

Presented by  
**John J. Posey, CPP, PSP**  
 President  
 Corporate Security Services Inc

Corporate Security Services Inc. 2009  
[www.corpsecure.com](http://www.corpsecure.com)

**Workplace Violence:**  
*What You Need To Know In Order  
 To Protect Yourself, Your Family,  
 Customers , And Co-workers.*

Corporate Security Services Inc. 2009  
[www.corpsecure.com](http://www.corpsecure.com)

*There is concern about personal  
 safety.*

***Our purpose is not to create  
 fear, anxiety and paranoia.....***

***Our purpose is to level the  
 playing field.***

Corporate Security Services Inc. 2009  
[www.corpsecure.com](http://www.corpsecure.com)

**?**

**What is Workplace Violence**

Corporate Security Services Inc. 2009  
[www.corpsecure.com](http://www.corpsecure.com)

Workplace Violence is.....

Any physical act or

Any behavior (verbal or non verbal)

intended to harm, intimidate

or cause reasonable fear of harm

to others.

Corporate Security Services Inc. 2009  
[www.corpsecure.com](http://www.corpsecure.com)

### Types of Workplace Violence Incidents

- Random Attack
- Criminal Motive
  - Domestic Violence
  - Sexual Motive
- Business Dispute
- Employment Issue

Corporate Security Services Inc. 2009  
www.corsecure.com

### The Attacker can be.....

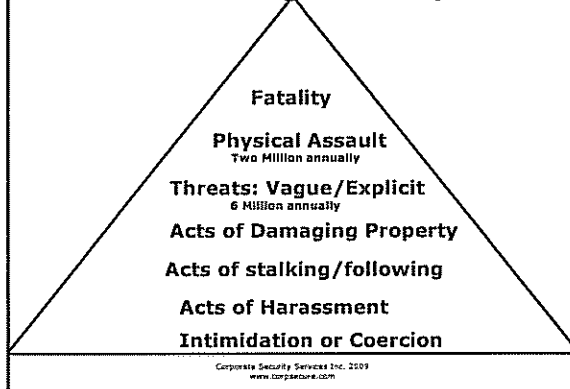
EXTERNAL Criminal Intruder or Stranger

EXTERNAL Customer, Spouse, Patient, Student

INTERNAL Employee, Contractor (current or former)

Corporate Security Services Inc. 2009  
www.corsecure.com

### The Violence Progression Pyramid



### The Three Stages Of Violent Behavior

Corporate Security Services Inc. 2009  
www.corsecure.com

#### Stage 1 Early Potential

- Objectifying And Dehumanizing Others
- Challenging Authority
- Regularly Argumentative
- Alienating Customers And Co-workers
- Originating & Spreading Lies
- Swearing Excessively, Using Sexually Explicit Language
- Abusing Verbally
- Sexual Harassing

Corporate Security Services Inc. 2009  
www.corsecure.com

#### Stage 2 Escalated Potential

- Arguing Frequently and Intensely
- Blatant Disregard of Policies/Procedures
- Setting Traps for Others
- Stealing From Company or Coworkers
- Making Verbal Threats
- Conveying Sexual Attention Or Violent Intentions By Letter, Voice Mail, Email
- Blaming Others For All Problems And Difficulties

Corporate Security Services Inc. 2009  
www.corsecure.com

## Stage 3 Realized Potential

- Physical Confrontations and Altercations
- Displaying Weapons
- Attempt, Or Committing Assault, Sexual Assault, Arson, Suicide

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Office Rage .. Air Rage...Road Rage Hunting Rage, Sports Rage, School Violence

How  
did we get here ?

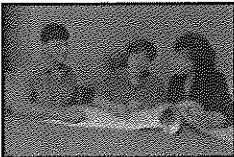
Isolation and technology factors

Loss of "Anchors": Peers/family

It's about me

Apathy

Corporate Security Services Inc. 2009  
www.corpsecure.com



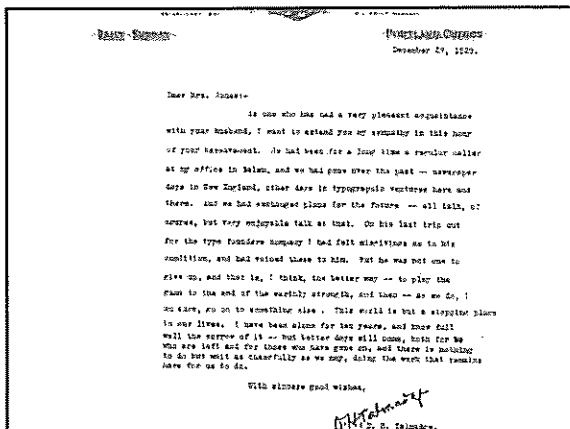
I can make  
a difference ....

- Our Behavior, courtesy and communications are part of the equation
- Our " Violence Diet "
- Violence is not a joking matter, just ask a victim of violence.
- Others are counting on us to take the right actions

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Courtesy & Communications

Corporate Security Services Inc. 2009  
www.corpsecure.com



## Violence is Honored

Corporate Security Services Inc. 2009  
www.corpsecure.com

How did we get here ?  
Are Video Games a Factor ?

**WARNING:** The following video contains violent and disturbing material

Corporate Security Services Inc. 2009  
www.corpsecure.com

## VIDEO GAMES DISCUSSION

PRACTICE /REPEATING VIOLENCE

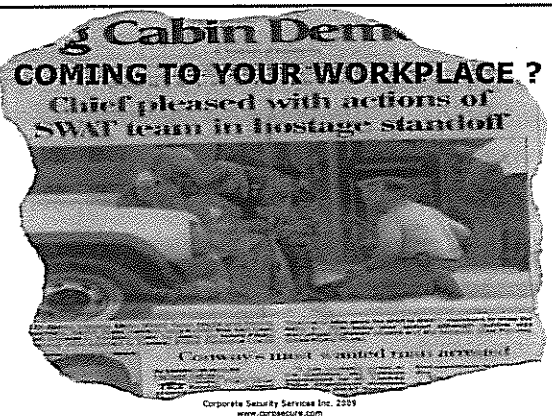
PROBLEM SOLVING BY VIOLENCE

CONDITIONING TO OVERCOME SENSITIVITY

REWARDED FOR VIOLENCE & DEBASING

Corporate Security Services Inc. 2009  
www.corpsecure.com

Our Culture of Violence:  
Internet Video Game Posted On The  
Internet Within Days Of The Virginia Tech  
Shootings



