

Protection Handbook while serving in Naples



**An Information Booklet for your own
Safety and Security**

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CHAPTER I

GENERAL

Naples area is not different from other regions in the Mediterranean coast of Europe. Threats and hazards are the same and we all are committed to help strengthen national, regional and local efforts to prevent or respond to emergencies.

If you are aware of the possible threats and hazards concerning the territory where you live, if you know how and where to get information, if you know how to get organized in order to face a critical moment, you can be much safer and the protection system will function at its best. Since you are the first player in this system, you are the one who must be vigilant, issue a warning when needed and cooperate with rescue services. When an emergency occurs – nearly always in a sudden and unpredictable way – you and your family may have to confront difficult and dangerous situations on your own, even if only for the response time needed by rescue workers to reach you and assist you. A period of time that may be short or long, depending on the type of emergency and the environmental conditions you find yourselves in. It is therefore essential to know what to do and how to act in such situations.

The purpose of this handbook is to help each member of your household to perform his/her Protection role to the best of his/her ability.

Read it carefully: it provides suggestions and answers; it explains what to do and how to do it; and, above all, it points out both dangerous and proper actions for you and those around you.

Remember:

Protection is a teamwork task based on mutual assistance and common sense.

EMERGENCY CARD

Security & Safety Emergency Room – IMP Operations Centre	<ul style="list-style-type: none"> • 081-721-2723 • 081-721-2724
JFCNP Main Gate JFCNP Main Complex	<ul style="list-style-type: none"> • 081-721-2752/2751 -- 081-721-3838 • 081-721-2785
FIRE BRIGADE Vigilfuoco	115 MUNICIPAL CIVIL PROTECTION 📞
AMBULANCE	118 EMERGENCY MEDICAL SERVICE 📞
POLICE	113 HOSPITAL 📞
'CARABINIERI' CORPS CARABINIERI "Pronto Intervento"	112 (English spoken) FAMILY DOCTOR 📞
FINANCIAL POLICE AND CUSTOMS OFFICERS	117 GAS INSTALLATION 📞
NATIONAL FORESTRY CORPS	1515 ELECTRICAL SYSTEM 📞
PORT AUTHORITIES	1530 WATERWORKS 📞
CIVIL PROTECTION DEPARTMENT http://www.protezionecivile.gov.it/	0668201 CONSULATE 📞
AUTOMOBILE RESCUE (ACI-CAR EMERGENCY) 116	116 LOSS OF CREDIT CARD 📞
REGIONAL CIVIL PROTECTION	📞 CONTACT PERSON IN CASE OF EMERGENCY 📞

CHAPTER III

Emergency Preparedness and Response

In Italy the “Civil Protection” is a “national service” organized on four levels of competence and responsibility, conceived to identify all the solutions available to solve different problems.

The first level is municipal: the Mayor is the first Civil Protection authority within the Municipality, the one closest to citizens; his/her task is to give warning and to deal with the initial difficult moments or very localized situations, using the resources and manpower at his/her disposal.

If the Municipality is unable to cope with the emergency on its own, the Province, the Government’s territorial Offices – i.e. the Prefectures – and, subsequently, the Region intervene in favour of the areas affected by the disaster by activating all the intervention means available.

In the event of more serious and widespread emergency situations, the national level steps in: in that case, the intervention becomes the direct responsibility of the Prime Minister, who assumes direct responsibility for the interventions, operating through the Department of Civil Protection.

Each fire-fighter, police officer, soldier, volunteer and nurse represents the Civil Protection system. These are the “professionals” who watch over the conditions of our daily life, 24 hours a day and all the year round.

The Civil Protection is changing from a “rescue machine” that intervenes only after a disastrous event, to a monitoring, forecasting and prevention system of the national territory and its hazards. This transformation encompasses all the main scientific and technical bodies operating throughout Italy, at all levels of the system.

A network of “Monitoring Centres” covering the entire national territory has been created: it starts with those networks monitoring potential risks and reaches all regional structures, all the way to the central level. This network provides useful data to decide possible interventions, inform citizens, reduce response time and, most of all, prevent disasters.

The most useful way of dealing with issues that concern everyone’s safety, with serenity and awareness, is to make your family an active part of the Protection system.

This is neither difficult nor overly demanding!

How? By creating a “Protection Family Plan” together with all the members of your household. Make Protection your highest priority.

KNOWING THE RISKS

This Chapter provides Emergency Preparedness and Response guidelines that JFCNP Community can use. Most of them are common sense measures that are frequently forgotten when in an unfamiliar environment or during a crisis situation, but they are not different from those used in our own homelands.

In daily life traffic is one of the main causes of injury here in Naples and the majority of accidents occurs within the first 60 days of living in Naples.

The specificity of Naples' territory might add further emergencies ranging from heavy thunderstorms with the associated lightning, flash flooding during the rainy season to extremely, unlikely but even possible natural disasters such as magmatic earthquakes caused by volcanic activity. However be sure that the Mt. Vesuvius observatory is monitoring these activities since 1841 and the National Emergency Plan is checked annually.

It is hoped that by knowing the risk and applying the recommended measures within the framework of the Italian Protezione Civile strategy, JFCNP Community members can prevent safety and security incidents from ever occurring. A well-prepared staff member and his/her dependents can take quick and decisive action to minimize the likelihood of injury or damage resulting from allknown and even unknown risks.

a. Traffic

Traffic lights are generally respected, though you will be expected to take off quickly at the starting line as soon as the lights change. A general safety rule when driving late at night or early morning (and probably most other times as well), is to check the intersection for approaching traffic before moving on a green light. Some Italian drivers might shoot through intersections when the light has already turned red, and sometimes they might move forward when they have already got the yellow light.

Italy's *autostrade* (motorways) are toll roads. You can pay by credit card (look out for the credit card symbol at the toll gates - at the Blue "Viacard" gate. The speed limit is approximately 80 miles (130 kilometers) per hour. If your car breaks down, dial **116** for the breakdown service. (If you're hiring a car, breakdown charges may be covered in your insurance.) If you want to know traffic conditions on the *autostrade* tune in to radio station FM 103.3. The program is in Italian, but every now and then there is an English speaker.

Many gas stations close for a somewhat leisurely lunch (12:30 - 15:00) although most have at least one self-service pump. Gas stations on the motorways offer 24-hour service and usually have.

Relax, drive at your own pace and keep your feet poised over both accelerator and brake - you never know which one will come in most useful.

By Italian Law, should you have a Traffic Incident, no matter how minor, you are required to exchange insurance information with the other vehicle operator. In almost all cases of injuries you will have local police and ambulance arrive at the scene, you can call the JFCNP Safety and Security Room (S&SR), 081-721-2723 or 081-721-2724, which is on call 24/7 and they speak Italian and English. If they are able, they may respond by coming to the scene to assist. At a minimum they will translate over the phone for you and inform you and the other operator of the required actions. If you need to report to a Police Station off the installation they will coordinate that appointment.

Traffic Safety Facts

1. ALL TRAFFIC REGULATIONS ARE DESIGNED FOR YOUR SAFETY > They show how to act cautiously and sensibly for safe driving.
2. On the *Autostrada* & *Tangenziale* daylight driving requires lights to be on when.
3. Three different toll booths: Pay Cash / ViaCard (Insert Card in Slot, Read, Return) /Telepass (Reads Receiver Inside Windshield - No Delay, Drive Straight Thru).
4. When it rains or is foggy, Italians slow way down – they have the experience in these road conditions on these roads.
5. Some older streets are marble based – slick as glass – so slow down!
6. Italian law is strict on driving under the influence of alcohol:
 - Age 21 and over, BAC limit .05!
 - For younger, BAC limit is .00!
 - The 0.00 limit also applies if you' ve had a license from less than 3 years regardless of age.

