SECURITY HANDBOOK

YOUR BEHAVIOUR AND AWARENESS CAN MAKE THE DIFFERENCE

YOUR GUIDE TO CRIME PREVENTION

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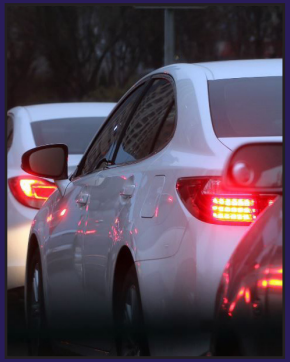

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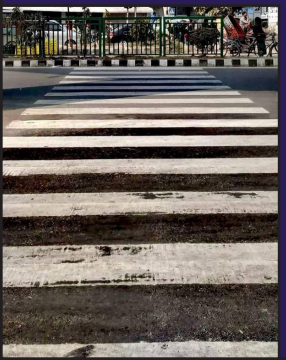



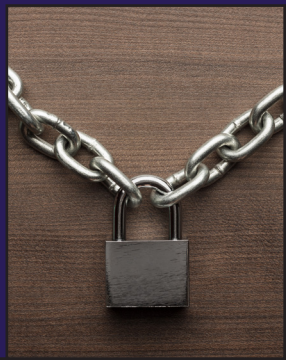

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SECURITY HANDBOOK

THIS SECURITY HANDBOOK IS NOT A PERSONAL DEFENSE TRAINING nor can it guarantee you that you will never be a victim of crime. Following these tips reduces the probability of being 'targeted' by criminals, but the CHANCE factor can put you in the wrong place at the wrong time.

IF YOU ARE APPROACHED BY CRIMINALS:

- DO NOT REACT;
- Stay calm and do not make sudden movements;
- Inform that you are not armed and keep your hands in view;
- Avoid 'facing' criminals;
- Say what you are going to do ('my cell phone is in my pocket', 'I'll open my seat belt' etc.);
- DO NOT TRY TO NEGOTIATE WITH THE CRIMINALS ('take the money, but leave my identity' etc.);
- Immediately afterward, go to the nearest police station and register the crime detailing everything that was stolen, including documents and ATM, credit, and access cards.

HOME SECURITY

DO'S

INSTALL quality locks and peepholes in all entrances, including service doors and gates;

KEEP doors locked even when you or family members are at home;

HAVE window locks installed on all windows and use them;

KEEP your house keys and car keys on separate key chains;

DESTROY documents (such as bills, bank, credit statements, etc.) that contain your or your family member's name and address before throwing them away;

CHOOSE very carefully who will work in your house and prefer a person recommended by someone you trust.

DON'TS

DO NOT leave keys 'hidden' outside your house. Leave an extra key with a trusted neighbor or with a relative;

DO NOT attach your address to your key chain;

DO NOT lend your keys to anyone you do not know well or trust;

DO NOT open the door to a stranger, even one who says that he/she is a service person. Ask for identification;

DO NEVER leave children unattended in an outside area of your house where they can be reached by strangers;

DO NOT rely on a chain lock to prevent entry. It is not reliable protection;

DO NOT give personal or bank information to anyone who calls you offering advantages or requesting to update any kind of data.

SECURITY IN THE STREETS/SOCIALIZING

DO'S

REMAIN 360° vigilant at all times;

ALWAYS adopt a low-profile behaviour;

WALK with friends whenever possible;

USE well-lighted, well-traveled routes;

AVOID dark or deserted areas;

WALK with confidence. Use your body language to show that you are aware and in control;

If someone or something makes you feel uneasy, **GET OUT OR GETAWAY**;

MOVE to a well-lighted and populated area or building, such as a store or restaurant, if you feel you're being followed, and call for assistance;

KEEP key persons you trust aware of where you are going to and when you plan to come back.

DON'TS

DO NOT wear fancy watches and jewels;

DO NOT carry much more money than you plan to use;

DO NOT carry credit cards you won't use;

DO NOT use your smartphone in the streets, mostly for texting. If you need to use your phone, enter a haven;

DO NOT carry large bundles or packages when out shopping. It distracts you from your surroundings and makes you a potential target for a thief;

DO NOT wear clothes that draw attention to you;

DO NOT draw attention to yourself when socializing

VEHICLE'S SECURITY

DO'S

INCREASE awareness while driving and always drive with your windows closed;

AVOID shopping at the traffic lights. Even if the vendor is not a thief, you get distracted, open your window, and expose yourself;

PREFER the central lane when you stop at the traffic light. If you feel threatened or if someone suspicious seems to come in your direction, try to stop close to the vehicle on your left to avoid being approached;

If, when going back to your parked car, you notice any 'defect', **CALL YOUR CAR INSURANCE** or a mechanic you trust. Someone may have forged a defect in your car to offer false help.