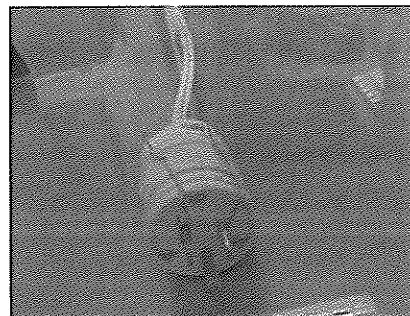
Corporate Security Services Inc. 2009  
www.corpsecure.com

## Fatal Workplace Violence Incidents

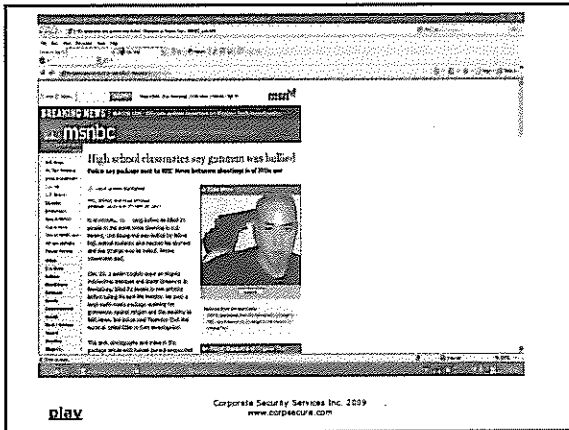
- Represents A Small Percentage of Actual Workplace Violence
- We Will Examine Fatal Incidents To Identify Methods To Prevent And Intervene
- Each Fatal Incident Depicted Will Underscore Missed Opportunities

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Playing "ODD MAN OUT"



Corporate Security Services Inc. 2009  
www.corpsecure.com



## Let's look at the extreme end of workplace violence: Workplace Murder

Corporate Security Services Inc. 2009  
www.corpsecure.com

**Could those murders have been prevented?**

**Missed warning signs?**

**Book on suicide, thinking about dying**

**I think he is going to kill someone,  
but if he was talking about it,  
I didn't think he would do it**

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Let's look at a workplace murderer

Fatal shooting at McDonald's

Notice: The following video contains profanity

Corporate Security Services Inc. 2009  
www.corpsecure.com

## The McDonald's Incident Attacker

- Assembly line worker at Motorola
- Fired five months earlier for missing 3 days of work
- Received EAP treatment two years earlier
- Attack at McDonald's because attacker locked self out of car
- Revolver only weapon, rifle locked in car

Corporate Security Services Inc. 2009  
www.corpsecure.com

## About Fatal Attacks....

- ✓ Preceded by warnings from Attacker
- ✓ Timing: Average delay nine months
- ✓ Usually occurs mid-day
- ✓ Usually a specific target/target area
- ✓ Assailant knows area and procedures
- ✓ Attacker surrender or suicide.. A coin toss

Corporate Security Services Inc. 2009  
www.corpsecure.com

## About Attacker profiles

You can not rely on profiles.....you can rely on behavior, performance and warning signs.

Fatal Attacker is usually male, age 18 - 58

Female Fatal attacker is rare

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Let's look at a workplace murderer

Silicon Valley Fatal shooting

Corporate Security Services Inc. 2009  
www.corpsecure.com

## The Silicon Valley Incident Attacker

- Computer programmer for ESL
- Fixation, harassment and stalking of female co-worker
- Employer kept relaxing rules, threatening discipline for over four years.
- Finally fired when he didn't stop behavior
- Attack occurred two years after termination
- Attack immediately prior to legal proceeding

Corporate Security Services Inc. 2009  
www.corpsecure.com

## The rest of the story....

Silicon Valley Fatal shooting Part II

Corporate Security Services Inc. 2009  
www.corpsecure.com

## The Silicon Valley Victim

- Did a lot of things correctly
- Tried for years to change or control Attacker's actions
- No support from employer for over four years.
- "Buys in" to some responsibility
- Was able to escape after being wounded, survived... had pre-planned an escape.

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Stalking and Domestic Violence

- Restraining Orders
- Legal Action – "Double Edged Sword"
- Police Response
- Employment Issues

Corporate Security Services Inc. 2009  
www.corpsecure.com

### What Is Stalking?

Stalking refers to harassing or threatening behavior that is engaged in repeatedly. Such harassment can be either physical stalking or cyberstalking.

Physical stalking is following someone, appearing at a person's home or place of business, making harassing phone calls, leaving written messages or objects, or vandalizing one's property.

Cyberstalking involves using the Internet or other electronic means to harass.

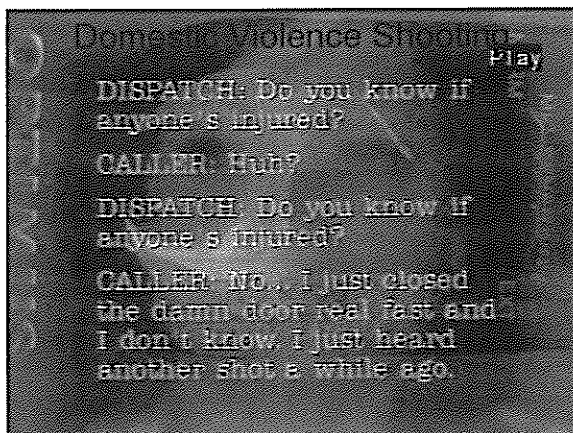
Either type of action may or may not be accompanied by a credible threat of serious harm. But both types can cause psychological damage, and each can potentially lead to an assault or even murder.

Corporate Security Services Inc. 2009  
www.corpsecure.com

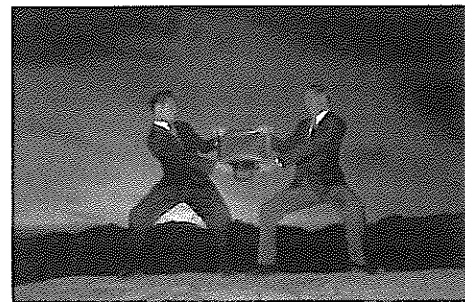
### About Domestic Violence and Stalking Victims....

