

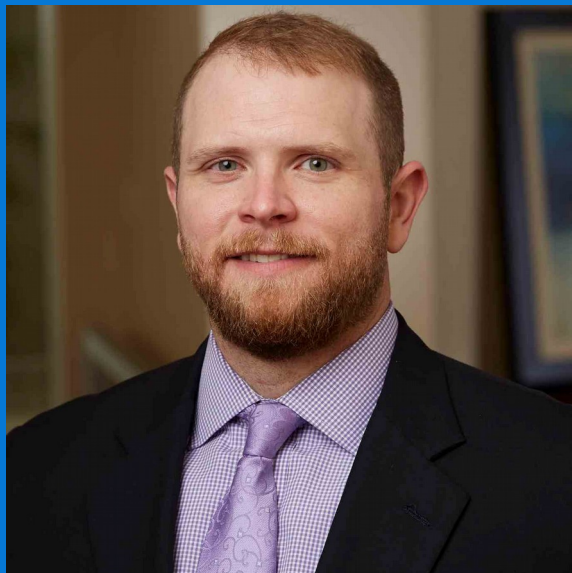
HUB

Advocacy. Tailored Insurance Solutions. Peace of Mind

PlanSource Eclipse 2019: Active Shooter & Workplace Violence Mitigation Awareness

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Risk Services Lead – National Hospitality Practice



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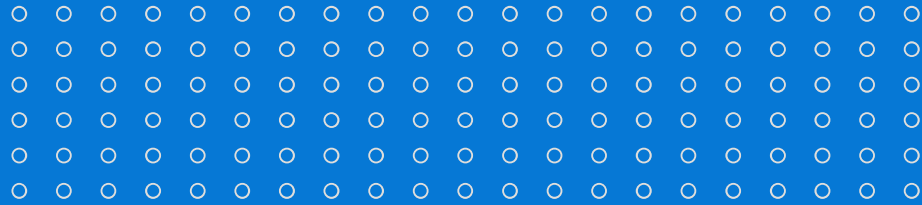
Vice President, Senior Risk Consultant

Risk Services Lead – National Hospitality Practice

Agenda

- 1** | Workplace Violence Prevention
- 2** | Overview of Active Shooter Incidents
- 3** | Protection & Prevention Measures
- 4** | Response Measures: Run, Hide, Fight
- 5** | Response Measures: Products/Insurance

1



Workplace Violence Prevention



Workplace Violence (WPV) Mitigation

- Workplace Homicides¹
 - Workplace Violence Injuries¹
 - Workforce witnessed an event²
 - Workforce experienced violent event²
 - Did not report incident
 - HR professionals unsure what to do³
 - HR professionals unaware WPV program³
- 500 (highest since 2010)
 - 90,000 (approx.)
 - 52%
 - 28%
 - 29%
 - 19%
 - 55%



¹ – [Bureau of Labor Statistics, 2016](#)

² – National Security Survey by Allied Barton

³ – SHRM 2019

Threatening Acts

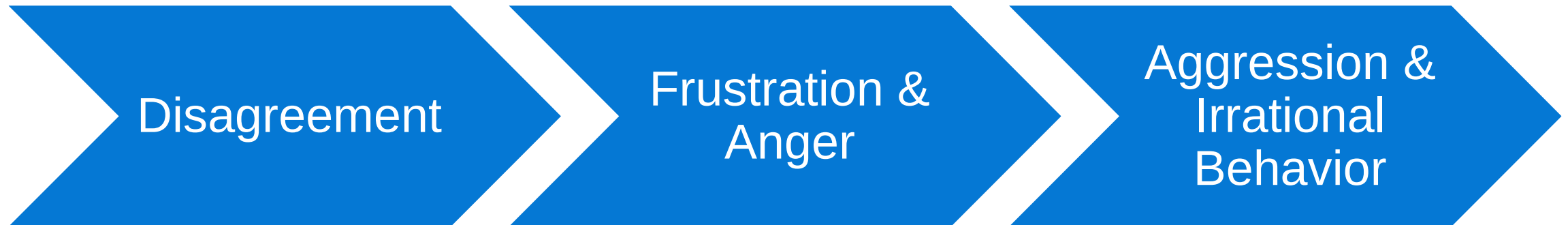


- Threats Categorized Using OSHA model:
 - Type I: Criminal Intent
 - Type II: Customer/Client
 - Type III: Worker-on-Worker
 - Type IV: Personal Relationship
- Also categorize the nature of any threats
- Other than direct threats
 - Observable behavioral indicators