DO's

1. Stay in right lane at first; don't try to compete with the fast drivers.
2. Wear your seat belts, it's mandatory and will save your life.
3. Put your kids in the child restraint seats, AND MAKE SURE THEIR SEAT BELTS ARE FASTENED. This is mandatory.
4. Check your car safety equipment frequently.
5. Before you do anything else, always secure the accident area with your warning triangle and, if necessary, additional lights.
6. Always wear your reflective vest, whenever you stop the vehicle for any kind of emergency.
7. Check if there are any injuries and if it is necessary to provide First Aid
8. If you need to ask for help:

MI SERVE AIUTO! NON PARLO BENE L'ITALIANO. SONO MEMBRO DELLA NATO

9. Always remember that your goal is for you and other travelers to reach your destination safely ROAD CONDITIONS CAN WORSEN AND EVEN BECOME CRITICAL DUE TO HEAVY RAIN, SNOW AND FOG.
10. Inquire beforehand about weather and traffic conditions by listening to the radio (Tune to ISORADIO 103.3 MHz in FM, available throughout Italy in English language as well).
11. Do not take unnecessary risks, postpone your departure until the critical situation taking place has improved.
12. During heavy snowfalls do not drive without snow chains or snow tyres.
13. Make sure you have enough fuel to cope with possible prolonged stops. Without fuel a critical situation could become even more dangerous.
14. If you are travelling with children, aged or sick people, bring with you any items that can make them more comfortable in the event of delays caused by traffic jams.
15. Make sure you have useful numbers to ask for information and/or help, you could need immediate assistance.
16. Place animals in carefully pre-arranged spaces.

In case of an accident

1. **Do** check if there are any injuries and if it's necessary to provide First Aid.
2. In case of injuries, **do** immediately call the Italian Ambulance and Carabinieri / Polizia. If there are injuries they will respond and come to the scene.
3. **Do** immediately take notes (date, time, how the accident occurred, names, addresses of people involved in the accident and witnesses) and take photos of the accident area, the vehicles and of all witnesses (with your single-use camera, that you hopefully have in your car).
4. Please note, that in case there are no injuries and only vehicle damages, the Carabinieri / Polizia will not come to the accident. **Do** exchange insurance information with the other party.
5. In this case, please **do** put pen to paper and record all details of people involved in accident and names of witnesses. If they refuse to provide you with names, addresses and details of their insurance, take a photo of their vehicle including plate number. Also take photos of the entire area,

including the witnesses (in some cases “additional” witnesses have appeared for the court).

6. ***Don`t*** sign for anything unless you are fully aware of what you are subscribing.
7. ***Do*** report the accident as soon as possible to your own insurance company. By Italian Law you have 90 days to report the incident. In some cases, the other person will say: “Don’t worry about filing with insurance companies” and then they will go right to the police or insurance company to file a complaint”.

b. Blackouts



A blackout is a power outage which can either be local, if it only concerns a very limited area, or widespread, if it affects one or more Municipalities or much wider areas, even reaching regional or national dimensions as happened in Italy on September 23, 2003.

It may be caused by a stoppage or sudden overload of the electric system, brought about by a failure in a power plant or in the grid.

Remember: *If a member of your family **needs life-saving electromedical equipment**, always keep the telephone number of the emergency healthcare services handy.*

DO's

- 1. MAKE SURE YOU ALWAYS HAVE AN ELECTRIC TORCH AND A BATTERY-POWERED RADIO.** *The electric torch allows you to move around, while the radio allows you to get information and updates about the ongoing emergency.*
- 2. BE CAREFUL WHEN USING CANDLES AND OTHER TYPES OF LIGHTING SUCH AS GAS LAMPS, OIL LAMPS, ETC.** *If the open flame comes into contact with flammable materials it can provoke a fire.*
- 3. DO NOT OPEN THE DEEFPREEZER AND REFRIGERATOR UNNECESSARILY.** *Foods contained inside may get spoilt and become a health hazard.*
- 4. IF YOU ARE IN THE STREET, BE CAREFUL AT CROSSROADS.** *If the traffic lights are out, some drivers may maneuver in an incorrect or unpredictable way*
- 5. DO NOT USE THE LIFT.** *You could be trapped inside.*
- 6. IF YOU ARE STUCK IN A LIFT, DO NOT TRY TO GET OUT AT ALL COSTS.** *There is plenty of air because lift cars are not airtight.*
- 7. DO NOT USE YOUR TELEPHONE EXCEPT IN AN EMERGENCY.** *It is important not to congest telephone lines since they are needed for rescue services.*
- 8. WHEN THE POWER IS BACK, DO NOT USE YOUR HOUSEHOLD ELECTRICAL APPLIANCES ALL AT ONCE.** *Not to overload the power lines.*

c. Domestic Fires

How to prevent fires

It is essential to follow some simple rules which may be summarized as follows:

<i>Do,s</i>	<i>Don't,s</i>
<ul style="list-style-type: none">• <i>DO have a qualified technician routinely check the heating system, the flue and the stove</i>	<ul style="list-style-type: none">• <i>DON'T smoke in bed</i>
<ul style="list-style-type: none">• <i>DO keep matches and lighters away from children</i>	<ul style="list-style-type: none">• <i>DON'T leave pots unattended on lit burners and keep all combustible materials away from the cooker</i>
<ul style="list-style-type: none">• <i>DO keep flammable liquids away from heat sources</i>	<ul style="list-style-type: none">• <i>DON'T use gas or open fire equipment (including fireplaces) in rooms lacking adequate ventilation</i>

How to proceed in case of fire

To deal with the onset of a fire, it is sufficient to follow some simple advice:

- *If a pot catches fire, simply put it out by covering it with a lid to smother the flames;*
- *If the clothes you are wearing catch fire do not run around (air feeds the fire!), you must take off your clothes or try to smother the flames by rolling on the ground or covering yourself with a blanket;*
- *If an electrical appliance or part of an electrical system catches fire, switch off the power before attempting to put it out.*

*Remember: **never use water to put out a fire caused by an electric source:** you could get a strong electric shock! Similarly, **water should not be used to put out fires involving petrol or oil** because these substances float on water and could spread the fire to other places.*

How to act in case of a domestic fire

DO's

1. *IF POSSIBLE, GET OUT OF THE HOUSE OR TRY TO REACH A SAFE PLACE AND CALL **115** IMMEDIATELY, In this way you will avoid inhaling smoke and being caught up in the fire.*
2. *IF THERE IS SMOKE IN THE ROOM, FILTER THE AIR BY BREATHING THROUGH A CLOTH (PREFERABLY WET) AND LIE DOWN ON THE FLOOR. The air is more breathable at ground level.*
3. *IF THE FIRE IS OUTSIDE THE DOOR, TRY SEALING ALL SLITS WITH CLOTHS, PREFERABLY WET ONES. You will prevent the smoke from seeping into the room and help the door contain the fire.*
4. *IF YOU LIVE IN A BLOCK OF FLATS, REMEMBER NEVER TO USE THE LIFT IN CASE OF FIRE. The lift could get stuck and trap you inside.*
5. *IF YOU ARE IN A CROWDED PLACE, MOVE TOWARDS THE CLOSEST EMERGENCY EXIT WITHOUT SHOVING OR SHOUTING. These exits are designed for the swift evacuation of all people!*
6. *IF YOU FEEL UNWELL, CALL **118** IMMEDIATELY. You may have been poisoned by smoke or other substances present in the room.*

7. LOOK AFTER PEOPLE WHO ARE NOT SELFSUFFICIENT AND, IF POSSIBLE, HELP THEM REACH A SAFE PLACE. They might be unaware of the danger.
8. ENTER THE ROOMS INVOLVED IN THE FIRE ONLY AFTER THEY HAVE COOLED DOWN AND HAVE BEEN VENTILATED. It is fundamental to thoroughly ventilate the rooms for a few hours.
9. BEFORE GOING BACK INTO YOUR FLAT CHECK WITH THE FIRE BRIGADE. There could still be potentially dangerous situations.
10. FOOD PRODUCTS THAT HAVE COME INTO CONTACT WITH HEAT OR SMOKE FROM THE FIRE ARE NO LONGER EDIBLE. They may have been spoilt or contaminated.

