

WCO Risk Management Compendium

Passenger Risk Indicators and Manual



Background and Overview

- Risk Management (RM) is a major building block of modern Customs administration
- Released after the WCO Council Sessions in June 2011 as a living document
- GIIIS Project Group developed “risk indicators” and “manuals” on passenger in January 2012
(NB) Manual explains the meaning of each risk indicator
- RM Compendium Vol. 1 = Organizational set-up for RM
RM Compendium Vol. 2 = Risk Indicators and Manual
(Members only)

Reminder

- Common risk Indicators and profiles, but risks and threats differ from one country to another
 - => Need for establishing risk indicators for own use by adding new indicators as required
- Only one indicator is not necessarily indicative of the presence high-risk
 - => Combination of several indicators increases the probability of such a risk

Passenger risk indicators

Sources of indicators

- (1) Advance passenger information
- (2) Travel documents (e.g. air tickets, passport)
- (3) Passenger's appearance and behavior
- (4) Passenger's possession (e.g. luggage and personal belonging)

(1) Advance passenger information

- ◆ API = Passport and flight information
- ◆ PNR = Booking information
 - ✓ Traveler's personal information (Name, DOB, etc.)
 - “watch list”
 - Association with known suspects and criminal organ.
 - Addresses (home, billing address, e-mail, phone number, etc.)
 - ✓ Visa information
 - ✓ Country of residence
 - ✓ Carrier
 - ✓ Destination address



“known” risk and/or “unknown” risk

(2) Travel documents

(a) Air ticket (Boarding pass)

- ✓ Check-in luggage tag attached but no luggage claimed
- ✓ Luggage tag does not match luggage
- ✓ Purchased with cash shortly prior to travel
- ✓ No return ticket / open ticket
- ✓ Traveling from high-risk location
- ✓ Unusual/lengthy/expensive routing or layovers
- ✓ Exchanged
- ✓ Purchased from adversely known travel agent, etc.

(2) Travel documents

(b) Passport

- ✓ Multiple trips to the same destinations in short period
- ✓ No travel on passport issued several years ago
- ✓ Newly issued
- ✓ Multiple passports
- ✓ Arrival/departure stamp during transit layovers
- ✓ Traveler's appearance doesn't match DOB
- ✓ Stated country of birth or citizenship doesn't match
- ✓ Pages removed, etc.

(3) Traveler's appearance / behavior

(a) Pre-interview

- ✓ Constantly look over shoulder
- ✓ Evading authorities
- ✓ Avoiding eye contact with authorities
- ✓ Glaring authorities
- ✓ Create disturbance
- ✓ Body posture, etc.

(3) Traveler's appearance / behavior

(b) Interview

- ✓ Extremely nervous
- ✓ Heavy perspiration
- ✓ Overly confident/passive
- ✓ Hands fidgety or trembling
- ✓ Carotid artery (blood vessel) pulsing
- ✓ Bobbling Adams apple
- ✓ Gulping for air
- ✓ Avoiding eye contact with authorities
- ✓ Restless
- ✓ Overly friendly or cooperative

(3) Traveler's appearance / behavior

(b) Interview (continued)

- ✓ Attempts to flee
- ✓ Attempt to distract authorities
- ✓ Signs of anxiety in head and facial movement/
expression
- ✓ Hand movement to head area
- ✓ Unusual body position
- ✓ Lethargic, preoccupied
- ✓ Tries to redirect attention to other persons
- ✓ Appearance and speech inconsistent with social
standing, etc.

(3) Traveler's appearance / behavior

(c) Verbal clues

- ✓ Reluctant or unable to answer routine questions
- ✓ Evasive, vague or incoherent response
- ✓ Change in version/explanation
- ✓ Response to questions with questions
- ✓ Moments or silence or undue study prior to responding
- ✓ Talkative or unusually accommodating with authorities
- ✓ Changes subject or attempts to divert interview
- ✓ Responds by repeating the question
- ✓ Overemphasis on innocence, honesty or truthfulness
- ✓ Response conflicts with non-verbal cues

(3) Traveler's appearance / behavior

(c) Verbal clues (continued)

- ✓ Makes threat or intimidates
- ✓ Complaining of not feeling well
- ✓ Omits details about purpose of trip
- ✓ Overly specific in response
- ✓ Complains or protests
- ✓ Claims not to remember
- ✓ Qualifies answers by specifying excessive details, etc.

(3) Traveler's appearance / behavior

(d) Pre-physical inspection

- ✓ Awkward, stiff or restricted body movements
- ✓ Wearing unusually thick soled shoes
- ✓ Slyly disposing of items
- ✓ Attempts to conceal items
- ✓ Strong smell of perfume
- ✓ No luggage or bags
- ✓ Talking on mobile phone
- ✓ Ill fitting clothing
- ✓ Apparel is inappropriate for the destination or origin

(3) Traveler's appearance / behavior

(d) Pre-physical inspection (continued)

- ✓ Unusual bulges on person
- ✓ Passenger appears out of place among fellow travelers
- ✓ Treats an individual bag cautiously
- ✓ Cast on limb
- ✓ Appears uncomfortable
- ✓ Lets other travelers go ahead
- ✓ Orthopedic devices, etc.

(3) Traveler's appearance / behavior

(e) During physical inspection

- ✓ Solid object felt under clothing
- ✓ Receipts match undeclared jewelry
- ✓ Attempts to flee
- ✓ Stomach appears distended
- ✓ High value items in checked luggage
- ✓ Appears lethargic or tired
- ✓ Body is rigid or trembling
- ✓ Physically ill
- ✓ Loss of control or body functions

(3) Traveler's appearance / behavior

(e) During physical inspection (continued)

- ✓ Refuses to cooperate
- ✓ Appearance doesn't correspond to stated profession
- ✓ Female tourist traveling alone
- ✓ Attempts to conceal bag claim tickets
- ✓ Appears to be delaying entry into the inspection line
- ✓ Criminal identifying tattoos
- ✓ Glassy eyes
- ✓ Peculiar body posture
- ✓ Ill appearance

(4) Passenger's possession

(a) Luggage

- ✓ Emits unusual odor
- ✓ X-ray image - objects appear in accessible areas
- ✓ weight - unusually heavy when full or empty
 - Asymmetrical (lopsided)
- ✓ Irregular rivets/screws
- ✓ Improvised assembly
- ✓ Altered
- ✓ Unusually thick walls
- ✓ Inconsistent stitches/lining

(4) Passenger's possession

(b) Personal belonging

- ✓ Laptop PC unusually thick/inoperable
- ✓ Excessive memory devices
- ✓ Cans/containers
 - scent of content is not consistent with products
 - weight does not match with indication
 - uneven seams
- ✓ Clothing
 - amount does not correspond to length of stay
 - does not correspond with story
 - feels stiff, waxy, clammy (wet) , etc.