- ✓ Knows the Attacker
- ✓ Has negative history with Attacker
- ✓ Usually left in a "Lone Ranger" situation
- ✓ Usually unable to avoid attacker
- ✓ Usually has a good handle on impending attack
- ✓ Allows shut down or over-ride of "Fear" signals

Corporate Security Services Inc. 2009  
www.corpsecure.com



### How to Handle Workplace Violence Issues



Corporate Security Services Inc. 2009  
www.corpsecure.com

### Compassion or Authority?

The response to a threat or risk needs to be made carefully... being too compassionate or authoritative can "feed" or trigger the actor.

Effective Assessment is Crucial

Corporate Security Services Inc. 2009  
www.corpsecure.com

### Avoid Quick Fixes

- Termination
- Placating
- Procrastinating
- Confrontation

Corporate Security Services Inc. 2009  
www.corpsecure.com

..Let's just fire them....

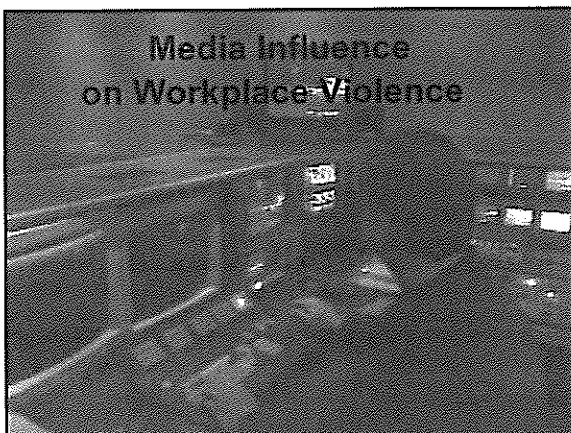
- ✓ 33 year old Claims Manager
- ✓ Last words: "You shouldn't have fired me"
- ✓ Referred to self as an "Alien"
- ✓ Blamed others
- ✓ History of carrying gun
- ✓ History of on the job conflict

Corporate Security Services Inc. 2009  
www.corpsecure.com

...Just Fire Them !

- 24 years on the job
- They wouldn't let me talk....
- I kept hearing "termination"
- Company installed metal detectors

Corporate Security Services Inc. 2009  
www.corpsecure.com



## The Goal

- ✓ Get the threat or risk off the table
- ✓ Subject gets on with their life ... and let's go of the issue

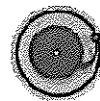
Each situation is unique, and requires a unique approach

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Pre - Violence Process

1. Recognize potential violence issue
2. Assessment
3. Intervene and Implement
4. Attempt Resolution
5. Re-Assess progress/status
6. Adjust accordingly

Corporate Security Services Inc. 2009  
www.corpsecure.com

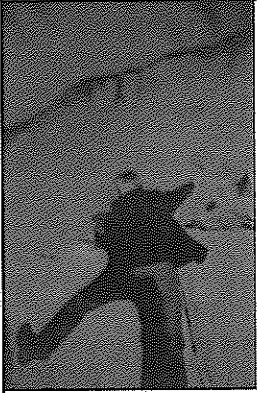


Threat or Violence in progress  
**If subject has a weapon ...**

- ✓ 911 notify
- ✓ Disperse/Evacuate
- ✓ Isolate
- ✓ Lockdown
- ✓ Compliance
- ✓ Avoid sudden "startle actions"

Corporate Security Services Inc. 2009  
www.corpsecure.com





**LIFE SAFETY ISSUES**

- ✓ Do not hesitate to call the police
- ✓ If confronted with an armed subject comply and escape at first opportunity
- ✓ Do not attempt to restrain or remove a violent subject by yourself
- ✓ Always report violent, threatening or harassing behavior

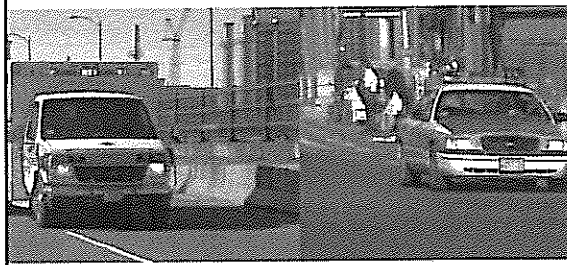
Corporate Security Services Inc. 2009  
www.corpscure.com

**Post Incident Actions**

- Business Resumption/Recovery
- Investigation actions
- Communications
- Site Restoration
- Human Support Resources
- Incident De-Briefing
- Assessment and Correction

Corporate Security Services Inc. 2009  
www.corpscure.com

**Need to really understand how the "911" response will occur**



Corporate Security Services Inc. 2009  
www.corpscure.com


**No Program.. just "Zero Tolerance"**

Where there is a "Zero Tolerance Policy" a rigid termination strategy... and there is No training, No EAP, No dispute resolution... etc.

There is No Workplace Violence program

Corporate Security Services Inc. 2009  
www.corpscure.com

**ZERO TOLERANCE**



Corporate Security Services Inc. 2009  
www.corpscure.com

**Need to understand how the Media will respond to the incident ... and have a security plan for media**

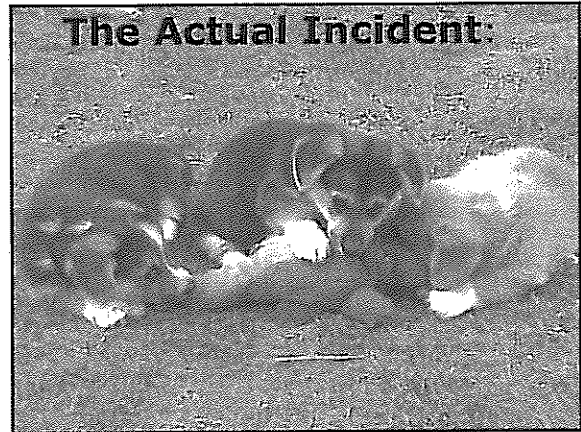
Corporate Security Services Inc. 2009  
www.corpscure.com

