



Person-to-person contact via any means where the target is in direct or indirect contact with an agent or co-optee of the targeting entity.

Foreign intelligence services use a technique called elicitation to gather intelligence through what appears to be normal, even mundane, social or professional contact. They may confirm or expand their knowledge of a sensitive program or gain clearer insight into a person they are targeting for recruitment.

DEFENSE SECURITY SERVICE NATIONAL COUNTERINTELLIGENCE AND SECURITY CENTER **PERSONAL CONTACT**

WHAT ARE THE PRIMARY METHODS OF EXPLOITATION?

This method of contact is associated with all methods of operation applied by foreign entities targeting cleared industry.

Those with the highest risk include:

- Exploitation of Commercial/Business Activities
- Exploitation of Insider Access
- Exploitation of Security Protocols
- RFI/Solicitation
- Exploitation of Relationships
- Search/Seizure

WHO IS BEING TARGETED?

You can be at risk simply because you have access to classified or sensitive intelligence. Foreign collectors will target anyone with access to the desired information, knowledge of information systems, or security procedures.

This includes but is not limited to:

- **Developers:** Scientists, researchers, engineers researching and applying new materials or methods to defense and other leading edge technologies
- **Technicians:** Engineers or specialists that operate, test, maintain, or repair targeted technologies
- **Production personnel:** Personnel with access to production lines or supply chain of targeted technologies
- **IT personnel:** Systems administrators or others with access to targeted facility networks and knowledge of network security protocols

- **Business development personnel:** Marketing and sales representatives
- **Human resources personnel:** HR representatives with access to personnel records
- **Facility personnel:** Anyone with access to a cleared or sensitive facility containing targeted information including security, clerical, maintenance, and janitorial personnel

WHY IS IT EFFECTIVE?

Foreign intelligence officers are trained in elicitation tactics; their job is to obtain protected information. Non-traditional collectors, such as business and academic contacts, will leverage existing relationships to obtain restricted information outside the scope of the relationship. Because of this, not all elicitation attempts are obvious to the target.

The trained elicitor and the non-traditional collectors will try to exploit natural human tendencies, including:

- The desire to be polite and helpful, even to strangers or new acquaintances
- The desire to appear well informed, especially about our profession
- The tendency to expand on a topic when given praise or encouragement; to show off
- The tendency to correct others
- The tendency to underestimate the value of the information being sought or given, especially if we are unfamiliar with how else that information could be used
- The tendency to believe others are honest; a disinclination to be suspicious of others

HOW CAN YOU RECOGNIZE IT?

The approach, both by trained intelligence professionals and non-traditional collectors, will usually be subtle. Some likely indicators of this method of contact include:

- Business contact requesting information outside of the scope of contract, or through an increased or gradual progression of information initiated from legitimately authorized business discussions
- Hidden or obscured end use or end user information
- Offer of paid attendance at an overseas conference
- Casual acquaintance appears to know more about your work or project than expected
- A casual contact shows unusual interest in your work, facility, personnel, or family details

COUNTERMEASURES

In the event you believe a personal contact has requested restricted information or attempts to place you into an exploitable situation, be prepared and know how to respond. Know what information you cannot share and be suspicious of those who seek such information.

Do not share anything the elicitor is not authorized to know, including personal information about yourself, your family, or your co-workers.

Plan tactful ways to deflect probing or intrusive questions. Never feel compelled to answer any question that makes you feel uncomfortable.

If you believe someone is attempting to elicit information from you, you can:

- Change the topic
- Refer them to public websites
- Deflect the question
- Provide a vague answer
- Explain that you don't know

WHAT TO REPORT

Report any instance in which you think that you may be the target of actual or attempted elicitation.

Personal contact is the vector for many intelligence methods of operation which constitute "suspicious contact," and are reportable by cleared companies to DSS (NISPOM 1-302b), and should be promptly reported.

EXAMPLES OF REPORTABLE ACTIVITY INCLUDE:

- Efforts by any individual, regardless of nationality, to obtain illegal or unauthorized access to sensitive or classified information or to compromise a cleared employee
- All contacts with known or suspected intelligence officers from any country
- Any contact which suggests the employee concerned may be the target of an attempted exploitation by the intelligence services of another country
- Business contact requesting information outside the scope of established contracts/agreements
- Business or personal contact asking for information about your co-workers
- Business or personal contact requesting you to violate a company policy or security procedures

Because elicitation can be subtle or requests from personal contacts may seem innocuous, you should report any suspicious conversations to your facility security officer or DSS representative.



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