Observable Indicators



- References to violence
- Obsession with violent themes
- Anger, intimidation, and bullying
- Repeated abusive or profane language
- Pattern of marked interpersonal conflict
- Allusions to violence against self or others
- Persistent inappropriate anger or conflict
- Fighting or assault
- Any form of harassment
- Stalking of a targeted individual
- Defacing company property
- Unrealistic fears of being harmed



Verbal De-Escalation:

- Use calm language, along with other communication techniques
- Try to diffuse, re-direct, or de-escalate a conflict situation.

Do:

- Remain calm
- Show respect
- Focus on problem
- Alert co-workers
- Report the incident

Don't:

- Argue or raise your voice
- Mimic an angry person's behavior

De-Escalation

Type I: Criminal Intent

- Comply as much as possible

Type II: Customer/Client

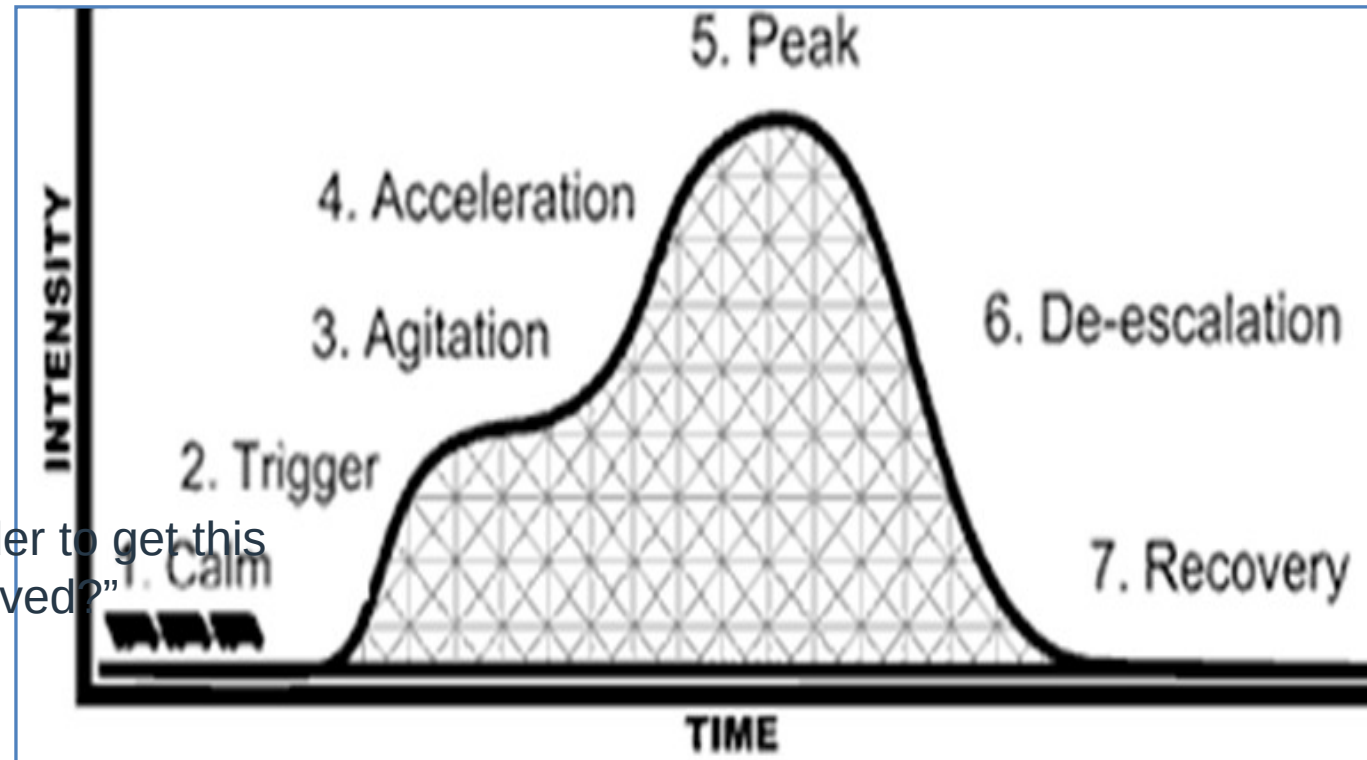
- “I’d be upset too, if I felt unfairly treated.”
- “You have a strong sense of right and wrong”

Type III: Worker-on-Worker

- “So I can (better understand, help), what do you want or need in order to get this situation resolved?”