Kitchen fire safety rules:

- Keep the oven, hob and grill clean. A build-up of fat and grease can easily catch fire.
- Keep the toaster clean and away from curtains and kitchen rolls.
- Don't leave pans unattended. Fire starts when your attention stops.
- Never fill a pan more than one-third full of oil.
- Don't investigate the fire.
- Don't attempt to cook if you are feeling tired, drowsy, or if you have been drinking.



d. Floods

When precipitations are very heavy or prolonged, the amount of water reaching the watercourse may increase significantly causing the river to swell up. In these conditions, if the water flow meets a narrowing in the river-bed caused sometimes merely by the obstruction of a bridge archway due to amassed trees and other materials carried by the current, it either causes the riverbanks to collapse, in one or more locations, or else, at the end of its journey it meets with a breaking sea at the mouth of the river. In such case, the water level will exceed the banks and the water will start to overflow, thus flooding the surrounding ground, the countryside and towns. Flooding is not the only damage connected to inundations: if the water erodes the ground on which it flows, it will carry soil, rocks and trees downstream, thus originating the so-called "torrential lava".



Along the way water can erode the riversides and undermine slopes, causing landslides. Building may then cave-in along the shores, sweeping away infrastructures, bridges, roads and anything not fixed to the ground, from cars to buses, from lorries to people. A flood can be very dangerous; however, it represents a deadly threat only to those who do not know it and do not act with great caution.

DO's

DURING THE FLOOD

If you are at home

1. **IF YOU HAVE TO LEAVE YOUR HOME, TURN OFF THE GAS TAP AND DISCONNECT THE POWER.** These installations could get damaged during the disaster.
2. **DO NOT FORGET TO CARRY YOUR DOCUMENTS AND USUAL MEDICINES.** They can be essential should you not be able to reach your home for a long period of time.
3. **WEAR CLOTHES AND SHOES THAT PROTECT YOU FROM WATER.** It is important for you to keep warm and dry.
4. **IF YOU ARE UNABLE TO LEAVE YOUR HOME GO TO THE HIGHEST FLOORS AND WAIT FOR RESCUE WORKERS.** This will prevent you from being carried away by the flood.
5. **DO NOT USE THE TELEPHONE UNLESS YOU REALLY NEED TO.** You will thus avoid congesting the telephone lines which are necessary to organize rescue operations.
6. **DO NOT USE WATER UNTIL IT IS DECLARED DRINKABLE AGAIN AND DO NOT EAT ANY FOOD EXPOSED TO THE FLOOD.** They could contain pathogens or be contaminated.
7. **DO NOT USE ELECTRICAL APPLIANCES BEFORE A TECHNICIAN HAS CHECKED THEM.** If they have been damaged they could cause a short-circuit.

8. *CLEAN AND DISINFECT ALL SURFACES EXPOSED TO THE FLOOD. They could contain noxious substances or pathogens.*

If you are outdoors

1. *DO NOT, FOR ANY REASON, CROSS A BRIDGE OR GO NEAR RIVERS, TORRENTS, SLOPES, ETC. Floodwaters could sweep you away.*
2. *FOLLOW CAREFULLY THE ROAD SIGNS AND ANY OTHER INFORMATION ARRANGED BY AUTHORITIES. In this way you will avoid going to dangerous areas.*
3. *IF YOU ARE DRIVING DO NOT BLOCK THE STREETS. They must be kept free for rescue operations.*
4. *DO NOT GO DOWN FLOODED STREETS, UNDERPASSES OR SUBWAYS. Water could be deeper and faster than it appears and the water level could jam your car.*
5. *PAY ATTENTION TO THE INSTRUCTIONS PROVIDED BY AUTHORITIES. They manage the emergency and coordinate rescue teams.*

e. Heat waves

In the summertime, specific weather conditions produce heat waves, which may represent a health hazard and are especially noticeable in large urban areas.

Heat waves are characterized by high, above average temperatures that can last for days or weeks with high humidity levels. During heat waves, not all people living in cities are affected in the same way: among the elderly, the people at greater risk are those suffering from chronic diseases, those living in isolation or residing in poorer neighborhoods.

In all major Italian cities, a news bulletin is broadcast daily during summertime concerning graduated risk levels, underlining harmful effects for the next day and the two following days. The bulletin is sent to the various local operations centers.

DO's

- 1. IF POSSIBLE DO NOT GO OUTDOORS FROM 12 P.M. TO 6 P.M.** *These are the hottest hours of the day.*
- 2. HAVE COLD SHOWERS AND BATHS.** *To lower your body temperature.*
- 3. SHADE YOUR WINDOWS WITH SHUTTERS, VENETIAN BLINDS OR CURTAINS.** *To prevent rooms from becoming overheated.*
- 4. DRINK A LOT OF WATER. THE ELDERLY MUST DRINK EVEN WHEN THEY DO NOT FEEL THIRSTY.** *Even if you are not thirsty, your body could need water.*
- 5. AVOID DRINKING ALCOHOL, HAVE LIGHT MEALS, EAT FRESH FRUIT AND VEGETABLES.** *Alcohol and heavy foods increase heat production inside your body.*
- 6. WEAR LIGHT, COMFORTABLE CLOTHES IN NATURAL FIBRES.** *Clothes in synthetic fibres prevent perspiration and thus loss of heat.*
- 7. MAKE SURE THAT RELATIVES, NEIGHBOURS AND FRIENDS LIVING ON THEIR OWN ARE IN GOOD HEALTH, AND OFFER THEM YOUR HELP.** *Because many people suffering from heat waves are alone.*
- 8. SPEND AT LEAST A FEW HOURS IN AIRCONDITIONED PLACES.** *To reduce exposure to high temperatures.*

f. Landslides

There are numerous and often combined causes that bring about the destabilization process of a slope or hillside. In addition to the amount of water or snow fallen, deforestation and fires also cause landslides: in point of fact, on wooded slopes the tree roots consolidate the ground and absorb excess water. The actions of Man on the terrain have provoked landslides in the past and could provoke them again in the future. For instance, the action of digging at the foot of a slope or halfway up a hillside to build roads or constructions may cause the ground to subside. Italy's Alpine and Apennine terrains, as well as coastal ones, are generally exposed to landslide risk due to the nature of rocks and inclination, which can give the slope a certain instability called relief energy. Furthermore, the climatic characteristics, the yearly distribution of precipitations, as well as the deep territorial transformation brought about by human activities that are often lacking common sense and respect for the environment (building roads, ski slopes, new settlements, etc.) all contribute to the increasing vulnerability of the terrain.



DO's

If you are indoors

- 1. DO NOT RUSH OUTSIDE, STAY WHERE YOU ARE.** By staying inside the building you are more protected than outside.
- 2. TAKE SHELTER UNDER A TABLE, BELOW THE ARCHITRAVE OR NEAR THE BEARING WALLS.** They protect you from possible cave-ins.
- 3. STAY AWAY FROM WINDOWS, DOORS WITH GLASS AND CUPBOARDS.** They could fall and hurt you.
- 4. DO NOT USE LIFTS.** They could get stuck and prevent you from exiting.