## HEADLINE:

"Pack of wild dogs attacks alligator"

Corporate Security Services Inc. 2009  
www.cspsecure.com

## The Actual Incident:



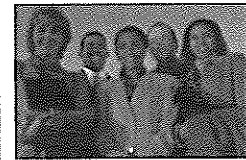
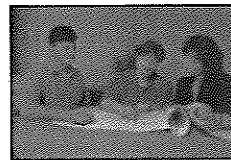
## The WPV Prevention Toolkit



- Management Commitment
- Team in Place: Bosses, Employees and Union
- Robust Employment Screening
- Employee Involvement and Training
- The " Radar Screen"
- "What If" contingency plans that are tested
- Assessment and Intervention process
- Good Physical security and Access Control
- Employee assistance and dispute process
- External resources available and established
- Re-Evaluate Readiness and Risk Environment

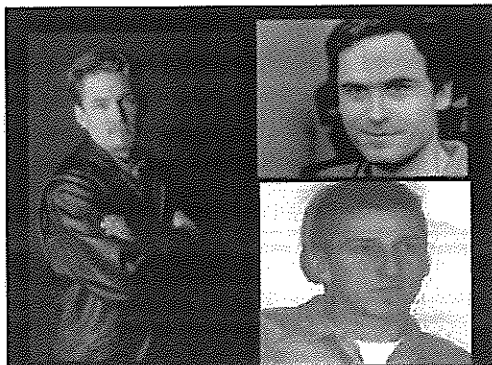
Corporate Security Services Inc. 2009  
www.cspsecure.com

**Developing a Security Team...** The actual security of the organization will be determined by people.. The employees.. patrons...stakeholders



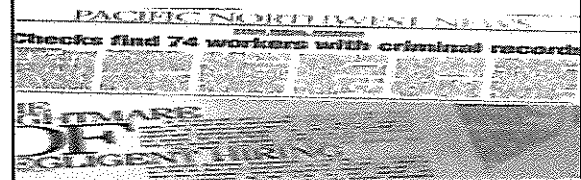
Corporate Security Services Inc. 2009  
www.cspsecure.com

## So I got the job?

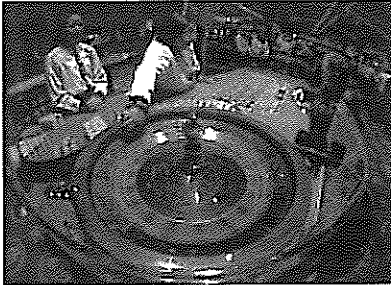


## Pre-Employment Screening

- Don't bring dangerous people into the workforce
- Dig as deep as Law and policy allow
- No one has a "right" to work here
- Typically more effort expended on buying fax cartridges than employment screening
- Robust screening prevents other risks



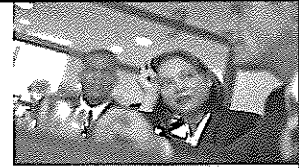
## No Robust Employment Screening



Corporate Security Services Inc. 2009  
www.corpsecure.com

**Actual safety and security is critically reliant on...**

**Robust outreach to employees and training**



Employees need to know..

- ✓ What is in it for me ?
- ✓ What is my role.. what is expected of me?
- ✓ What should I do if security issues arise?
- ✓ What not to do
- ✓ What and how to report incidents and conditions that could occur
- ✓ How to put emergency plans into action
- ✓ What the organization will do when issues arise

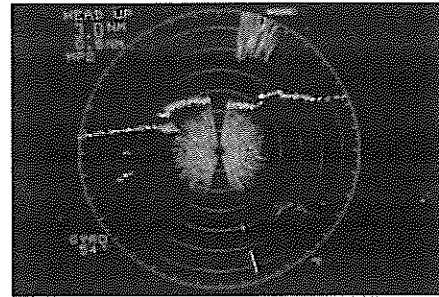
Corporate Security Services Inc. 2009  
www.corpsecure.com

## No Training.. No Security Team

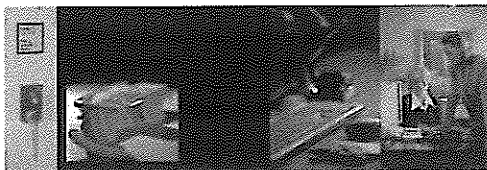


Corporate Security Services Inc. 2009  
www.corpsecure.com 2005 ©

## Workplace Street Smarts The Radar Screen



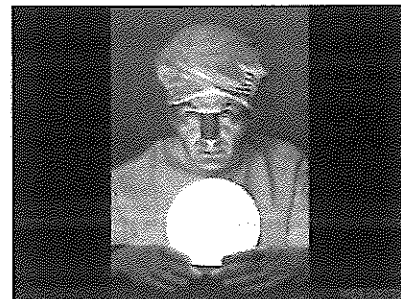
www.corpsecure.com



**THE RADAR SCREEN:** Robust process for receiving, analyzing trends in information regarding incidents and conditions that could lead to loss or injury.

Corporate Security Services Inc. 2009  
www.corpsecure.com

## No Training.. No Radar Screen

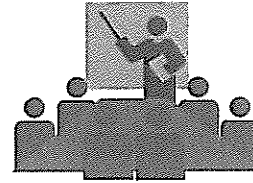


Corporate Security Services Inc. 2009  
www.corpsecure.com

## Security Assessments

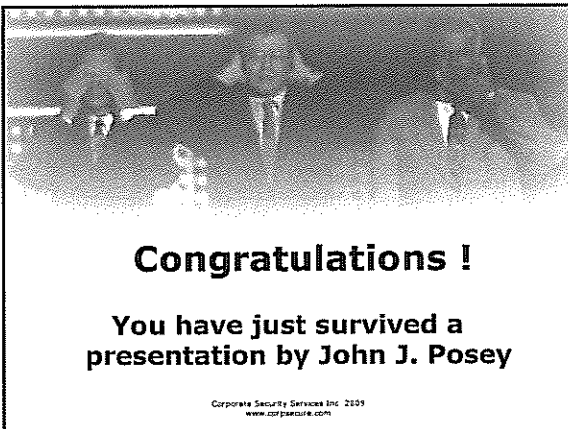
- Attitude / Practices
- Employees aware and involved
- Training program
- "Access at Will"
- "Real World" Emergency procedures
- Emergency plans tested?
- Physical security / CPTED