Type IV: Personal Relationship

- Threat Assessment

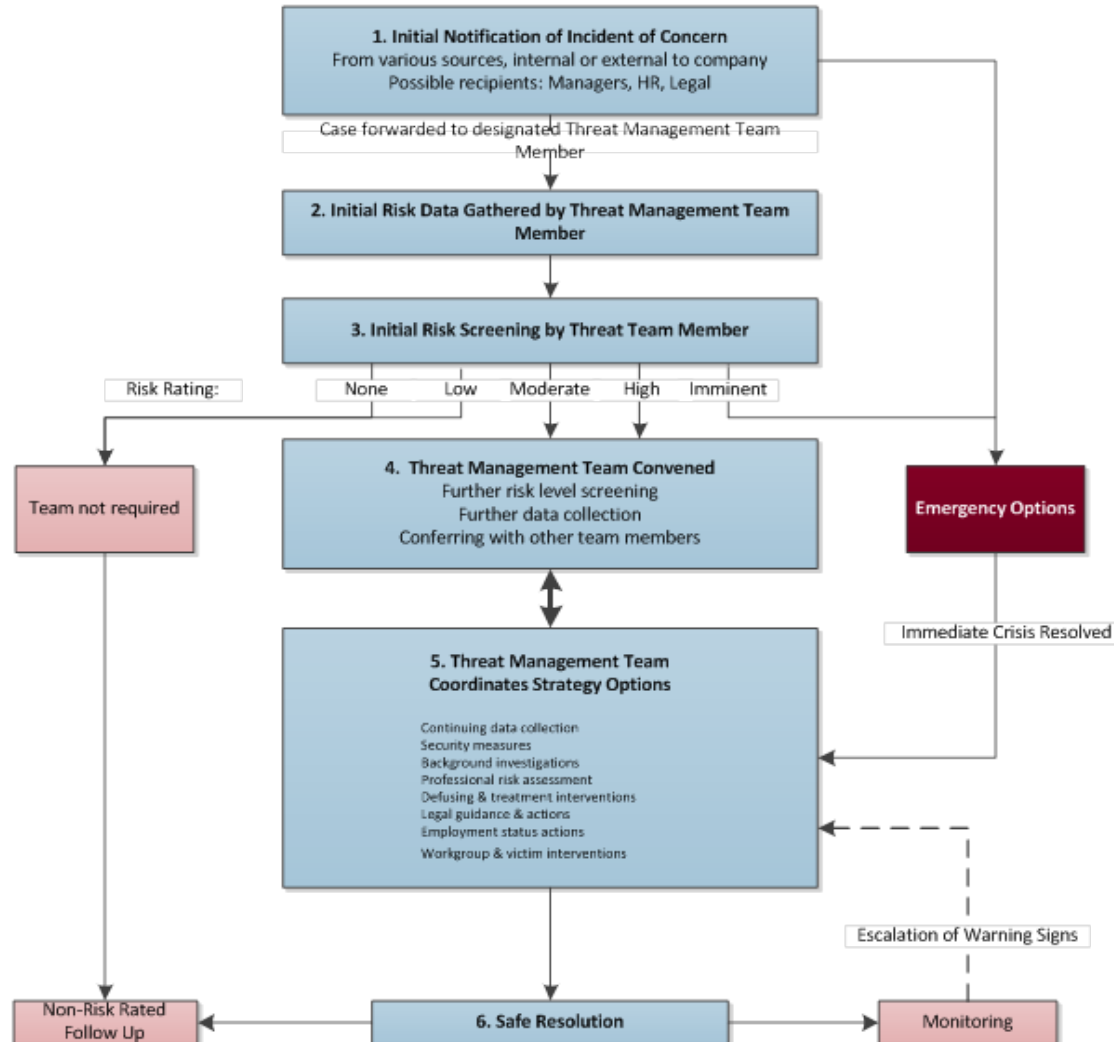


- Who is involved?
- How will it be conducted?
- What are you looking for?
- What are the personnel challenges?
- What are the triggers for escalation?