If you are outdoors

- 1. MOVE AWAY FROM BUILDINGS, TREES, STREETLIGHTS, ELECTRIC CABLES AND TELEPHONE LINES.** They could fall down and hurt you.
- 2. DO NOT WALK OR DRIVE ALONG A ROAD WHERE A LANDSLIDE HAS RECENTLY TAKEN PLACE.** It is unstable material that could start moving again.
- 3. DO NOT VENTURE OUT ON THE LANDSLIDE ITSELF.** The material of a landslide, even if stable in appearance, can hide dangerous underlying holes.

g. Forest fires

The causes of a fire can be:

- *NATURAL*, such as lightning. These are the least frequent.
- *MAN-MADE*, caused by human activities. These can be:
 - Accidental, for example in the case of a short-circuit, overheated engines, sparks from worktools, etc;
 - Unintentional, such as some farming activities, irresponsible conduct in tourist areas, incautious tossing of burning material (matches, cigarettes, etc.);
 - Arson, when the fire is set deliberately by humans for a wide variety of reasons (revenge, spite, protest, property speculation) in order to cause damage.



Unfortunately, these are the most frequent causes of forest fires and special weather conditions (e.g. very hot and windy days in a period of low precipitations) can facilitate the swift spreading of a fire.

DO's

To avoid Forest fires

1. **DO NOT THROW AWAY CIGARETTE BUTTS OR MATCHES THAT ARE STILL LIT.** They can set fire to the dry grass found on the escarpments along roads, railways, etc.
2. **IT IS FORBIDDEN AND DANGEROUS TO LIGHT A FIRE IN THE WOODS.** Use only specially-equipped and designated areas. Never leave the fire unattended and make sure it is completely out before leaving.
3. **IF YOU NEED TO PARK YOUR CAR, MAKE SURE THAT THE EXHAUST PIPE DOES NOT TOUCH ANY DRY GRASS.** A very hot exhaust pipe could easily set the dry grass on fire.
4. **DO NOT LEAVE YOUR RUBBISH IN THE FOREST OR IN ILLEGAL DUMPING GROUNDS.** It could contain dangerous combustible materials.
5. **DO NOT BURN STUBBLE, STRAW OR OTHER RESIDUAL AGRICULTURAL PRODUCTS.** The fire could get out of control in a matter of minutes.

When there is a fire

1. **IF YOU SEE FLAMES OR EVEN JUST SMOKE CALL 1515 IMMEDIATELY TO RAISE THE ALARM** > Do not assume that others have already called. Provide all necessary information to locate the fire.
2. **LOOK FOR A SAFE ESCAPE ROUTE: A ROAD OR WATERCOURSE. DO NOT STOP IN PLACES LOCATED DOWNWIND FROM THE FIRE.** You could get trapped by surrounding flames and be unable to escape.
3. **LIE DOWN IN A PLACE WHERE THERE IS NO VEGETATION THAT COULD CATCH FIRE**> Smoke tends to rise. In such a position you can avoid inhaling it.

4. IF YOU HAVE NO OTHER CHOICE, TRY TO PASS THROUGH THE FIRE WHERE IT IS LESS INTENSE IN ORDER TO REACH THE AREA THAT WAS ALREADY BURNT> You will then be in a safe place. **BUT REMEMBER: ONLY IF YOU HAVE NO OTHER CHOICE.**

A FIRE IS NOT A SHOW. DO NOT STOP ALONG THE ROADS. This would hinder rescue operations and communications that are essential to manage the emergency.

h. Flu Epidemics/ Pandemics

DO's

The flu is an acute respiratory disease caused by an infection from influenza viruses; it develops primarily in the wintertime. It represents a significant public health problem due to its omnipresence and infectiousness and its possible complications.

The virus responsible for the flu enters the body through the respiratory system and is highly contagious. In Italy, some flu epidemics, on average, infect 5 million people.

A flu pandemic is the spreading of a new influenza virus throughout the world population. It can spread very quickly since it is a new virus and no specific immunity to this infection is yet available. Pandemics develop at unpredictable time intervals. During last century there was the Spanish flu in 1918, the Asian flu in 1957 and the Hong Kong flu in 1968. In case of a pandemic, the health Authorities inform the public regularly via radio, television and newspapers, indicating which measures must be taken to protect public health.

Getting vaccinated - especially for people at risk - is the best way to prevent and fight against the flu for 2 reasons:

- 1) because you decrease significantly the probability of catching the disease;*
- 2) because, in case flu symptoms develop, these will be less serious and the risk of complications will decrease.*

- 1. CONSULT YOUR FAMILY DOCTOR OR THE PREVENTION DEPARTMENT OF YOUR LOCAL HEALTH AUTHORITY (ASL). To obtain reliable and updated information on the vaccine and the disease.*
- 2. INQUIRE IF YOU FIT IN THE CATEGORIES AT RISK FOR WHOM VACCINATION IS RECOMMENDED. Some people are more vulnerable than others to the virus.*
- 3. GET VACCINATED ONLY AFTER HAVING CONSULTED YOUR DOCTOR OR LOCAL HEALTH AUTHORITIES (ASL). The vaccine protects from the virus; however, it may be unadvisable for some people.*
- 4. CHECK THE INSTITUTIONAL WEBSITES AND READ THE OFFICIAL BULLETINS. To keep up to date with the ongoing situation.*
- 5. FOLLOW THE HEALTH AUTHORITIES' INSTRUCTIONS SCRUPULOUSLY. Because, in case of a pandemic, some special measures may be necessary to ensure your safety.*
- 6. IF YOU HAVE THE SYMPTOMS SEE YOUR DOCTOR IMMEDIATELY. A prompt diagnosis helps your recovery and reduces the risk of contagion for others.*
- 7. TAKE CARE OF YOUR PERSONAL HYGIENE AND KEEP YOUR HOME AND WORK ENVIRONMENTS CLEAN. To reduce the risk of infection.*
- 8. IF YOU ARE LIVING WITH A SICK PERSON, DO NOT SHARE PERSONAL OBJECTS. To avoid contagion.*

i. Industrial hazards

An industrial hazard entails the possibility that, due to an accident in an industrial plant, there may be subsequently a fire, an explosion or a toxic cloud, involving one or more dangerous substances with potentially harmful effects on the population or the environment.

These effects are mitigated by the implementation of suitable contingency plans, both internal (drawn up by the industry to cope immediately with the accident) and external (drawn up by the Authorities to face the possible consequences on the surrounding areas). The external plans provide for adequate self-protection measures and for the appropriate actions that the population must take.



Remember: If you reside in an area with industrial plants, inquire with the Mayor of your Municipality if they appear on the list of installations at risk, for which there are contingency plans in case of an accident. You can also obtain this information by checking the internet website of the Ministry of the Environment. The list of industrial plants at risk of serious accidents can be found at the following URL:

http://www.minambiente.it/sites/default/files/archivio/allegati/stabilimenti_rischio_industriale/2013/campania_dicembre2013.pdf

For cases of fires and/or explosions, please read the recommendations provided in the relevant chapters.

Evacuation

When there is a high contamination risk, the Authorities in charge of managing the emergency may order an evacuation according to the pre-arranged external contingency plan, which also provides instructions on the evacuation procedures and information on the collection points.