Corporate Security Services Inc. 2009  
www.corpsecure.com



## • Discussion and Questions

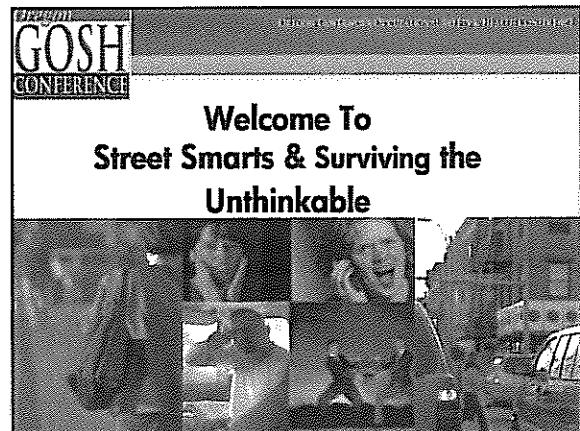
Corporate Security Services Inc. 2009  
www.corpsecure.com



**Congratulations !**

**You have just survived a  
presentation by John J. Posey**

Corporate Security Services Inc. 2009  
www.corpsecure.com



## Street Smarts & Surviving the Unthinkable



Corporate Security Services Inc. 2009  
www.corpsecure.com

*Presented by*

**John J. Posey, CPP, PSP**

**President**

**Corporate Security Services Inc**



Corporate Security Services Inc. 2009  
www.corpsecure.com

## Balance and Perspective

- Living in our world in 2008 has some risks to our safety.
- Life without people would be boring.
- Enjoy life, our community, public spaces.
- Focus on what we can control.
- There are certain times and places for vigilance....

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Street Smart Basic Rules

- All actions must be tied to staying safe.. surviving. You can not help others if you are not safe
- Never trade people for property
- Never leave the safety of the home, workplace or vehicle to address security issues

Corporate Security Services Inc. 2009  
www.corpsecure.com

## The 4 Step PLAN for Street Smarts

### PLAN - "What if..?"

- **PREVENT THE EVENT:** Operate from a prevent mindset.. No event is a win!
- **LOOK:** "The Scan" & Not Looking Like A Victim
- **AVOID:** Refuse To Be Engaged, Distance As A Defense
- **NEW CHOICES:** Habits & Doing the Unexpected

Corporate Security Services Inc. 2009  
www.corpsecure.com

## The 4 Step PLAN for Street Smarts

### PLAN - "What if..?"

- **PREVENT THE EVENT:** Operate from a prevent mindset.. No event is a win!

Corporate Security Services Inc. 2009  
www.corpsecure.com

## The 4 Step PLAN for Street Smarts

### PLAN - "What if..?"

- **LOOK:** "The Scan" & Not Looking Like A Victim

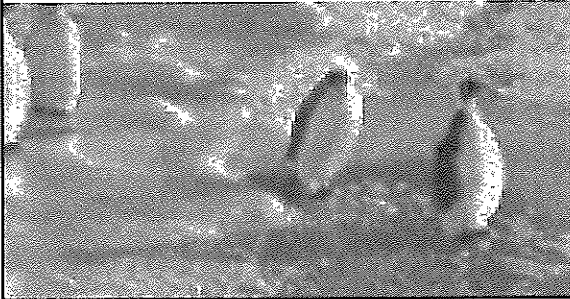
Corporate Security Services Inc. 2009  
www.corpsecure.com

## STREET SMARTS

Turn on the  
"SCAN"

Corporate Security Services Inc. 2009  
www.corpsecure.com

Your Safety and Security depends on what you **Inspect** .... not what you expect !



## The 4 Step PLAN for Street Smarts

PLAN - "What if..?"

- **AVOID:** Refuse To Be Engaged,  
Distance As A Defense

Corporate Security Services Inc. 2009  
www.corpsecure.com

## STREET SMARTS

Refuse to be engaged...you do not want the interaction!

Do you have ..a match, the time,  
gas money.. Directions to??

Do you need help?

Can I help You?

Corporate Security Services Inc. 2009  
www.corpsecure.com

## STREET SMARTS

Distance is a  
Defense

Corporate Security Services Inc. 2009  
www.corpsecure.com

## The 4 Step PLAN for Street Smarts

PLAN - "What if..?"

- **NEW CHOICES:** Habits & Doing the  
Unexpected

Corporate Security Services Inc. 2009  
www.corpsecure.com

## STREET SMARTS

**Habits and Doing  
the Unexpected**

Corporate Security Services Inc. 2009  
www.corpsecure.com

## STREET SMARTS

- Our Choices
- Guns, Mace, Whistles and Gadgets

Corporate Security Services Inc. 2009  
www.corpscure.com

## Let me help you...

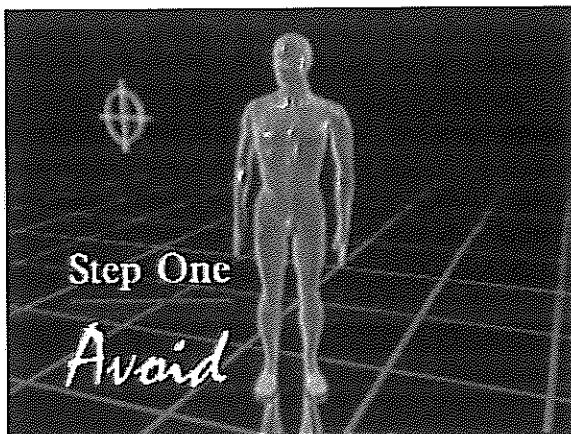


## Our Outlook on Being Helped...

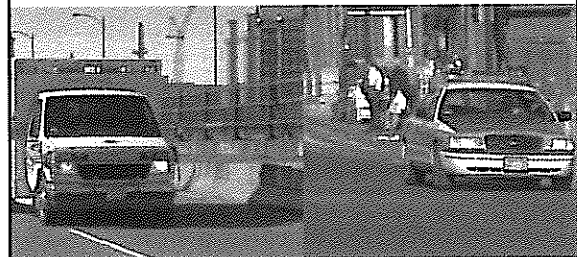
- The "BUDDY PLAN"
- The Grocery Store
- Valet parking
- Front Desk, Concierge,
- Security