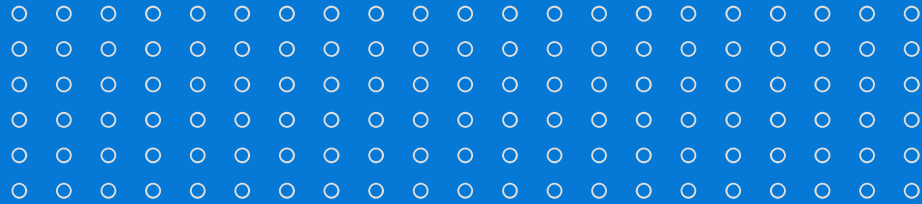
“Reasonable Person Test”

Case Management



Action Plans

- Monitor
- Arrest
- Suspension
- Reassignment
- Terminate employment
- EAP
- Treatment
- Trespass
- Maintain Contact
- Medical Health Professional
- Guard Services
- Security Upgrades
- Warn potential victims
- Notify all employees
- Alt. work locations
- Training
- Other



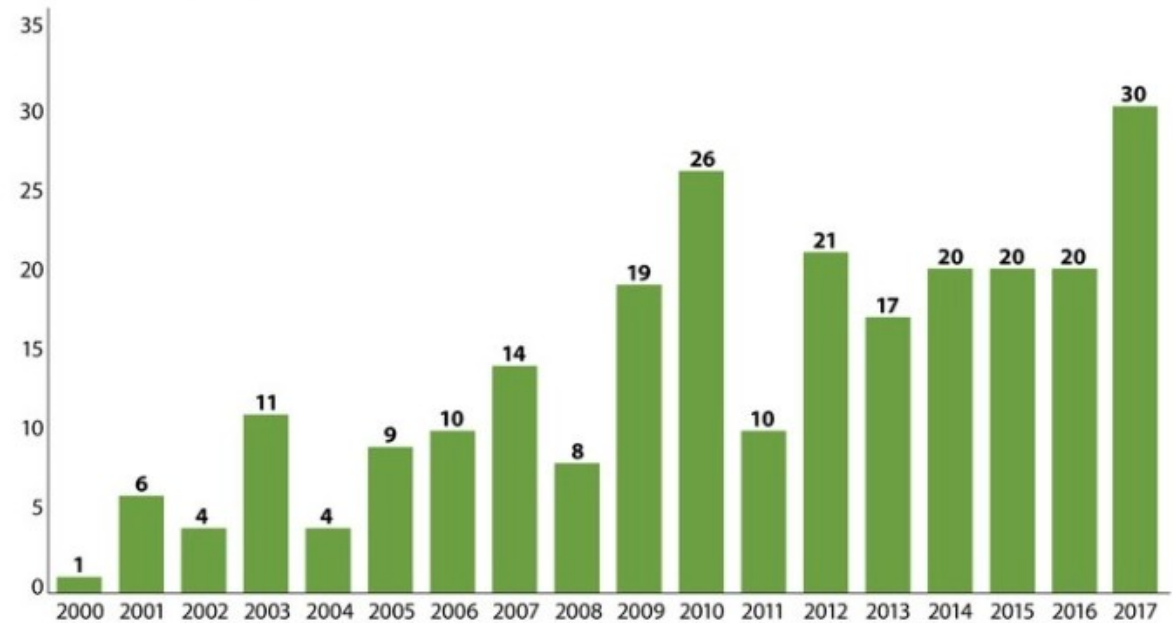
Overview of Active Shooter Incidents



Overview of Active Shooter Incidents



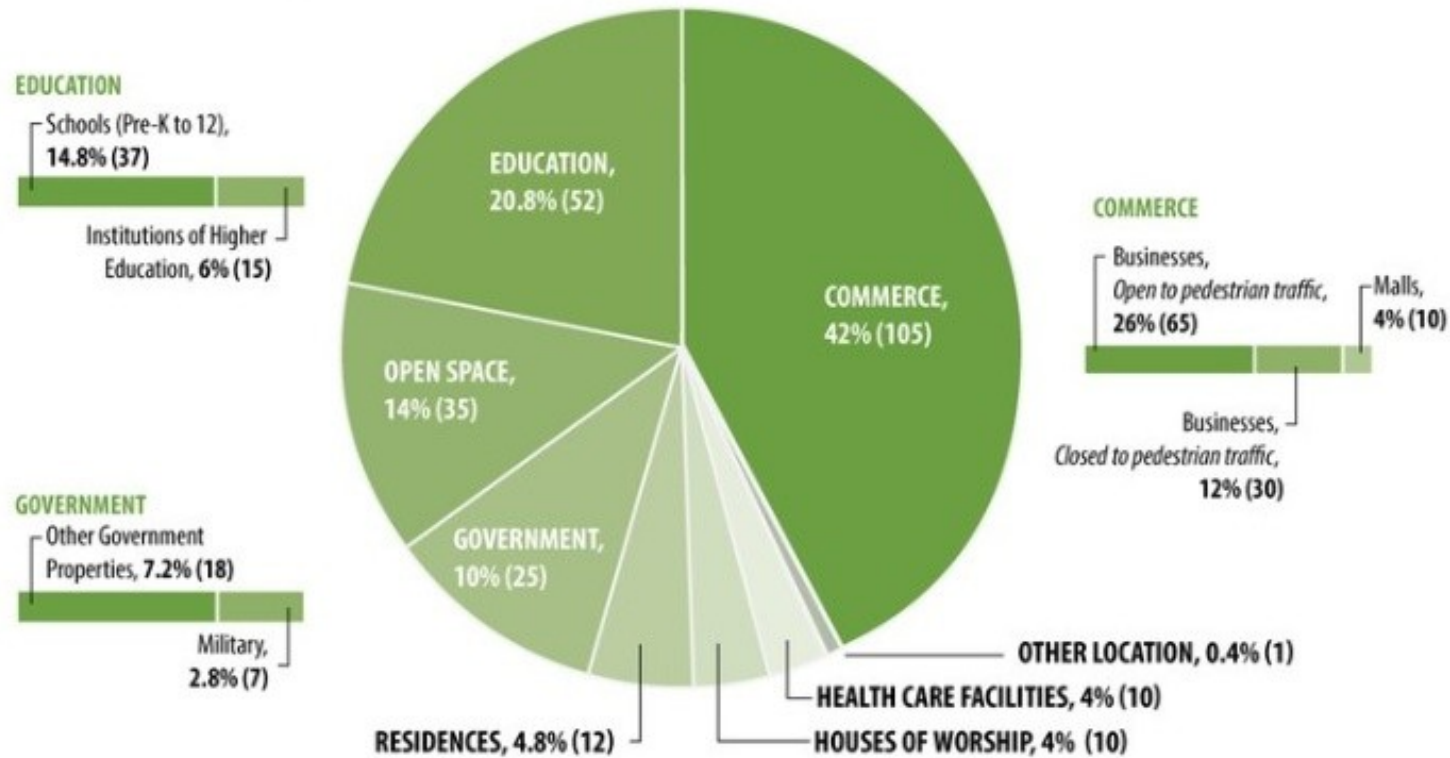
Quick Look: 250 Active Shooter Incidents in the United States From 2000 - 2017
Incidents Per Year



Incidents by Location Type



Quick Look: 250 Active Shooter Incidents in the United States From 2000 to 2017 Location Categories



Source: Federal Bureau of Investigation, 2017

Mass Casualties

- Virginia Beach (12/4)
- Aurora Illinois (5/5)
- Thousands Oaks (12/10)
- Tree of Life (17/6)
- Santa Fe High School (10/13)
- Parkland High School (17/17)
- Sutherland Springs (26/20)
- Las Vegas (58/851)
- Pulse Nightclub (49/58)
- Charleston AME (9/1)
- Aurora, CO Theater (12/70)
- Sandy Hook (27/2)
- VA Tech (32/17)
- Columbine (13/24)



Stages of an Active Shooter Incident

- 1. Fantasy Stage**
 - Creepy, very hostile or dark speech, drawings, writings, expression
(*The subconscious cry for help/intervention*)
- 2. Planning Stage**
 - Thoughts replaced by action, research, surveillance, declarative writings (manifesto)
- 3. Preparation Stage**
 - Devotes time to gathering materials, forewarning friends
- 4. Approach Stage**
 - Very dangerous time. Heading toward the target. Has weapons on hand or hidden in place
- 5. Implementation Stage**
 - Shooter makes entry, executes plan, shooting (violence) begins