DO's

1. FOLLOW THE INSTRUCTIONS FOUND ON THE PUBLIC INFORMATION LEAFLETS ISSUED BY THE MAYOR. Know the safety measures and the best conduct to adopt.
2. IF THE PLANT IS EMITTING TOXIC SUBSTANCES. Take shelter indoors.
3. TO REDUCE EXPOSURE TO SUBSTANCES. Close doors and windows blocking all narrow openings with wet cloths, switch off air conditioners and ventilators in order to prevent the outside air from sipping inside.
4. KEEP UP TO DATE BY LISTENING TO THE RADIO AND WATCHING TV. To learn about the ongoing situation and about the instructions issued by the competent authorities regarding what to do until the all-clear signal.
5. PAY ATTENTION TO THE INFORMATION GIVEN BY THE AUTHORITIES VIA MEGAPHONES, SIGNALS AND OTHER MEANS. They can provide useful information on which measures to take and on the current situation.
6. AFTER THE ALL-CLEAR SIGNAL, VENTILATE ALL ROOMS AND STAY TUNED TO THE LOCAL RADIO STATION. To ensure a proper exchange of air and to follow post-emergency developments.

j. Earthquakes

Most earthquake related injuries result from collapsing walls, flying glass, and falling objects as a result of the ground shaking, or people trying to move more than a few feet during the shaking. Much of the damage in earthquakes is predictable and preventable. We must all work together in our communities on neighborhood and family emergency plans.

Pick "safe places" in each room of your home. A safe place could be under a sturdy table or desk or against an interior wall away from windows, bookcases, or tall furniture that could fall on you. The shorter the distance to move to safety, the less likely you will be injured.

Injury statistics show that persons moving more than 10 feet during an earthquake's shaking are most likely to experience injury. Practice drop, cover, and hold-on in each safe place. Drop under a sturdy desk or table, hold on, and protect your eyes by pressing your face against your arm.

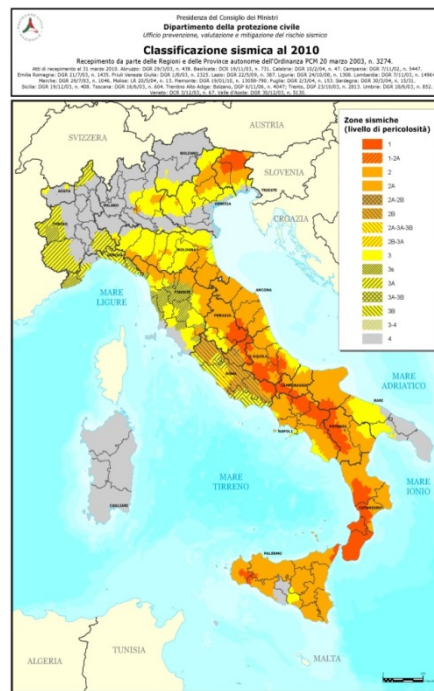
Everyone in your home should know what to do if an earth-quake occurs. Assure yourself that others will respond properly even if you are not at home during the earthquake.

Discuss earthquakes with your family. Everyone should know what to do in case all family members are not together. Discussing earthquakes ahead of time helps reduce fear and anxiety and lets everyone know how to respond.

DO's

Before the earthquake

1. **INQUIRE ABOUT THE SEISMIC CLASSIFICATION OF THE TOWN WHERE YOU LIVE.** You must know which building regulations to adopt, who to ask and which measures are provided for in case of http://www.protezionecivile.gov.it/jcms/en/classificazione.wp%3Bjsessionid=F80114040B0940BA200466BCC2A60CF4?request_locale=en.
2. **GET TO KNOW THE LOCATION AND HOW TO CLOSE WATER AND GAS TAPS, AND HOW TO TURN OFF THE LIGHT SWITCHES** Such installations could sustain damage during the earthquake.
3. **AVOID KEEPING HEAVY OBJECTS ON HIGH SHELVES.** Secure the heaviest furnishings to the wall because they could fall on you.
4. **KEEP A FIRST-AID KIT AT HOME...** An electric torch, a battery-powered radio, a fire extinguisher and make sure that every family member knows where they are kept.
5. **AT SCHOOL OR AT YOUR WORKPLACE ASK IF THERE IS ANY EMERGENCY PLAN.** Because by following instructions you can help manage the emergency.



During the earthquake

1. *IF YOU ARE INDOORS TAKE SHELTER IN A DOOR OPENING... Inside a bearing wall (the thickest ones) or under a beam because these can protect you from possible cave-ins.*
2. *SEEK SHELTER UNDER A TABLE. It is dangerous to stay near pieces of furniture, heavy objects or windows that could fall on you.*
3. *DO NOT RUSH TO THE STAIRS AND DO NOT USE THE LIFT. Sometimes the stairs are the weakest part of a building and the lift can get stuck and prevent you from exiting.*
4. *IF YOU ARE IN A CAR, DO NOT STOP NEAR BRIDGES, BEACHES OR GROUNDS SUBJECT TO LANDSLIDES. These could develop cracks, collapse or be hit by tsunami waves.*
5. *IF YOU ARE OUTDOORS, STAY AWAY FROM BUILDINGS AND ELECTRIC CABLES. They could collapse.*

After the earthquake

1. *CHECK THE HEALTH OF PEOPLE AROUND YOU. You can help those in difficulty and facilitate rescue operations.*
2. *DO NOT TRY TO MOVE SERIOUSLY INJURED PEOPLE. You could worsen their conditions.*
3. *GO OUT CAUTIOUSLY ALWAYS WEARING SHOES. In the street you could hurt yourself with broken glass or rubble.*
4. *GO TO AN OPEN SPACE, FAR FROM UNSAFE BUILDINGS. They could fall on you.*
5. *STAY AWAY FROM INDUSTRIAL PLANTS AND ELECTRIC CABLES. Accidents could occur.*
6. *STAY AWAY FROM LAKESHORES AND BEACHES. Tsunami waves can hit the shores.*
7. *DO NOT GO WALKING AND LOOKING AROUND. But rather reach the waiting areas indicated by the municipal emergency plan because it is important to avoid dangers.*
8. *AVOID USING YOUR TELEPHONE AND CAR. It is necessary to keep the phone lines and roads free to avoid hindering rescue operations.*

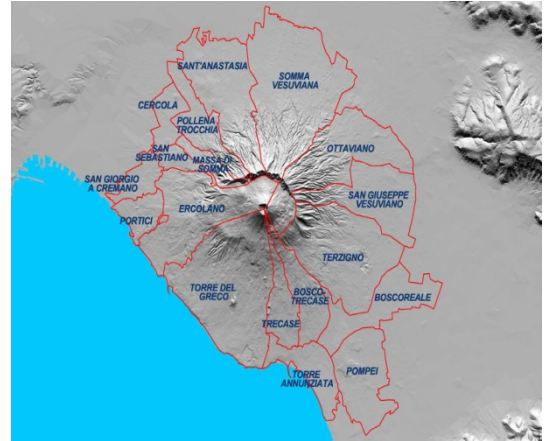
You can find more recommendations at:

https://www.cnic.navy.mil/regions/cnreurafswa/installations/nsa_naples/om/emergency_management/earthquakes/earthquake_precautions.html

k. Volcanic eruptions

Eruptions can occur from the same volcanic vent (e.g. the Vesuvius) or from vents opening in different places (e.g. the Campi Flegrei and Etna), and the volumes of lava that they can emit are very variable.

Unlike other natural phenomena such as earthquakes, volcanic eruptions are usually foreseeable thanks to distinctive precursory phenomena that can be detected by monitoring networks created for such purpose.



DO's

If you live or find yourself in a volcanic area

1. **INQUIRE ABOUT THE EMERGENCY PLAN OF YOUR MUNICIPALITY.** In order to act adequately and carry out possible evacuation operations.
http://www.protezionecivile.gov.it/jcms/en/vulcani_attivi.wp
2. **FOLLOW EXCLUSIVELY THE INSTRUCTIONS INDICATED BY CIVIL PROTECTION AUTHORITIES.** During critical situations unfounded news may easily be given, thus hindering the rescue intervention.
3. **DURING THE ERUPTION OBEY THE PROHIBITION TO ENTER THE AFFECTED AREAS.** Although eruptions seem spectacular and generate curiosity, these places are dangerous.
4. **IT IS DANGEROUS TO GO NEAR CRATERS EVEN WHEN THE VOLCANO IS NOT ACTIVE.** Sudden explosive phenomenon and/or gaseous emissions are always possible.

