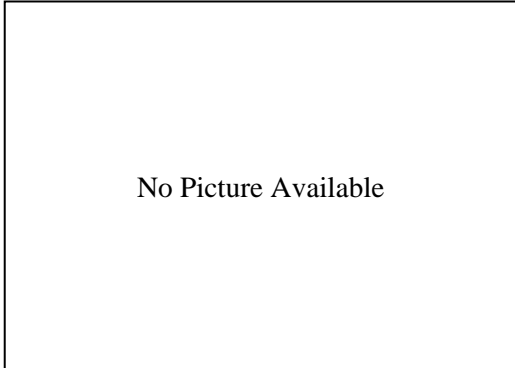


Best Practice: Residential Outreach Program



Category:	Communication
Location:	B12 Petroleum, Vietnam
Date Observed:	August 2006
POC:	Nguyen Dang Oanh (033 846446)
WWW:	N/A

Description: Residential outreach program that encourages neighboring facility residents to report suspicious activity.

Discussion: The landside fence line of the B12 Petroleum facility runs along the base of a steep hill which rises approximately 150 feet above sea level. Atop this hill is an extensive housing development whose residents have a commanding view of the facility. The facility’s security management team developed an outreach program that provides local residents with a twenty four hour emergency number, a point of contact, and monetary incentives to all who report observing any suspicious activity. The facility holds regular meetings with the residents to allow ideas or concerns to be expressed.

Potential Down-side: No potential downside identified.

Conclusion: The residential outreach program is an effective method of enlisting the participation of citizens to help with security.

Cost: Cost of implementing this practice is unknown.