- 5 -18 minutes*
 - Average Police Response
- 12 minutes
 - Average Active Shooter Event
- 3 minutes or less
 - 49% of Events Complete
- Best Means to Reduce Fatalities
 - Improve Civilian Response



Three Stages of Disaster Response

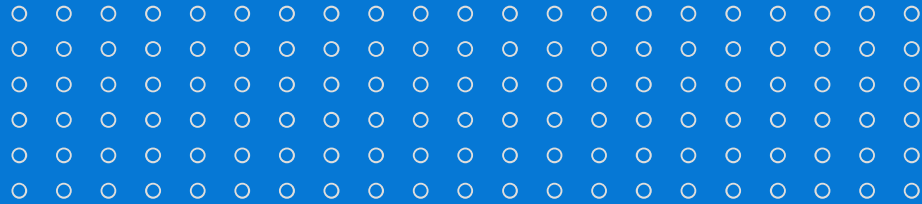
- Denial
- Deliberation
- Decisive Moment



- Primary priority is to eliminate the threat.
- Secondary priorities include:
 - Protecting the lives of the hostages(s)
 - Protecting the lives of innocent bystanders
 - Protecting the lives of police officers
 - Protecting the lives of the suspect(s)
 - Containing the situation
 - Not allowing the suspect(s) to escape
 - Not allowing individuals to enter the hot zone



3



Active Shooter Protection & Prevention Measures



Planning and Preparedness

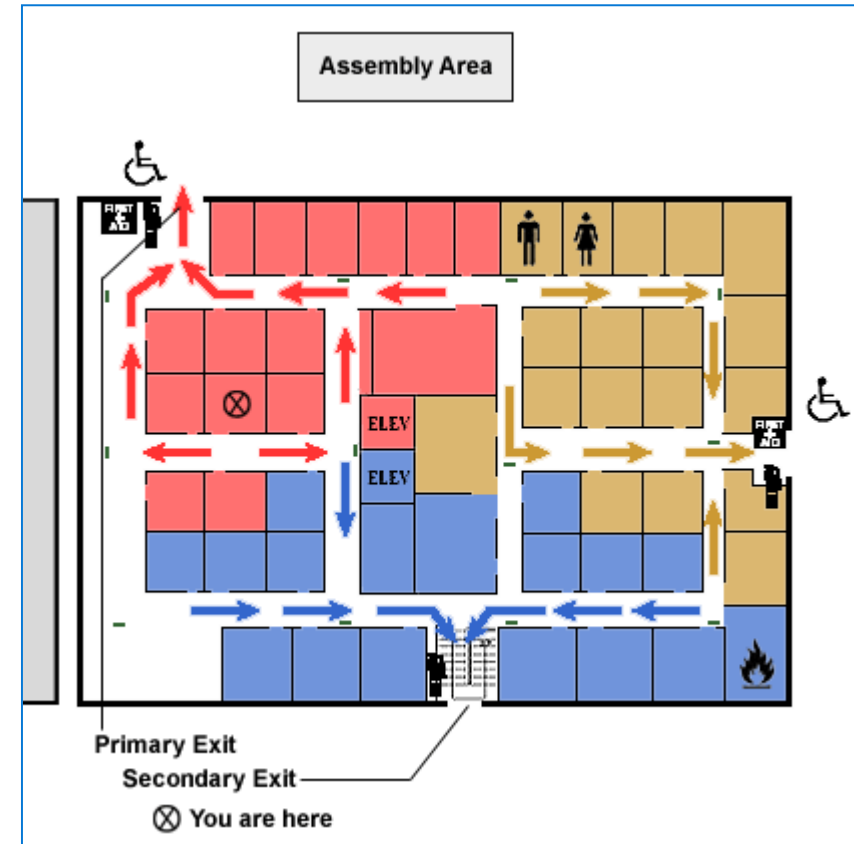
- Conduct threat analyses, vulnerability assessments, risk assessments, and security audits
- Develop comprehensive security and emergency response plan
- Conduct regular exercises:
 - Include employees, building management, security, and tenants
- Establish building evacuation and for shelter-in-place procedures