In case of lava flow

1. **DO NOT APPROACH AN ACTIVE LAVA FLOW EVEN IF IT IS FLOWING DOWN REGULARLY.** They are very hot, release gases, and can cause falling incandescent rocks and sudden explosions.
2. **EVEN AFTER THE ERUPTION HAS ENDED DO NOT WALK ON THE SURFACE OF A LAVA FLOW.** The flows retain their heat for years.

In case of falling "volcanic bombs"

1. **INQUIRE WHETHER THE AREA WHERE YOU ARE IS SUBJECT TO FALLS OF COARSE MATERIAL.** It is a highly destructive phenomenon for buildings which cannot therefore constitute a shelter.
2. **EXAMINE THE EMERGENCY PLAN OF YOUR MUNICIPALITY AND GET READY FOR A POSSIBLE EVACUATION.** The preventive departure from the affected area is the only possible defense.

In case of falling volcanic ashes

1. **STAY HOME WITH CLOSED WINDOWS AND CHECK THE DEPOSIT ON YOUR HOUSE ROOF.** Volcanic ash is heavy and its buildup could cause the roof to crack or cave in.

2. *OUTDOORS WEAR A RESPIRATOR AND PROTECTIVE GLASSES AND DRIVE CAREFULLY. Ashes cause problems to the respiratory system and to the eyes, and causes the road surfaces to become slippery.*

In case of gaseous emissions

1. *AVOID STOPPING OR CAMPING IN VOLCANIC AREAS AND DO NOT ENTER UNDERGROUND PLACES. Carbon dioxide is an odorless gas heavier than air and is lethal in high concentration.*
2. *DO NOT THINK THAT YOU ARE SAFE IF YOU STOP FAR FROM THE CRATER > Gaseous emissions can reach even distant areas.*

In case of pyroclastic flows

1. *GET READY FOR A POSSIBLE EVACUATION. The only defense from this type of flow is the preventive departure from the area at risk.*

In case of mudflows

1. *FOLLOW THE CIVIL PROTECTION PLAN WHICH PINPOINTS THE WAITING AREAS AND MOVE AWAY FROM THE AREAS AT RISK. Fine ashes can trigger dangerous mudflows that pour along watercourses.*

I. Seaquakes or tsunamis

A seaquake is a succession of very long waves which are generated in the sea and spread at high speed. While approaching the coasts, the waves decrease in speed and length, while gradually increasing in height until they flood the coast with often devastating effects.

Seaquakes can be caused by submarine earthquakes, by submarine volcanic eruptions, or by landslides occurring in or flowing into the sea.

If you feel an earthquake, see an explosive eruption on a volcanic island, notice a large landslide flowing into the sea, or observe the sudden, inexplicable withdrawing of the sea from the coast:



DO's

IF YOU ARE ON SHORE

- 1. MOVE AWAY IMMEDIATELY TOWARDS HIGHER GROUNDS. The higher you are, the less likely it will be for the wave to reach you and sweep you away.***

IF YOU ARE ON A BOAT

- 1. MOVE AWAY IMMEDIATELY TOWARDS THE DEEP, OPEN SEA. The effects of a seaquake impact on the coast, while in the open sea those same waves could be barely perceptible.***

SECURITY

This chapter provides general security guidelines that individual JFCNP staff and dependants can use. Most of them are common sense measures that are frequently forgotten when in an unfamiliar environment, during the routine of day to day life or during a period of crisis. Successfully employing the security measures in this chapter requires resourcefulness and vigilance. It is hoped that by applying these measures within a framework of the JFCNP security strategy, JFCNP Community can prevent security incidents from ever occurring. When they do occur, the well prepared individual can take quick and decisive action to minimize the likelihood of injury or damage.

You may be aware that Southern Italy, to include Naples and surrounding areas, is a relatively poor area with a lower quality of life than that of Centre/Northern Italy.

As the majority of large cities, with their large metropolitan areas, Naples and its suburbs also has to deal with common crime that may have an impact on everyday's life.

While organized crime groups would unlikely target NATO members as such due to the nature of their criminal activities (drugs and weapons smuggling, rackets, etc.), common crime might consider NATO members in view of their supposed wealth and possible unawareness of local situations.

So far terrorism has not rooted as well as not been able to hit in Italy as it dramatically happened to other Allies. However given the existence of military valuable targets in Naples this risk cannot be underestimated. Terrorist groups would continue to favor bombing and kidnapping as a means of maximizing the publicity of their actions to achieve their objectives. Although personnel below the senior executive level are rarely targeted specifically by terrorists, anyone is susceptible to being a victim of a terrorist attack.

JFCNP is conducting a permanent comprehensive security assessment, developing and implementing a security strategy and promulgating general safety and security policies and procedures in close coordination with Italy as the Host Nation.

However, every JFCNP staff member and dependant must view security as an individual responsibility and not depend solely on the JFCNP procedures. All JFCNP Service and Community members will gain a greater sense of security and self confidence by preparing ahead for a potential incident.

Developing situational awareness by examining surroundings and potential threats is the first step in reducing the likelihood of a security incident and the most effective self-protection measures are those which convince the attacker(s) during their surveillance that the victim is too elusive, too alert or too well protected, for an attack to have a sufficiently good chance of success.

The following list of precautionary deterrent and protective measures is neither exhaustive nor universally applicable, but provides a basis to give advice on self-protection to prospective victims in the Area of Naples.

a. Security at Home

1. **Do** a very personal analysis of your own "Security Situation". Only you are aware of your personal living circumstances, your house, your surroundings, your habits and your preferences. Only you are able to recognize areas of danger and enforce them.
2. **Do** show a very careful, reserved and cautious behavior in all living situations.
3. **Don't** display your wealth.
4. **Do** avoid keeping a "hidden" key outside of your house. When you are at home, never leave the house key inserted into the door lock. If you need a copy of your house keys, make sure you get them yourself rather than asking someone else to do so.
5. **Don't** place any labels/tags on your house keys containing your name and address. If these are lost a burglar will immediately identify the apartment or house.
6. **Do** ensure that you have appropriate property insurance covering all risks and of course the value of your personal items.
7. **Do** have the phone numbers of the local Carabinieri / Polizia readily available.
8. **Do** ensure that you always know the identity of personnel having access to your house and **don't** leave them alone without supervision.
9. **Don't** open your front door or the automatic gate unless you know who is asking to come in.
10. **Do** only employ workers and maids, sent by your landlord or recommended by friends and neighbors and don't leave them alone. Check references of maids before employing them.
11. **Do** consequently use all available security systems of your house, use garages or covered parking spaces, even if it is inconvenient. This means:
 - Lock all doors and shutters during the night and when you are out;
 - Keep shutter keys away from the shutters;
 - Secure main door, garage, Parco and vehicle keys;
 - Use a timer for the lights;
 - If at all possible increase your passive and safety defenses by installing:
 - a. An armored door with peephole and safety lock;
 - b. Firmly anchored iron gratings or grills on windows and other entrances to the house
 - c. A built-in safe in a concealed location (to store precious objects, personal and official documents;
 - d. Burglar alarm with an automatic direct dial service to 112, with a pre-recorded message.