Corporate Security Services Inc. 2009  
www.corpscure.com

## Using Available Resources

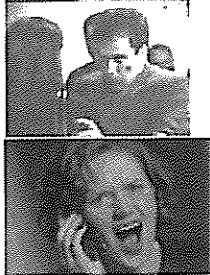


## Being a "911" Caller



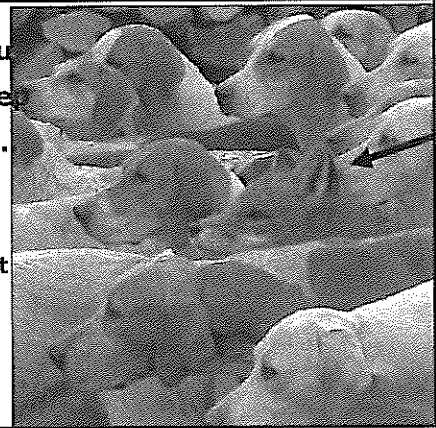
Corporate Security Services Inc. 2009  
www.corpscure.com

## Dealing with Anger and Aggression



Corporate Security Services Inc. 2009  
www.corpscure.com

When you  
are in deep  
trouble....  
try to look  
like you  
know what  
you are  
doing.



## Dealing with an anger or potential violence situation.....

- The behavior makes sense to the subject
- The actor has a goal - we need to know the goal
- We need to park our "labeling and judgment"
- Need to slow the situation down
- If we can't make it better, don't make it worse
- Control of self 1<sup>st</sup>
- Team efforts work - No "Lone Rangers"

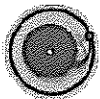
Corporate Security Services Inc. 2009  
www.corpscure.com



## Things That Will Make It Worse.....

- |                        |                       |
|------------------------|-----------------------|
| Quote Policy           | Act Superior          |
| Draw Line In Sand      | Square off            |
| Display Some Attitude  | Touch                 |
| Act Unconcerned        | Point                 |
| Invade Space           | Block Exit path       |
| Corner                 | Provide "Audience"    |
| Play "Win" "Loss" Game | Criticize, Condescend |
| Loud, Fast Speech      | Make Sudden Move      |
| Quote Policy Again     | Make Reflexive Move   |

Corporate Security Services Inc. 2009  
www.corpscure.com



## Threat or Violence in progress If subject has a weapon ...

- ✓ 911 notify
- ✓ Disperse/Evacuate
- ✓ Isolate
- ✓ Lockdown
- ✓ Compliance
- ✓ Avoid sudden "startle actions"

Corporate Security Services Inc. 2009  
www.corpscure.com

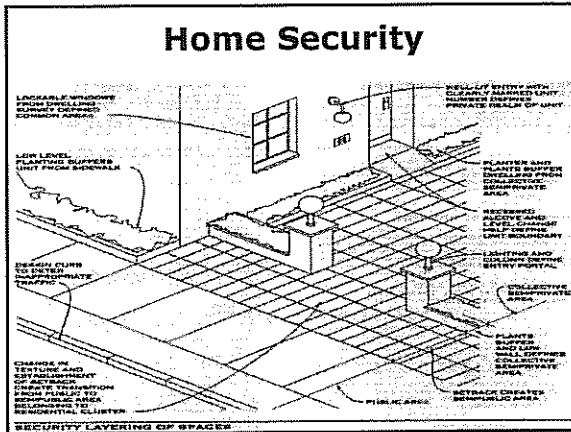
## About Angry People ..... Anger Incidents

Expend the maximum effort to avoid ... it is better not to have one occur.... Even successful outcomes have costs.

- ✓ The "Disposal" factor
- ✓ Real "Old fashioned" customer service values

Corporate Security Services Inc. 2009  
www.corpscure.com





### Home Security

- Hello, I was just wondering....

Telephone

Entry Door

Corporate Security Services Inc. 2009  
www.corpsecure.com

### Home Physical Security

- Lighting
- Landscaping – Under 3 ft/up to 8 ft
- Entry Points:  
Doors/Windows/Locks
- “What If” Planning

Corporate Security Services Inc. 2009  
www.corpsecure.com

### Home Physical Security

Don't supply the equipment!

What do you have staged at your place that will aid intruders ?

Ladders  
Tools

Corporate Security Services Inc. 2009  
www.corpsecure.com

### Handling Theft ..Shoplifting....Suspicious Persons in the Workplace

Corporate Security Services Inc. 2009  
www.corpsecure.com

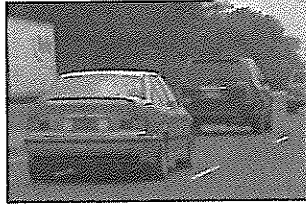
### Handling Theft ..Shoplifting....Suspicious Persons & Criminal acts in the Workplace

- What is your role?
- The “ Nordstrom’s” model
- No following/apprehension
- The “RADAR SCREEN”

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Vehicle Driving Issues

- Car Jacking
- Road Rage
- Disabled Vehicle/  
accident



Corporate Security Services Inc. 2009  
www.corpssec.com

## Car Jacking



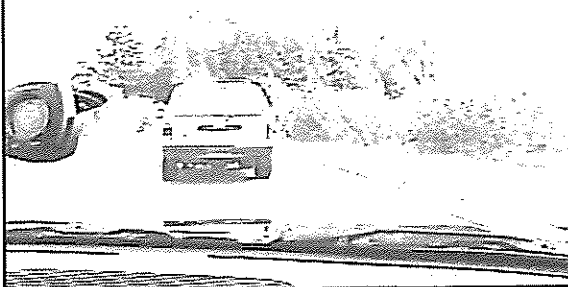
## Specific Driving Techniques Locked Car Doors



## SPECIFIC DRIVING TECHNIQUES TAILGATING



## SPECIFIC DRIVING TECHNIQUES Distance as a Defense



## SPECIFIC DRIVING TECHNIQUES Getting Boxed in





# Road Rage

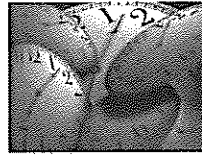
Corporate Security Services Inc. 2009  
www.corpsecure.com

## Robbery



Corporate Security Services Inc. 2009  
www.corpsecure.com

### Reducing the Chance of Injury



**The Robber/s  
Goal is:  
Get Money and  
Escape**

Your GOAL: Quickest Robbery and departure of robber/s in history

Your Personal "what if" planning is important

COMPLY...ALL ACTIONS ARE GUIDED BY :  
IS IT SAFE TO DO THIS?

