

Module 5

Suspicious Behaviour Detection Techniques

Module Objectives

- ▶ Know the techniques for detecting suspicious passenger behaviour
- ▶ Distinguish the behaviour of a passenger based on attitude and conduct
- ▶ Know the intention of a passenger based on gestures



Module Objectives

- ▶ Be aware of the importance of the interview and uncontrolled passenger manifestations
- ▶ Know the signs of lie in the answers and behaviour of a passenger



Types of Passengers

- ▶ **Frequent passenger:** The one who knows airport security rules or procedures, permits a more expeditious and effective screening but is also more demanding and knows the capabilities and weaknesses of the screening system.



Types of Passengers

- ▶ **Occasional passenger:** The one who needs guidance, is slower and may appear more nervous, especially during the screening procedure.



Types of Passengers

Special cases:

- ▶ Passengers with prosthetics, in a wheelchair, or using a support element
- ▶ Passengers partially immobilised with a cast or splint
- ▶ Deported passenger (not admissible)
- ▶ Detained passenger
- ▶ Disturbing passenger
- ▶ Passenger arriving late



Detection of Suspicious Behaviours

Concept:

Observation becomes relevant and important in the detection of suspicious passenger behaviour.



Detection of Suspicious Behaviour

Detection techniques:

Observe individuals paying attention to details

The gaze

The facial expression

The smile

The posture

The gestures



Detection of Suspicious Behaviour

The gaze:

- ▶ Reflects attitudes
- ▶ Expresses emotions
- ▶ Conveys emotions

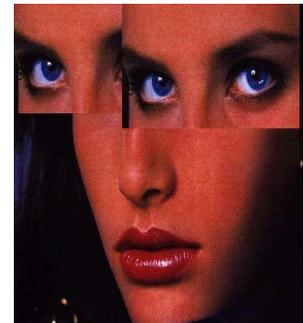


Detection of Suspicious Behaviour

The gaze:

The gaze is used in different ways depending on the culture. However, some aspects must be observed on passengers:

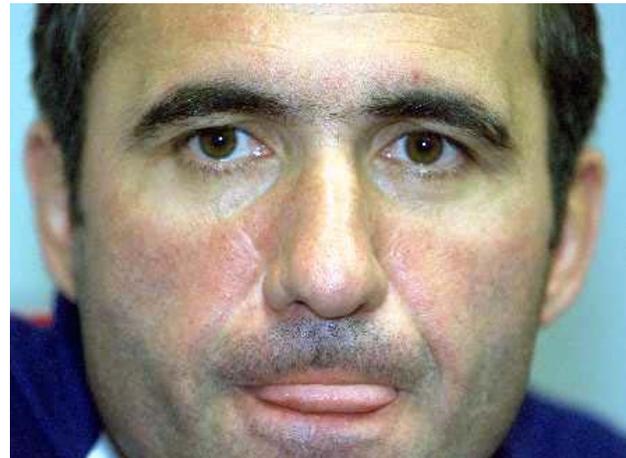
- ▶ Avoidance of eye contact/lowering of the gaze
- ▶ Erratic gaze
- ▶ Restless eyes
- ▶ Excessive blinking



Detection of Suspicious Behaviour

Facial expression:

- ▶ Happiness
- ▶ Surprise
- ▶ Sadness
- ▶ Fear
- ▶ Wrath
- ▶ Contempt



Detection of Suspicious Behaviour

Facial expression:

Some details must be observed that may hint to some abnormality in the passenger:

- ▶ Blushing
- ▶ Turns white/pales (is more dangerous)
- ▶ Obvious trembling
- ▶ Constant grimacing



Detection of Suspicious Behaviour

Smile:

- ▶ Encouragement
- ▶ Appeasement
- ▶ Pleasure
- ▶ Friendly attitude
- ▶ Happiness



Detection of Suspicious Behaviour

Smile:

A detailed observation may reveal that the smile reflects other aspects of the passenger:

- ▶ Nervous behaviour
- ▶ Ironic attitude
- ▶ Intention to mock
- ▶ Demonstrate alleged innocence



Detection of Suspicious Behaviour

Posture:

- ▶ Approaching (attention or acceptance)
- ▶ Withdrawing (rejection or contempt)
- ▶ Expansive (arrogance or wrath)
- ▶ Retraction (submission or sadness)



Detection of Suspicious Behaviour

Posture:

A detailed observation of passenger posture will give some behavioural hints:

- ▶ Restless feet
- ▶ Uneasy shifting of weight from one foot to the other
- ▶ Crossing arms over the chest (building a barrier)



Detection of Suspicious Behaviour

Distance:

- ▶ Proximity: Challenging or does not understand.
- ▶ Withdrawal: Fear or rejection.
- ▶ Direct physical contact: Sign of interpersonal closeness or emotional dominion over the other.



Detection of Suspicious Behaviour

Distance

When interviewing the passenger, it is very important to keep a cautious distance:

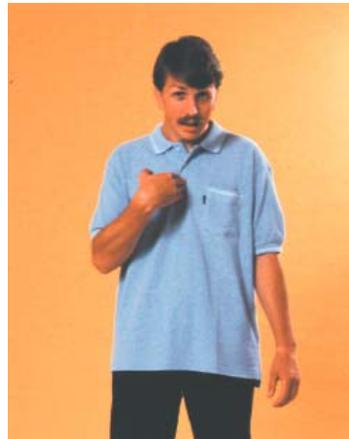
- ▶ Avoids aggressive attitudes
- ▶ Defines personal space
- ▶ Avoids familiarity
- ▶ Avoids giving the impression of trust



Detection of Suspicious Behaviour

Gestures (second channel of communication)

- ▶ Reveals mood, emotions, and sensations of the passenger.
- ▶ Involvement of body, hands, head, and feet.



