

# Project See Say Act



Security and Communication Best Practice  
for Everyday Operations to Crisis Management for:

## Transportation & Border Security



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## Introduction

A changing world requires solutions that assist the human element. In policing and public safety, effective tools must address challenges with effective outcomes and live within limited budgets.

Having timely information and intelligence gathering in our mass people environments where we are protecting personnel, tenants, passengers, and critical infrastructure among others, it is important to ensure security prevention is a priority. We do this from the big picture of having in place a Community Security Practice Guide to assist authorities based on evaluation of lessons learned and seasoned practices.

Within the Preventative Best Practices we offer Project See Say Act. It provides for a fortress of eyes and ears within the security community and based on twenty years of a seasoned practice.

This booklet outlines, in brief, a cost-effective path moving forward to protect an authorities community .





"If everyone is moving forward together,  
then success takes care of itself."

**Henry Ford**



Within the transportation and border security environments there are volumes of individuals at any given time.

Those individuals range from authority personnel, tenants, and the public. For the most part they are a PASSIVE group of individuals within the security environment come that can become an effective part of preventative security, and at a minimal cost.

# About

## Lessons Learned

Over the years, we have learned collaboration is optimum, but we say it more often than we do it. The documented outcomes of a proven best practice, seasoned for many years, have led to trusted protection. Combined with seasoned operational and crisis management methods address outcomes that assist law enforcement and security, and protects the traveling public, supply chain, and critical infrastructure.

Whether it is everyday operations, a threat or a triggered alert, effective communication and coordination in sharing information is known to be very effective. It just take a little time, some education and a commitment of the authority from top management down to law enforcement and security personnel.

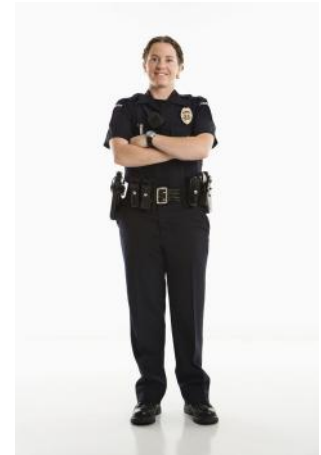


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## INTERPORTPOLICE

International Organization of Airport and Seaport Police - INTERPORTPOLICE is a global law enforcement and security organization that focuses on policy and practices to minimise organizations risk, operational and crisis management vulnerability, enhance its security assurance, and provide awareness and collaborative solution to serious crime. Since 1969, law enforcement, intelligence, security and, border forces have engaged through international cooperation to address critical authority security and transnational crime issues.



The goal is to take these benchmark practices and build upon them within transportation and border security environments globally, to include innovating communication through state of the art technology. We would like to introduce you to the seasoned project we speak of: See Say Act



6 Together, A Global Force



Heathrow Airport, London UK:  
Joint global AVSEC After  
Action and Security Review

## Working together, we evaluate incident and crisis management to bring Practices and Operational Tactics.

See Say Act is an preventative policing tactic utilized by police forces under various names, but serves the purpose of disrupting a wide range of criminal activities, including terrorism, while also providing a real sense of security for the public. This approach relies heavily on collaboration between law enforcement and the community, including businesses, partners, and members of the public, to establish a network of vigilance and encourage the reporting of suspicious behavior.

The key components of the See Say Act program involve highly visible and unpredictable deployments conducted by police officers. These deployments can occur at any location and at any time. They consist of a variety of resources, including uniformed police officers, police dogs and horses, armed officers, vehicle checkpoints, plainclothes officers.

What sets See Say Act apart from other police operations is the specialized training provided to officers, enabling them to identify individuals who may be engaged in planning or preparing to commit criminal acts and leveraging the community as an asset of security by education personnel and staff within the environment, and engaging them on a regular basis. In addition, having a communication tool that provides for notification to police and security with instant collaboration is a plus, and can range from a security platform to social media, and texting.

Overall, as a seasoned and well-used operational tactic, See Say Act brings a proven record of success in gathering intelligence, assisting counter-terrorism units in preventing minor to serious acts of crime, and leading to arrests for various offenses the security community safer.

### Community Security Best Practices & Self GAP Analysis

### See Say Act Operational Tactic



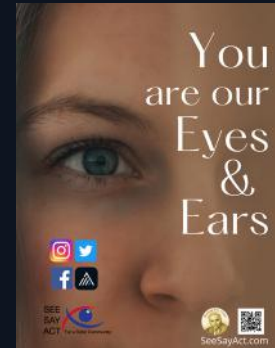


# THE STRATEGY

As part of the Port Best Practices we offer a collaborative effort for protecting our airports, seaports, mass events, and communities

This is done through a community connection based on well tactics based on lessons learned and evidence based practices.

The authority is provided the security, collaboration tactics as posters, tools, and communication recommendations.



## A 3 PILLAR STRATEGY

1. E d u c a t e - learn to engage with evidenced based practices; and how to effectively use security
2. C o l l a b o r a t e - make use of community policing operational tactics, deliver safety through engagement. Continue by incorporating broad based environment awareness offered in our See Say Act Train the Trainer course; and then move to implementing CSBP's Assurance Security Practice, a comprehensive program applicable to Port Authorities, Critical Infrastructure, and Safe City Environments.
3. C o m m u n i c a t e - addressing your entire jurisdiction with relevant information in a timely manner is essential.

Change the Security Mindset!

