p>Do they have a one way ticket or have they only organised transport one way?</p> <p>Do they have unusual or illogical routing or no specific purpose to travel? Look at the bag tags to identify routing.</p> <p>Do they have non-sequential tickets for family members? Or have sequential tickets for un-related passengers?</p> <p>Do they have a ticket issued outside their country of residence?</p> <p>Did they buy their ticket with cash? If by credit card, do they have the credit card with them? Was the ticket bought or issued close to the date/time of departure?</p> | <p>Was the ticket unusually expensive?</p> <p>Have a travel history that shows how long they have been away from their country of nationality/residence? (Tickets, stamps in passports)</p> <p>Did they arrive at the border crossing, check-in or boarding gate at the last minute or very early?</p> <p>Do they have adequate cash to cover travelling expenses/stay abroad?</p> <p>Do they have little or no baggage or have empty baggage? Is the luggage new? Is it appropriate for the length of the trip?</p> <p>How long are they planning to stay?</p> <p>How much money do they have with them? Can they access more? What currencies are they carrying?</p> |

| The DOCUMENTS   |   | Maximizing Opportunities   |   |
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| <p><b>Check List: Passports &amp; Visas</b></p> <p>Photo, birthday, age, sex: do they match the passenger (pay particular attention to position of eyes, ears, nose, mouth, chin and any distinguishing features)</p> <p>Date of issue/expiry</p> <p>Photo/Description page: is there double lamination or colour mismatch or any signs of tampering?</p> <p>Any children included?</p> <p>Not issued by bogus/non-existent countries.</p> <p><b>Cover/Binding check</b></p> <p>Quality of printing and insignia.</p> <p>Irregular stitching</p> <p>Any excess glue</p> <p><b>Pages/Text/Printing check:</b></p> <p>Paper quality</p> <p>Watermarks, background designs, printing and other security features like holograms, kinegrams</p> | <p>Page numbers in sequence</p> <p>Pages same size and colour</p> <p>Any damage /alteration</p> <p>Any spelling mistakes</p> <p>Any extra or unused holes</p> <p><b>Visa check:</b></p> <p>Is visa/transit visa/re-entry visa required?</p> <p>Is visa valid?</p> <p>Is visa original?</p> <p>Visa for children endorsed on passport?</p> <p>Any signs of tampering?</p> <p>What other supporting documents does the passenger have - driving licence, ID card, work permit, bank/credit cards, currency?</p> <p>If in doubt - always inspect several security features.</p> <p>Use UV lights where applicable.</p> | <p>Know other resources you can use i.e. interpreters, document examiners, PNR system for information such as travel routes, who checked-in together, how much baggage.</p> <p>Seek a second opinion.</p> <p>Build relationships with others who can help bring concerns to your attention e.g. security staff, check in and other officers at the location, other frontline officers, local immigration or police.</p> <p>Plan ahead, know the patterns of movement at the border, the numbers of travellers, passengers and nationalities so you can be ready.</p> <p>Research patterns - know what is "normal" and not. Understand what risks might exist.</p> <p>Build a profile of risk to help manage time and effort.</p> | <p>Know where the opportunities exist to observe and question travellers.</p> <p>Use the appropriate questioning technique, friendly vs authoritative, each will have its place.</p> <p>Be culturally aware, understand the passenger.</p> <p>If the passenger is travelling in a group, question them individually.</p> <p>Make notes, don't rely on memory alone.</p> <p>Make your questions open-ended</p> <p>For more information, please contact the Regional Support Office on <a href="mailto:info@rao.ballprocess.net">info@rao.ballprocess.net</a></p> |

## 3 THINGS YOU NEED TO ASK

**The TRAVELLER**

**The STORY**

**The DOCUMENTS**