Do try to improve the security of your house. Do you have an additional chain at your door? Are your locks okay and safe? If you check your home with "open

eyes” you may find weak points that can be improved. Have you ever talked to your Italian neighbor, to your landlord or to other NATO colleagues? Maybe they have more experience in this area and are able to give some further advice. Maybe your landlord is interested in improving your alarm system. He will be happy to do so if you're able to recommend his house to others when your tour is over.

12. **Do** take a look at your doors, windows, shutters and gates. Are they strong enough or do you need additional locks, chains or other measures? You may think about this again, when you leave your home for a longer period of leave or TDY.
13. **Do** take a look at your house from the outside. Do you have enough external light? Is it possible for neighbors or people walking by to look at / watch your house? An area that can be seen from the street or from a neighbors house may be safer.
14. **Do** you have an alarm system and are you able to use it? Is it linked to a (private) Security Agency? Who will check your property when the Alarm System is activated? Have you ever talked with your (Italian) neighbors about it and do they have your telephone number?
15. **Do** be careful in using a telephone answering machine. Ensure that your telephone answering machine does not say: “Currently we are not at home ... “. This could be an invitation for a break in.
16. **Do** ensure that your important papers, valuables and jewelry are kept in a safe, a strong box or in your office. It is also helpful to videotape / photograph and register your property and of course all valuables. Keep the tape / photos / list in your office.
17. **Do** also note names and identification of all your Credit Cards and keep them in a safe area. In case your credit cards are stolen – do you have the telephone numbers to block them?
18. **Do** ensure that all valuables are stored in a safe area. Where do you store all your documents and important papers when you are on leave or TDY for a longer period of time? Maybe it is possible to store a box with all the papers in your office – your comrades or your National Support Element will also be able to help.
19. **Do** ensure, that you have a house-sitter or someone who checks your residence on a daily basis during extended absences.
20. **Do** call the Carabinieri on **112** immediately and **don't** enter the house if you notice that the lock has been tampered with or that the door has been opened. Their Operations Room should have someone who speaks English at all times. If they put you on hold, this means that they are answering other calls. Do not hang up but wait until someone picks up.
21. If for any reason you enter the house and realize that someone has broken in, **don't** touch anything to avoid contaminating evidence and call **112**.

22. **Don't** say: "Everybody is doing this". It needs to be stressed that all these measures can only improve your security if they are used as routine.
23. **Do** please instruct your children in necessary safety measures and in handling telephone calls from strangers.
24. **Do** please inform all Newcomers (especially when you are appointed as "Sponsor") on the special Security Situation in Naples and how they can improve their own security.

b. Security when driving

1. **Do** lock all your doors when driving through built-up areas. It has happened several times, that a thief opened a door and reached into the vehicle while stopped at a traffic light.
2. **Do** be careful with the window-washers (lock doors and close windows).
3. **Do** park on Post when you are on leave or TDY.
4. **Do** park your vehicle only in secured areas. Use a garage whenever available and try to avoid parking areas where you have to leave the key in your car.
5. **Don't** leave any valuables in your car and **don't** leave anything in view (especially military equipment, bags, wallets, personal IDs etc.). Keep your glove compartment or the boot/trunk cover open to show that no valuables can be found in your car.
6. **Do** always lock your car and block your steering wheel while parking (as all the other Italians do).
7. **Do** always have a single-use (disposable) camera in your glove compartment (in case of an accident).
8. **Do** always have a list of Emergency Telephone numbers on hand / in your car.
9. **Do** frequently check your car safety equipment.
10. **Do** choose well lighted routes when traveling at night (whenever possible).
11. **Do** be cautious when someone encourages you to pull over indicating a problem with your vehicle. Some have fallen for this trick and have had their vehicles stolen from under their nose. If you do pull over to check your vehicle, stop in a well lit or populated area (gas station or business parking lot).

C. Security while walking downtown

Pickpockets

Pickpockets are always coming up with new and different tricks and stratagems. However, we have been able to identify some signs of danger that, if known, can be helpful. Most pick pocketing takes place in the streets, on public transportation (buses, subways, trains) and anywhere there are crowds.

Be very careful when:

- *you are in crowded places or are standing on line for a teller window and you feel that someone is getting too close to you or pushes you;*
- *someone tries to distract you (for example, by asking information, diverting your attention toward a particular direction, making believe they are sick or fighting);*
- *someone walks by you and appears to inadvertently push you, making you drop something or if he 'accidentally' spills a drink or ice cream on you and then tries to help you clean up.*

Below is some advice for your personal security while walking in any residential and commercial part of Naples.

1. **Don't** flash your cash and valuables. It's not necessary to show everybody that you have a lot of money, jewelry and a number of credit cards. Always try to be careful, reserved and cautious.
2. When you withdraw cash, **don't** indicate how much you have withdrawn and divide it into several pockets. Keep personal IDs, house keys and money in separate locations.
3. **Don't** carry a lot of cash, valuables or gas coupons if you walk downtown (only carry the minimum amount that you will need). **Do** use cards whenever possible (ATM, credit cards).
4. **Do** avoid crowded areas (demonstrations, strikes, etc.) They are regularly published in the Post Bulletin.
5. **Don't** wear "snatchable" items that are easy to snatch.
6. **Do** keep your hand on your wallet / handbag.
7. **Do** always be aware of your surroundings.
8. Try not to be conspicuous, blend in with the surrounding people. **Don't** walk around making obvious gestures to the locations where you secure your valuables.
9. **Don't** focus on items placed in front of your face by street vendors, as this sometimes will distract you while another person robs you from behind.
10. **Do** walk with a sense of purpose, not like a lost tourist.

11. Women **should not** engage in discussions or acknowledge comments or advances made by unknown men. This could provoke/encourage more aggressive solicitation.

d. Security during a Terrorist attack

The international events of the past few years and the current international framework have raised the attention level towards a possible risk deriving from terrorist attacks. This problem concerns primarily the Italian security system, which is involved mainly in the prevention of such risk.

However, it is important to at least know the basic concepts pertaining to the actions we can take to protect ourselves and others should an event of this type occur. It is a complex and delicate problem. Nevertheless, though we do not intend to replace the experts on this matter, we believe it is useful to provide a few elements that are by now agreed upon at an international level. In this context, we will only refer to events involving a large number of people.

In case of an attack with explosives

1. **USE THE EMERGENCY EXITS IMMEDIATELY.** *They are the best routes to reach a safe place.*
2. **DO NOT USE LIFTS.** *The explosion may have damaged them.*
3. **DO NOT SCREAM OR SHOVE. IF POSSIBLE, HELP THOSE AROUND YOU (ESPECIALLY ELDERLY PEOPLE AND CHILDREN).** *You help to reduce the panic effect.*
4. **DO NOT CALL RESCUE SERVICES UNLESS YOU ARE SERIOUSLY INJURED.** *To help rescue workers focus on the most serious cases.*
5. **FOLLOW THE INSTRUCTIONS GIVEN BY RESCUE WORKERS.** *Rescue workers will provide you with instructions and assistance to cope with the situation.*

In case of a declared biological emergency

1. **ASSESS WHETHER YOU BELONG TO THE CATEGORY CONSIDERED AT RISK OR IF YOU HAVE BEEN OR STILL ARE IN THE AREA THAT AUTHORITIES CONSIDER UNSAFE.** *To implement appropriate safety measures.*
2. **ASK YOUR FAMILY DOCTOR OR THE PREVENTION DEPARTMENT OF YOUR LOCAL HEALTH UNITS (ASL) FOR ADVICE.** *To clear any doubts and get assistance from the competent health facilities.*
3. **IF YOUR SYMPTOMS ARE THOSE DESCRIBED AND YOU FALL WITHIN THE CATEGORY DEEMED AT RISK, SEEK IMMEDIATE MEDICAL ASSISTANCE.** *To protect yourself and those with whom you come into contact.*
4. **TAKE CARE OF YOUR PERSONAL HYGIENE AND DISINFECT YOUR HOME AND WORK ENVIRONMENTS.** *To prevent germs from spreading.*