Detection of Suspicious Behaviour

Gestures

When observing a passenger, gestures provide the most hints of potential suspicious behaviours:

- ▶ Repeatedly rubs or touches the nose
- ▶ Smoothens, twists or cares for the moustache
- ▶ Pulls his/her ears to denote discomfort
- ▶ Covers his/her ears
- ▶ Combs or smoothens the hair as a nervous reflex



Detection of Suspicious Behaviour

Gestures

- ▶ Cannot keep feet still
- ▶ Restless shifting of weight from one foot to the other
- ▶ Nervous hands/general nervousness.
- ▶ Plays with fingernails
- ▶ Plays with jewelry
- ▶ Cannot keep arms still



Detection of Suspicious Behaviour

To be taken into account



1



2



3



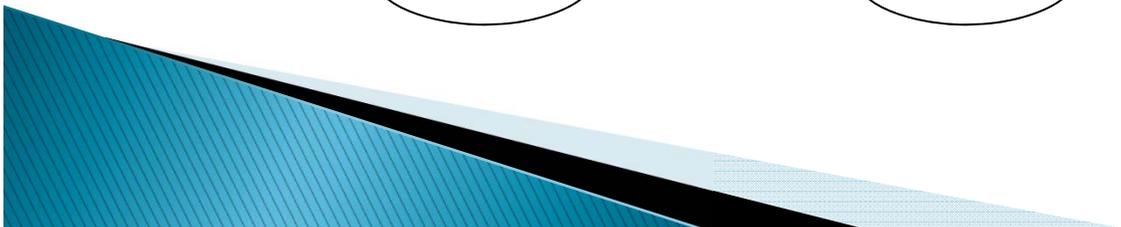
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Detection of Suspicious Behaviour

Attitude

A learnt behaviour in response (*think, feel, and act*) to a situation, be it in a positive or negative manner.



Detection of Suspicious Behaviour

Attitude

- Attitude is learnt
- Attitude may have a purpose
- Attitude can be led
- Attitude may be predictive of behaviour



Detection of Suspicious Behaviour

Interview:

An established encounter between a passenger and an inspector at the screening checkpoint to obtain as much information as possible about a security situation.



Detection of Suspicious Behaviour

Interviewer:

Must at all times act in an impartial and professional way, without discriminating a person on grounds of social, cultural, or financial status, religious belief, political ideas, position or rank in society.



Detection of Suspicious Behaviour

During the interview:

Illustrators: Illustrate verbal language, are done quite consciously, and obey to cultural criteria (indicate shape, size, emphasize...)



Detection of Suspicious Behaviour

During the interview:

Adapters: Automatic semi-conscious acts for managing corporeal, emotional, and relational needs.



Detection of Suspicious Behaviour

Lie:

Lie is a tool used by individuals for different reasons

- A sincere person will sound "coherent"
- Time management when answering a question
- Expressions, gestures, and actions do not match
- No emotions shown when lying



Detection of Suspicious Behaviour

Uncontrolled physical manifestations:

- ▶ Perspiration
- ▶ Blushing or paleness
- ▶ Increased or reduced blood rate, as shown by the emergence of veins in the head, neck, and throat;



Detection of Suspicious Behaviour

Uncontrolled physical manifestations:

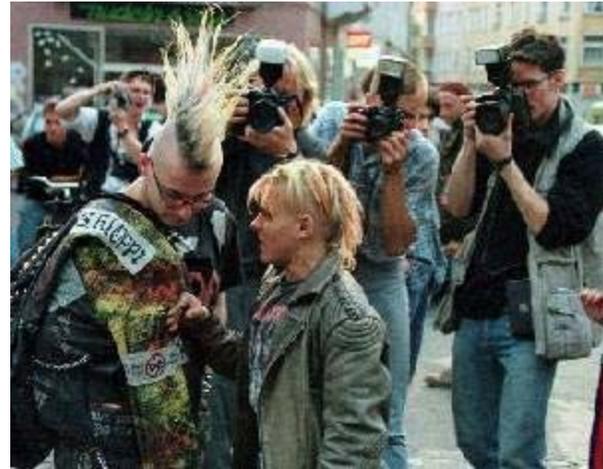
- ▶ Dry tongue and mouth, causing bad breath
- ▶ Excessive salivation
- ▶ Changes in breathing rate (in some cases, it decreases or simply becomes irregular).



Detection of Suspicious Behaviour

Prejudice:

Prejudice: A feeling, favourable or unfavourable, towards a particular individual or group of individuals.



Summary of the Module

- ▶ Apply observation techniques to suspicious passenger behaviour
- ▶ Spot passengers by their attitude and behaviour during screening
- ▶ Know the intention of passengers by their gestures



Summary of the Module

- ▶ Recognise the importance of interviews and uncontrolled passenger manifestations
- ▶ Know the signs of lying in the answers and behaviour of passengers



End of Module 5