Do not resist.....Do not do more than required

Corporate Security Services Inc. 2009  
www.corpsecure.com

### **DO NOT** Engage in Active Resistance

- Physically attacking the robber.
- Restraining the robber from leaving.
- Running after the robber

Corporate Security Services Inc. 2009  
www.corpsecure.com

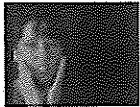
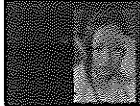
### **Do Not** Engage in Passive Resistance

- Verbal resistance (intentional).
- Delaying or failing to comply.
- Unusual, sudden, or unexpected movements.
- May not know they are perceived by the robber as resisting.

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Robbery Myths

- ✓ Don't Look at the Robber
- ✓ Don't Talk to the Robber
- ✓ Don't set off Alarms



Corporate Security Services Inc. 2009  
www.corpsecure.com

## Movements and Silence

- Avoid making unusual, sudden, or unexpected movements.
- Prior to making Any movement, You Must inform the robber of what you intend to do.
- In the unlikely event that an employee is told to remain silent, they must now revert to non-verbal communication.

Corporate Security Services Inc. 2009  
www.corpsecure.com

## GENERAL GUIDELINES for ROBBERY IN PROGRESS

- Stop what you are doing
- Calm & Controlled
- Comply with instructions
- Do not resist
- No sudden movements
- Inform robber/s before making any movement



Corporate Security Services Inc. 2009  
www.corpsecure.com

## Weapon not Visible and Notes

- Comply as if weapon is displayed
- Do not wait for weapon to be displayed
- Do not Challenge
- Do not ask if it's a joke

Corporate Security Services Inc. 2009  
www.corpsecure.com

## ROBBERY

Robbery is about property -  
Comply with the transfer of property...

Robbery is about control, seclusion  
... Being controlled or moved to  
seclusion is a dangerous development!

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Surviving the Unthinkable

Corporate Security Services Inc. 2009  
www.corpsecure.com

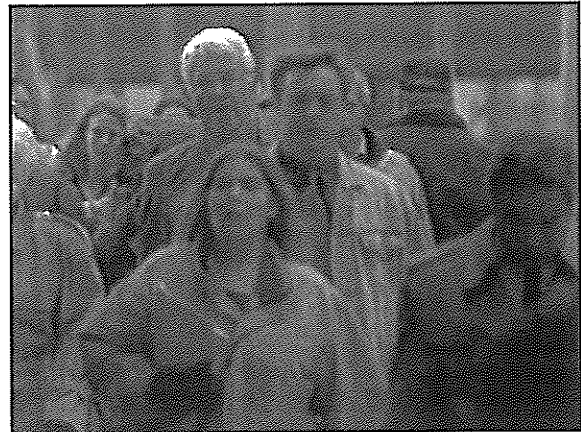
## Survival: What Survivors Have in Common

Survivors have a plan of action

Survivors Act vs. Waiting and watching

Fear vs. Anxiety..Not overriding mother nature

Corporate Security Services Inc. 2009  
www.corpssecure.com



## The Difference Between Being Prepared And Being Unprepared In An Emergency

The initial response for trained and untrained is the same.....

Startle and Fear

Corporate Security Services Inc. 2009  
www.corpssecure.com

## Difference Between Being Prepared And Being Unprepared In An Emergency

Prepared – Trained

Un-Prepared – Untrained

- |                               |                      |
|-------------------------------|----------------------|
| ■ Anxious                     | ■ Panic              |
| ■ Recall what they've learned | ■ Disbelief & Denial |

Corporate Security Services Inc. 2009  
www.corpssecure.com

## Difference Between Being Prepared And Being Unprepared In An Emergency

Prepared – Trained

Un-Prepared – Untrained

Prepare to act as they've rehearsed

In Denial & Shock

Commit to Action

Descend into helplessness

Corporate Security Services Inc. 2009  
www.corpssecure.com

## Survival Mindset

- Ask "WHAT IF" questions
- Pre Plan your strategy to decide what you will do

Corporate Security Services Inc. 2009  
www.corpssecure.com

## Survival Mindset

- Figure out the situation - What is going on?
- Trust your intuition, your instincts
- Be prepared to take action

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Survival Mindset Is Essential

- Need to be prepared to react with purpose
- Maximize Survival Potential

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Survivors

- Take the time to think & pre-plan
- Using "What if" questions, what would I do if ....?
- Prepare mentally to survive
- Prepare emotionally to survive
- Survivors are stakeholders in their own safety & security