## 1st Pillar: Educate

The operational tactic was first introduced in the City of London in 2004 to thwart bombings in the City of London ; and has over 20 years of history of police and security engagement. The tactic are still in place and used throughout the United Kingdom. They all have a national security day, that involves business partners briefing their employees.

This security tactic is often, when implemented, into a named programme with posters and an effective method of two way communication between the jurisdiction and the public. We offer our See Say Act as an education programme providing collective knowledge and tools to report suspicious activity or behaviour. This evidence based programme, is used around the World effectively in Cities like London, New York, Singapore and Vancouver, BC. Our efforts is to bring to the table on going collaborative effort, and a public affairs programme to assist in keeping the public safe. Our educational Train The Trainer programme is available, implementing it is simple and very cost effective, but it takes a commitment to ensure See Say Act is a highly visible and used tactic.

## 2nd Pillar: Collaborate

See Say Act provides an operational tactic forming part of the strategy in keeping environments safe by engaging with the public. Popping up randomly via intelligence led engagement with staff and the public in a friendly customer service way, ensuring high visibility by police and security personnel throughout the various locations of the jurisdiction; and an effective method of communication for reporting, hence the name; See Say Act. This “On The Go” tactic is an overt and covert combined operation, it may include police, K9 and or security officers.

The police jurisdiction should offer and champion the project to be effective. Officers should be selected to form a ‘See Say Act’ team. It should be intelligence led and work in partnership with other stakeholders. This may include using their own behaviour detection officers or that of the entity to provide a covert presence.





# Best Practices

## 3rd Pillar Communications

See Say Act encourages an effective method of reporting communication software that allows staff and other environment personnel to communicate with police and communication operations.

From the simple side, a smart application to identify and communicate effectively with an educated base of active to passive personnel within the environment can offer hundreds to thousands of eyes and years. The cost to implement this can be as inexpensive. We offer a selection of alternatives on our PolicingandSecurity.org website. The selection of technology is important to ensure effective communication with the public.

Another communication too we recommend is Netsfere. a WhatApp type tool, it provides a low bandwidth and highly effective communication tool. This has proven to be necessary, as often in a major incident one of the first items to fail is 911/999/111 due to over usage. Over and over again, we however found social media did not go down. Thus, having an tool for internal communication that can be relied on is not only good for this purpose, but any major incident that can include staff.



# Communicate & Collaborate



## Why Reinvent the Wheel

Ensuring integrated programs are easy to use daily and in emergencies is essential.

Technology solutions stem from many paths, from the entrepreneur to decades of research by some of the world's largest entities.

The INTERPORTPOLICE working with Morrone 9/11 Center for Counterterrorism and Security, assists in finding effective solutions that can be used to provide a collaborative solutions to keep the transportation community a safer place.



The Morrone 9/11 Center for Counterterrorism and Security is named in honor of Fred V. Morrone and his 36 Officers who perished in the World Trade Towers on September 11, 2002. They were our colleagues and our friends. We work in their name and those who follow in their footsteps to make our ports and community a safer place. A U.S. Charity Organization, also registered in the UK.

Please support our efforts! <https://911center.org>

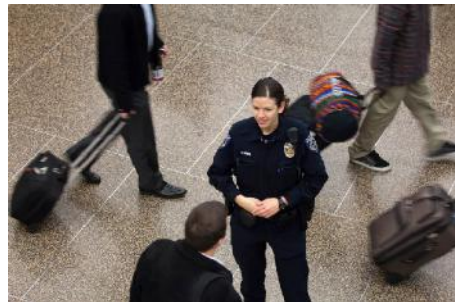
COMMUNITY ESSENTIAL BEST PRACTICES  
& COMMUNICATION - 24/7

## Maximizing Public Safety

With the adoption of SeeSayAct.com under the direction of the jurisdiction, we encourage the training within the environment to partner with police to deter and detect criminal activity. Operationally trained individuals, from staff to tenants, provide onsite resources to police and emergency services during an event or incident. Individuals are trained from basic awareness to more advanced activity in chemical, biological, radiological, and nuclear threats, crime scene management, firearms, first on-site responder, hostile reconnaissance, suspect packages, and suspect vehicles.

The passive individual within the environment becomes important when police can effectively communicate, accept, and offer information through defined channels.

The success of security in a major incident can increase the effectiveness of sharing information, empowering those participants to become effective members of the public safety environment.



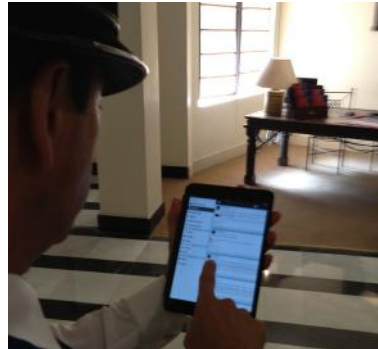
See Say Act provides a smarter security path and effective community security investment.

## Bring See Say Act to your jurisdiction

We know protecting your security environment is your highest priority. We no longer can wait around to get called to an incident, we must have in place an preventative programme See Say Act is just that, it is a community based programme that engages police, security, tenants, and the public, each doing their own piece of the puzzle. We include a portfolio that allows for near immediate implementation.

1. Our course reviews challenges, tactics, and solutions.
2. Posters and handouts, all prepared, ready for you to customize with your jurisdiction name and logos
3. Technology recommendations

Start the process of learning how your jurisdiction can benefit from Best Practices and Operational tactics that work.





## INTERPORTPOLICE

International Organization of Airport and Seaport Police

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