**SCENARIO:**
Get someone to try to obtain as much sensitive information as possible from the porter or the security guard by asking questions such as the following:

- What times do the guards change shift?
- Are you always by yourself?
- Is there always someone here?
- Are there other entrances where I can meet someone?
- Is there someone who can help me at the other entrance?
- Are you satisfied with the camera system?
- Can recorded camera images be called up, because I had an accident here a couple of days ago?
- Are there any dangerous goods in the facility?

**TOOLS:**
- Tips & Tricks (8)

**LOCATION:**
- Facility – security guardhouse – porter’s lodge

**PARTICIPANTS:**
- PFSO
- Facility personnel
- Security guards
- Porter

**OBJECTIVES:**
- Check that people are asked for identification
- Check that sensitive information is dealt with correctly
- Limit the amount of information provided
- Check awareness and recognition of unusual situations
- Assure confidentiality
- Check whether a report is drawn up with a description of the person(s) in question plus details of the vehicle (licence number, make, colour)
**8/Identification procedure**

Try to obtain confidential information about access procedures by talking to security guards or members of personnel, either personally or on the phone. Claim to be from some organisation and ask questions about the company, guards etc.

Ask for various security documents, e.g. the security manual, the security incident form, list of contact persons, bomb alarm report form etc.

Do they know about these documents? Can they find them quickly? Are the available documents up to date?

In this way it is possible to check whether security guards and/or members of personnel react in an alert way when people who do not belong to the facility/company ask for confidential information and try to obtain documents.

**9/IDENTITY SWAP**

Be alert and on the lookout at all times!

\[ Y \neq X \text{ and } X \neq Y \]

Person X registers at the gate according to the access procedure, showing some form of identity. Pay attention to the person’s physical appearance, and make sure they resemble the ID photograph.

It is quite possible for people to swap identities, and for person Y to take the place of X, because they resemble one another.