DON'TS

DO NOT put stickers on your car. Stickers make it easy to identify your car, and your residence and monitor your routine;

DO NOT fuel your car at night;

DO NOT enter a gas station if you see employees not moving and are nervous. Call 911 (police) and report your suspect;

DO NOT stop to help hurt people at night or in the streets with few movements unless you have witnessed the accident. Call 912/913 (Fire Station) and ask for help;

DO NOT stay inside your car when parked, mostly if parked on the street;

DO NOT approach your car if you see anyone messing with it when parked. Call 911 and ask for help;

SECURITY IN TAXIS AND PRIVATE VEHICLES

DO'S

DOWNLOAD TAXI and private driver's apps to your smartphone and prefer calling them by the app instead of taking them randomly in the streets;

MEMORIZE the car model and license plate (at least the letter or numbers) and the name of the driver informed by the app;

REQUEST the driver to park in a safe and well-illuminated place to leave the car;

HAVE the money already prepared before being parked. It avoids remaining for too long inside the car;

PREFER registering your credit card in the app to avoid carrying more money;

PREFER taxis (always calling by the app) instead of private drivers very late at night. Private drivers usually use brand new and fancy cars, which attract more attention from criminals than a common taxi.

DON'TS

DO NOT use your smartphone in public places to call a taxi or a private driver. Do this from a safe haven;

DO NOT wait for the taxi or private driver in the street. Wait in a safe place and only leave if the car's characteristics match those informed by the app;

DO NOT get into a taxi or private car whose characteristics do not match those informed by the app. Private transportation can present itself as the car you've called and put you at risk if you are inattentive;

DO NOT choose old cars or cars in poor conditions if you need to take a taxi randomly in the streets;

DO NOT travel with the windows opened and avoid exposing personal belongings (including smartphones).

DO'S

REMAIN 360° vigilant at all times in the ATM areas;

HAVE YOUR CARD ready when you approach the ATM, preferably already out of your wallet or purse;

MEMORIZE your PIN;

KEEP your account information confidential;

If you're going to make a **DEPOSIT, BRING THE ENVELOPE READY** for insertion into the ATM;

To withdraw small cash, **PREFER ATM IN PUBLIC PLACES SUCH AS SUPERMARKET, MALLS, ETC.** and avoid leaving the place immediately;

POCKET your money immediately after withdrawing;

When the transaction is finished, **ENSURE** you're taking your card and due receipts with you and that the screen is no more showing your transaction or account details;

To avoid withdrawing large amounts of money, **PREFER USING A CREDIT OR DEBIT CARD.**

DON'TS

DO NOT write your PIN on your ATM card or carry it in your wallet;

DO NOT fill out the envelope inside the ATM area when making a deposit. Bring it filled to the make the transaction;

DO NOT use the ATM if you notice anything suspicious. If after starting your transaction you notice anything suspicious, cancel it, secure your card, and leave. Act as if you cannot get money from the machine;

DO NOT leave counting your money after withdrawal;

DO NOT use the ATM if the place where you insert your card looks to be loose or with a quite different colour. A cloning device may have been installed. Inform the police in this case;

DO NOT withdraw a large amount of money. Plan yourself to withdraw small cash on different days and places;

DO NOT create standards for using ATMs such as specific days, times, and places.

DO'S

USE PASSWORDS as a major defense to protect data. Passwords should be strong, changed regularly, and kept secret;

PROTECT your computer and use email and the internet with care;

BEFORE REGISTERING your data on a website check if the website has the symbol of a lock on its upper left corner;

If you have children or teenagers at home, do not hesitate to install **PROTECTION SOFTWARES** and verify frequently with whom they are talking. Make it clear they are being monitored and explain the risks;

HANDLE corporate information with care and report any loss and/or damage to the portable corporate devices and any security breaches and/or incidents to SBM Offshore IT Department;

COMPLY with the corporate security policies and procedures and provide feedback to further fine-tune and enforce solutions and security policies.

DON'TS

DO NOT expose your routine and habits on social networks;

DO NOT report what you're about to do on social networks. For example, "we're now going to a restaurant," may mean that your house will be clear for the next two hours;

DO NOT leave your profile open for public viewing on social networks;

DO NOT leave your children or teenagers unattended on the internet;

DO NOT use opened Wi-Fi access to make any transaction;

DO NOT access your banking account from a public computer or on opened Wi-Fi;

DO NOT click on links of not requested or suspect emails. Banks do not ask to confirm or record your data by email;

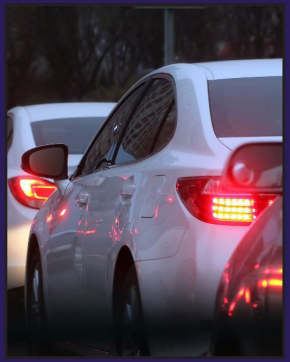
DO NOT forward SBM Offshore emails that may contain sensitive, protected, or classified information.











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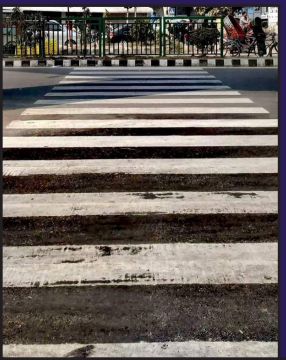



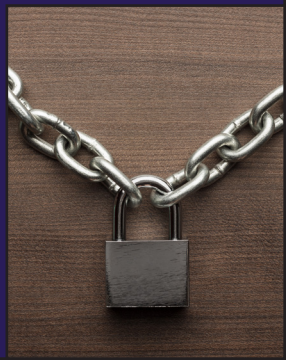

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