In case of exposure to biological agents

1. **FOLLOW THE ADVICE OF YOUR FAMILY DOCTOR AND OF THE LOCAL HEALTH AUTHORITIES.** *These cases always require special measures.*

In case of a suspected attack with chemical substances

1. ***IF YOU FEEL ANY SYMPTOMS, REMOVE YOUR CLOTHES IMMEDIATELY WHILE TOUCHING THEM AS LITTLE AS POSSIBLE.*** Some chemicals act when in contact with the skin for a certain amount of time. Chemical agents can contaminate skin even through clothes.
2. ***WHILE WAITING FOR RESCUE WORKERS, STAY IN THE AREA BUT MOVE AWAY FROM THE SOURCE EMITTING THE TOXIC SUBSTANCE.*** It is essential that qualified personnel take care of you.
3. ***USE THE DECONTAMINATION FACILITY PROVIDED BY RESCUE SERVICES; IF NONE IS AVAILABLE, WASH YOURSELF THOROUGHLY BUT WITHOUT SCRUBBING.*** This helps to remove or at least to dilute the chemical agents contaminating the skin.

In case of a confirmed attack with radioactive materials

1. ***IF YOU ARE OUTDOORS, COVER YOUR MOUTH AND NOSE, TRY TO PROTECT YOUR SKIN AND FIND A SAFE SHELTER IN AN ENCLOSED AREA.*** The exposure level increases as you get closer to the source and decreases if you are in a protected location.
2. ***REMOVE THE OUTER LAYERS OF YOUR CLOTHES AND PUT THEM IN A PLASTIC BAG IF POSSIBLE.*** This can help reduce the level of contamination significantly.
3. ***USE THE DECONTAMINATION FACILITY PROVIDED; IF NONE IS AVAILABLE, WASH YOURSELF THOROUGHLY.*** To get rid of the contaminated dust from your skin.
4. ***IN CASE OF EMISSION INSIDE THE BUILDING WHERE YOU ARE, COVER YOUR MOUTH, NOSE AND SKIN, AND GET OUT IMMEDIATELY.*** The level of contamination decreases if you cover the parts of your body that can come into contact with the substance (nose, mouth, skin).
5. ***IF THE RELEASE OCCURRED OUTSIDE AND YOU ARE IN AN ENCLOSED SPACE, SWITCH OFF ALL AERATION SYSTEMS AND TRY TO SEAL ALL OPENINGS.*** If you are in a protected space, the level of exposure and the risk of contamination decrease.

In case of a hijack

1. ***Prioritize the safety of your own self and your dependants, no matter how outraged you may feel at the time.***
2. ***Do nothing that is going to alarm the hijackers. Never initiate any movement yourself. This may give the hijacker the impression that you are reaching for a gun or panic button. Remember – the hijackers will be as nervous, if not more so, than you. Keep your hands clearly visible and as still as possible, ideally at chest level.***
3. ***Answer any questions truthfully especially with regard to firearms. If the hijacker finds out or suspects that you have lied to him, he is more likely to turn violent and unleash his frustrations on you physically.***
4. ***Try to listen and understand exactly what the hijackers want from you.***
5. ***Try to find characteristics that may help you in identifying your attackers at a later stage. But remember – this does not mean staring at your attackers, making it obvious that you are looking for a means of identifying them.***
6. ***If they kidnap you – co-operate with them fully.***

e. Information and Counterintelligence

*If approached or contacted by a person inquiring about personnel, operations, deployments, etc. of NATO, please report this to ACCI's 24 hour duty phone at **+39 335-740-5240**.*

ACCI investigates Terrorism, Espionage, Sabotage, and Subversion directed against NATO as per Allied Command Directive 65-003."

How Do You Protect Yourself

Common sense and basic counterintelligence awareness can effectively protect you against attempts by hostile intelligence services to collect sensitive or classified information. The following are some security tips you should employ:

- 1. Arrange a travel threat and/or The Threat of Espionage, Sabotage, and Subversion against Allied Command Europe (TESSACE) briefing with Region I, AC CI. We will provide you with the latest information.*
- 2. Maintain control of sensitive documents and equipment. Do not leave such items unattended in hotel rooms or even stored in hotel safes.*
- 3. Do not have sensitive discussions in hotel rooms or other public venues.*
- 4. Do not use computer or facsimile equipment at hotels or business centers for sensitive matters.*
- 5. Do not divulge information to anyone not authorized to hear it.*
- 6. Ignore or deflect intrusive inquiries or conversations about NATO and personal matters. Report such incidents to Region I, AC CI.*
- 7. Keep sensitive, unwanted material until it can be disposed of securely. Burn or shred all paper and cut the magnetic media in floppy disks into small pieces.*
- 8. If possible, keep your laptop/notebook computer with you at all times. Never check your computer as baggage on your flight.*
- 9. Always use secure communications for classified and sensitive conversations.*

Report all CI incidents

- 1. Report all CI incidents to AC CI Activity as soon as possible.*
- 2. Do not discuss the particulars of the incident with anyone other than AC CI.*
- 3. Do not have sensitive discussions in hotel rooms or other public venues.*
- 4. Do not use computer or facsimile equipment at hotels or business centers for sensitive areas.*

REMEMBER

- You and **your report will be kept completely confidential**.*
- You are not required to report information of CI interest to anyone other than Region I, ACCI office/representative.*

CHAPTER V

HEALTH AWARENESS

For more than a decade, the Campania region of Italy has experienced numerous challenges associated with trash collection open burning of uncollected trash, and widespread chemical and hazardous waste dumping. The Italian Government as well as all the other National and Local Health Authorities are fully aware of the problem and committed to address it including by strictly monitoring progress in reducing environmental pollution.

On 11 March 2014, in coordination with the Ministero della Salute and the Ministero dell'Ambiente, the Ministero delle Politiche Agricole Alimentari e Forestali issued their last joint report (www.Politicheagricole.it/flex/cm/pages/ServeBLOB.php/L/IT/IDPagina/7367).

Since medical support and forfe health protection is a national responsibility all NATO personnel may also contact their own national Military Medical Authorities. They are in contact with Italian Health Authorities who Know exactly all the progress that has been made to reduce environmental pollution and improve the health protection status in the area.

CHAPTER VI

USEFUL NUMBERS

INTERNATIONAL AIRPORT OF NAPLES (CAPODICHINO)

☰ INFORMATION DESK	081-789-6259
☰ CALL CENTER	848-888777/ by mobile phone +39-081-7515471
WWW.GESAC.IT	
☰ TICKET OFFICE	081-789-61244

TRANSPORT

☰ RAILWAY	081-7508111; 081-5625493
☰ TANGENZIALE	081-5625534; 081-7254111; 081-5461167
☰ RADIOTAXI	081-570-7070/556-4444/728-1663 551-5151/552-5252

TELEPHONE, WATER, GAS, ELECTRICITY

☰ TELECOM ITALIA (TROUBLE DESK)	187
☰ WATER COMPANY (ARIN S.p.A.)	081-5639210
☰ ANY WATER PROBLEMS	081-781-8111
☰ ENEL (ELECTRICITY PROBLEMS)	800-900-800
☰ ENEL (METER READING)	800-900-800 DIAL 2
☰ CITY GAS FOR GAS PROBLEMS	800-553-000 or 081-5831111

NSA HOUSING OFFICE

☰ HOUSING ASSISTANCE	081-811-4285
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LOSS OF CREDIT CARD OF BANCO DI NAPOLI

in Italy: 800 444 223
from abroad: (0039) 028 710 9001