



- ◆ Articulate and capable of making him/herself clear under pressure.

- ◆ Well-traveled and familiar with Civil Aeronautics Board and airline regulations. He/she should be able to understand airline schedules and be able to change the itinerary if necessary.

**CONSIDER THE FOLLOWING
SUGGESTIONS WHEN PLANNING A
COURIER'S MISSION:**

- ◆ Thoroughly brief the courier in the value and importance of the item(s) to be transported. In the case of artwork or other objects of similar nature, emphasize the item's fragile condition. The courier also must be familiar with all the paperwork involved in shipping and custom clearance for the object(s). These documents are sensitive and should be protected at all times during the journey.

- ◆ Maintain confidentiality about the courier's mission. Put as little information in writing as possible. A wrong word on an airline computer can tell hundreds of people about your mission.

- ◆ Make every effort to avoid having couriers travel during peak hours or peak days. Holidays and weekends should never be used, and if foreign travel is scheduled, be sure to check on foreign holidays as well.

- ◆ Arrange arrival dates so that the courier never arrives at a time when the object under guard cannot be immediately turned over to the recipient. The courier should know every phase of the travel arrangements. In fact, it is useful if the security directory and courier plan the itinerary together, including hotels where the courier will stay and telephone numbers where he/she can be reached.

- ◆ Prior to the courier's departure, the security director should review the individual's passport or other important papers to make sure no problems will be encountered at customs or elsewhere on the trip.

- ◆ The courier must have immediate access to the object he/she is carrying. If it is packed in a crate or case, any tool or key needed to open the container must be in the courier's possession. The courier should carry extra tape, string, etc. in case a package is opened for customs inspection.

- ◆ When making air travel arrangements for works of art, consider whether the valuable item will be stowed in the cargo hold or carried in the cabin. If the item is to be shipped as cargo, sufficient staff must be assigned to stand by the crated object during loading, and the courier must know how to meet the cargo at unloading. Usually a customs broker can assist in making



arrangements for the courier to enter the "off-limits" area of the runway. The courier should escort the item from the plane, and someone else should be assigned to pick up his/her luggage.

- ◆ If the valuable item is to be carried in the cabin of the plane, the security manager should advise appropriate airline personnel of the situation. Clearing airline security with a parcel that cannot be unpacked without damage requires prior arrangement. Airline officials can walk the courier through the security check and advise the flight attendant to allow the courier to hold the attaché case on his/her lap. However, telling airline personnel of your mission can pose some security problems, and serious considerations should be given to this difficulty before involving any outside personnel.

- ◆ If airline personnel must be involved, insist on confidentiality and, if possible, deal with top security management personnel who will understand your situation.

- ◆ If the courier is traveling to another institution to pick up a work of art or other valuable item, make arrangements for the verification of his/her identity upon arrival. Provide the courier with a contact in the city who can let him/her know of any changes in plans.

- ◆ The courier must never reveal exactly what he/she is carrying--its value, its destination (other than a

specific airport), or other critical information.

- ◆ The courier should be familiar with the appearance of airline and other pertinent credentials he/she will encounter. The courier must be able to verify the identity of anyone to whom the object is to be relinquished. In particular, should it be necessary to place an item in cargo, the courier should be certain the person receiving the object is an official of the airline who can be held accountable, rather than a regular airline employee.

- ◆ The courier must limit personal luggage. Carry-on bags are not suitable, as the courier's hands must be free to handle the valuable cargo safely and securely. The courier should avoid the temptation to drink alcoholic beverages or to take naps during the flight. Nothing must impair his/her senses.

- ◆ Coordinated arrangements among the security director, the courier, and the people at the other end of the trip, along with careful attention to all the small details and possible pitfalls involved in the act of couriership can prevent the theft of valuable objects and documents.