Preparation – Emergency Action Plans

An effective EAP should include:

- A preferred reporting method for Active Shooter situations and other emergencies
- Emergency procedures:
 - Evacuation
 - Shelter in place
- Staff contact information and responsibilities
- Local area hospitals & law enforcement
- Emergency notification (Mass Notification)



Emergency Action Plans – DHS & FEMA Training



Official website of the Department of Homeland Security

Homeland Security

Topics | News | In Focus | How Do I? | Get Involved | About DHS

Enter Search Term | On DHS.gov

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Home > CISA > Infrastructure Security > Hometown Security > Active Shooter Preparedness > Active Shooter Workshop Participant

Share / Email

Active Shooter Workshop Participant	Active Shooter Workshop Participant
Options for Consideration Preparedness Video	Whether you are able to attend a workshop or not, you may start developing an emergency action plan and access other informative materials.
Active Shooter Emergency Action Plan Video	Expand All Sections
Emergency Action Planning Trailer	Active Shooter: What You Can Do
	Workshop Series
"How to Respond" Resources	
Victims Assistance	
"Options for Consideration" Active Shooter Preparedness Video	
Active Assailant Security Resources	
Active Shooter Emergency Action Plan	
Emergency Action Planning Trailer	
Conducting Security Assessments: A Guide for Schools and Houses of Worship Webinar	
Business Continuity Planning Suite	
Insider Threat Trailer and Video	
Security of Soft Targets and Crowded Places Resource Guide	

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Independent Study Program (IS) > IS-907: Active Shooter: What You Can Do

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IS-907: Active Shooter: What You Can Do

Enter Keyword(s) or Course Code | Search IS

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IS Course List

Register for a FEMA SID

Critical Infrastructure Security and Resilience

Curriculum

Frequently Asked Questions

Course Date: 12/28/2015

Course Overview: An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly.

TAKE THIS COURSE

Interactive Web Based Course

ADDITIONAL RESOURCES

Downloads for Classroom - ZIP (16MB)

Active Shooter Preparedness (DHS Resource)

Federal Emergency Management Agency | Emergency Management Institute

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TAKE FINAL EXAM

Please note that the IS Program now requires a FEMA SID to be used instead of your SSN. If you do not have a SID, register for one here.

Take Final Exam Online

NOTICES

Test questions are scrambled to protect test integrity

Primary Audience: All individuals, including managers and employees.

Prerequisites: None

CEUs: 0.1

Course Length:

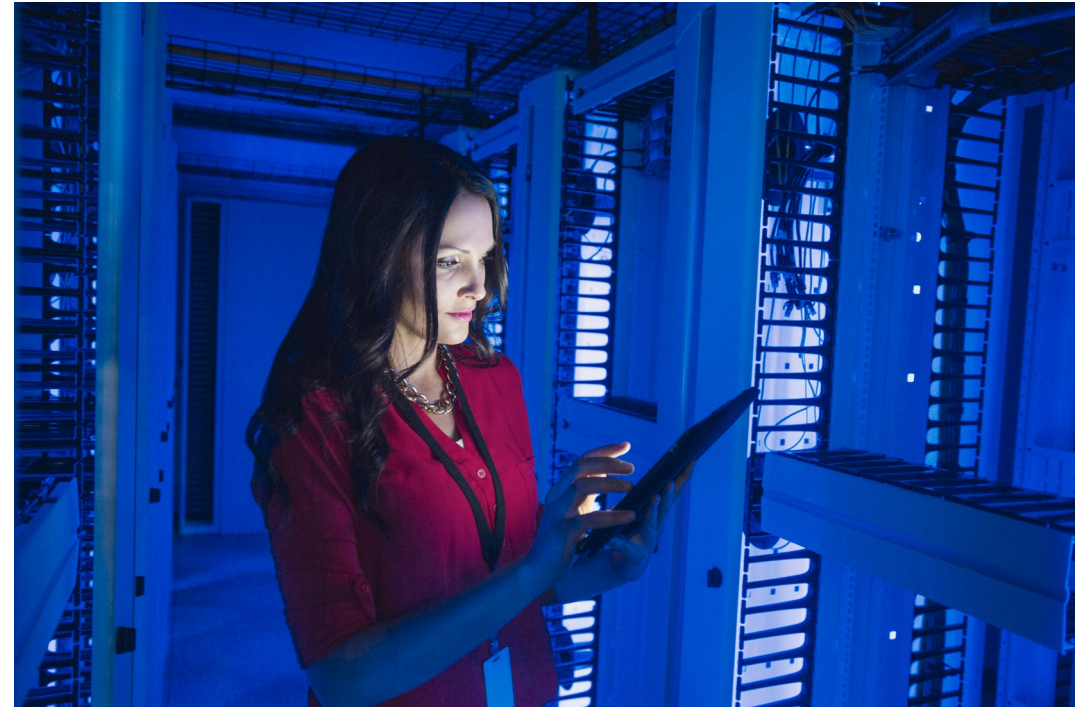
- Conduct thorough interviews
- Call references
- Consider background checks on all employees.
- Incorporate security into employee training
- Maintain an adequately sized, equipped, and trained security force
- Conduct regular drills



