

OPERATOR: Our next question comes from Brian Bennett. Your line is open.

QUESTION: Hi, this is Brian Bennett from *Time* magazine. I'm wondering in these reviews -- why this review wasn't done earlier, complaints about contractor conduct have been relayed to Ambassador Khalilzad, tocharge d'affaires Margaret Scobey, to Ambassador Crocker. And I'm wondering if in looking into this you had found any communiqués that have gone out of the Embassy into main State in the months prior to the September 16th incident about concerns about contractor conduct and why wasn't - why it took an event like September 16th for these concerns to be addressed?

AMBASSADOR KENNEDY: We -- when you look through the report you'll see that we interviewed a large number -- large number of individuals. We did not find any, I think, significant pattern of incidents that had not -- that the Embassy had suppressed in any way. No one told us that they had -- that they had made reports to the Embassy that had been suppressed.

Hello, hello.

Hello, any other questions?

OPERATOR: Our next question comes from Elise Labott. You're next.

QUESTION: Hi, thank you. I'm hoping you can talk a little bit more about the rules of engagement and how you said they'll line up with the military rules of engagement on the ground. And whether you found that there was a kind of culture among contractors that led to something -- to situations that would affect the larger mission in Iraq, if you could talk a little bit more about how the rules of engagement that have been used in the past might have given this perception that the U.S. contractors were insensitive or something because I see that you're instituting more awareness training and sensitivity training.

AMBASSADOR KENNEDY: Well, the awareness and sensitivity training is cultural sensitivity in order to simply expand the potential effectiveness. People always benefit from greater sensitivity.

On the rules of engagement -- the rules of engagement for the Department of Defense contractors and the Department of State contractors are very, very similar. The military uses, effectively, three steps which is shout, show, and shoot, which is, you know, you shout warnings to oncoming vehicles or personnel. You display your weapon and then you shoot. The State Department has relatively the same thing. We spell -- we sort of break the steps down a little further. They shout, they display a warning visually with their hands, they show their weapons, they -- the State Department fires what are called pen flares. It's a small device about the size of a large fountain pen that launches a very, very small light, you know, like a flare in the direction of the vehicle that's approaching as an attention-getter. They've also been known to throw empty water bottles at an approaching vehicle. And then the next step is you fire into the motor, into the grill of the car that's approaching in an attempt to disable it. And then only after all those steps or things do you fire into the passenger compartment.

Now, obviously, if a vehicle is approaching you at 60 miles an hour, the timeline gets very, very compressed between those things. And I also should mention that the vehicles that we use run with lights on the grills and they also carry spotlights, handheld spotlights, you know, at times, in terms of dusk or dark, to flash lights at the vehicle. So those