Access Control



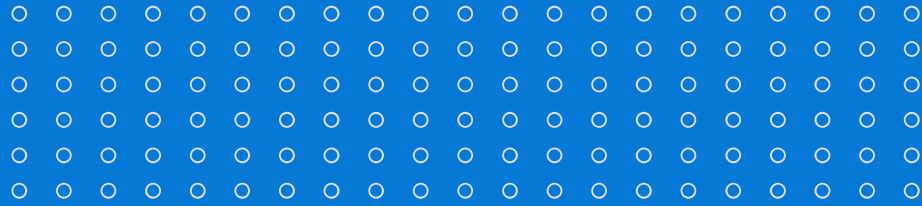
- Photo IDs for employees
- IDs for contractors, vendors, temp workers
- Sign-in/sign-out and IDs for visitors
- Review building vehicle traffic patterns
- Keep vehicles distant from sensitive or critical areas.
- Remove or tow illegally parked vehicles
- Provide physical access controls
- Training for recognition of suspicious items
- Utilize surveillance (physical/personnel)



Communication and Notification

- Install Mass Communication Systems
- Develop Notification Protocols
- Develop Communication Processes
- Ensure Comprehension in Multiple Languages
- **USE PLAIN LANGUAGE**





Response: Run, Hide, Fight



Active Shooter Response



The Department of Homeland Security recommends:

- Run
- Hide
- Fight



Run



- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

911 / Law Enforcement Calls

If **safe** to do so, provide 911 operators and Law Enforcement Officers with:

- Location of shooter
- Number of shooters
- Physical description of shooters
- Number and types of weapons
- Number of potential victims
- Follow dispatcher's or police instructions

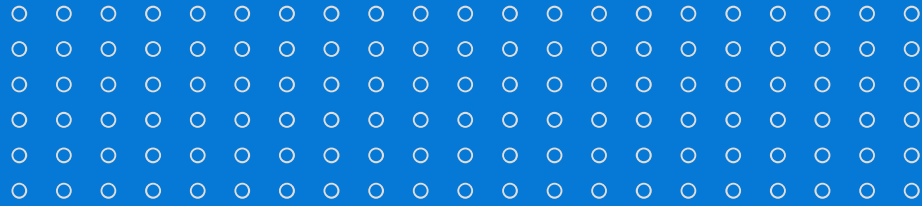
Hide



- Hide out of the active shooter's view
- Physical barriers in case shots are fired in your direction
- Do not trap you or restrict your options for movement
- Lock the door
- Blockade the door with heavy furniture, file cabinets, etc.
- Improvise with available items
- Silence cell phone and remain quiet
- Turn off any source of noise
- Hide behind large items

As a last resort, and **only when your life is in imminent danger**, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Commit to your actions



Products & Insurance



- Gunshot Detection Devices
 - Tyco
 - ASI
 - Gentech
- Security Guards
- Metal Detectors
- Non-lethal Systems
 - Guardian8
 - Strobes
 - Strikepens
 - Whistles/Sonic

Insurance Coverage

- Active Shooter and WPV Insurance Coverage
 - Add-ons to EPLI
 - Add-on to D&O
 - Add-ons to K&R
 - Standalone Coverage
- McGowan Program Administrators
- AIG
- IPOA - TerrorismPro

Thank you.

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