Corporate Security Services Inc. 2009  
www.corpsecure.com

## Basic Survival Plans

**FIRE**

**HOME BURGLARY**

**ROBBERY**

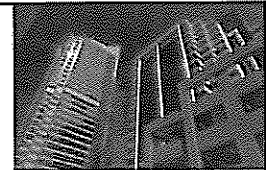
**ASSAULT**

**HIGH RISE  
& CROWD SETTINGS**

Corporate Security Services Inc. 2009  
www.corpsecure.com

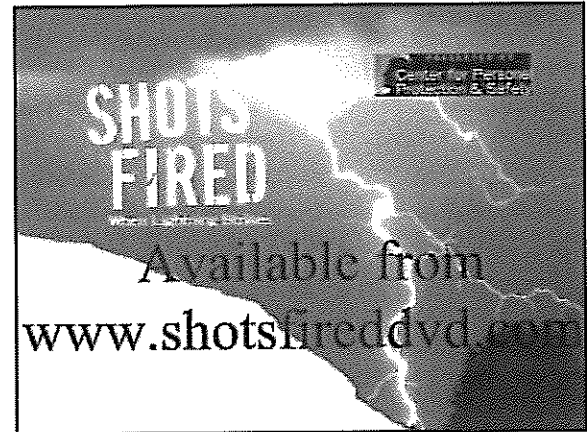
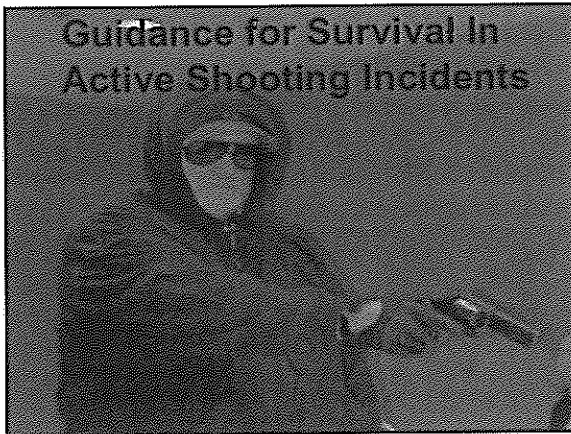


## High Rise Building Emergencies



- Know where the emergency exits are.
- Do not delay in exiting when building emergency alarms/announcements occur.
- A small high power flashlight packed in your shaving kit/make-up bag will increase your ability to evacuate safely.

Corporate Security Services Inc. 2009  
www.corpsecure.com



### Probability of Active Shooting

- The "ODDS" are low that you would ever experience this situation
- Comparable to risk of being struck by lightning
- Probability Low, Consequences severe, need to be prepared

Corporate Security Services Inc. 2009  
www.corpssecure.com

Typically Active shooting incidents  
are over before police arrive

Corporate Security Services Inc. 2009  
www.corpssecure.com

The initial moments will involve only  
you, your colleagues, and the  
shooter

Corporate Security Services Inc. 2009  
www.corpssecure.com

You must take direct responsibility

You need to develop a survival mindset

Corporate Security Services Inc. 2009  
www.corpssecure.com

**You may be the 1<sup>st</sup> line of defense**

Corporate Security Services Inc. 2009  
www.corpssecure.com

## **SURVIVAL MINDSET**

- Awareness
- Preparation
- Rehearsal

Corporate Security Services Inc. 2009  
www.corpssecure.com

## **AWARENESS**

**Taking the time to understand the situation.**

Corporate Security Services Inc. 2009  
www.corpssecure.com

## **PREPARATION**

**Asking "What IF" questions in order to develop response strategies**

Corporate Security Services Inc. 2009  
www.corpssecure.com

## **REHEARSAL**

**Practice your plan**

Corporate Security Services Inc. 2009  
www.corpssecure.com

**Difference between a Hostage Situation and an Active Shooting**  
*In A Hostage Situation-*

- The Hostage Taker/s have objectives, they want something.
- The hostage is used for leverage to achieve a goal.
- Hostage situations are typically resolved successfully.

Corporate Security Services Inc. 2009  
www.corpssecure.com



## What to do in a Hostage Situation

- Remain Calm
- Follow Directions of Hostage Taker/s
- Be patient, wait for authorities to resolve

Corporate Security Services Inc. 2009  
www.corpsecure.com

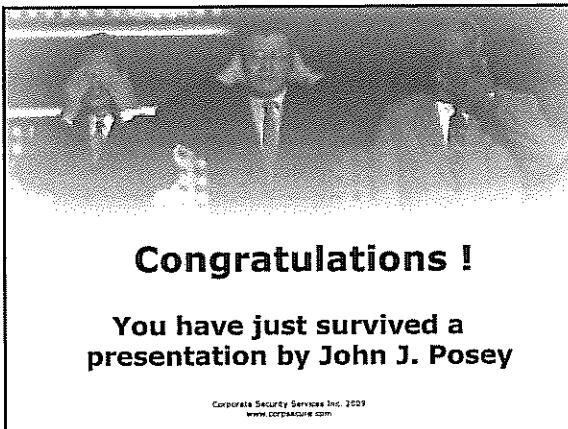
## Hostage Situation

If the Hostage taker/s start shooting.....

Everything changes!

It is an active shooting incident

Corporate Security Services Inc. 2009  
www.corpsecure.com



The "On Call" team of Security and Human Resource experts.

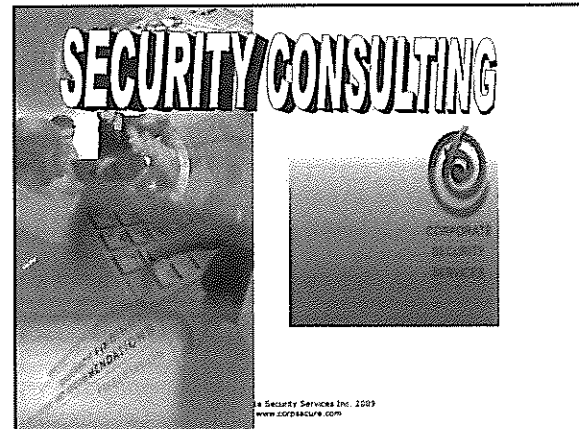
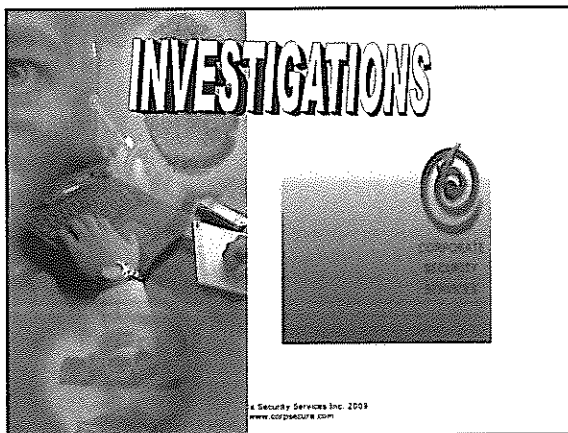
**CORPORATE  
SECURITY  
SERVICES**

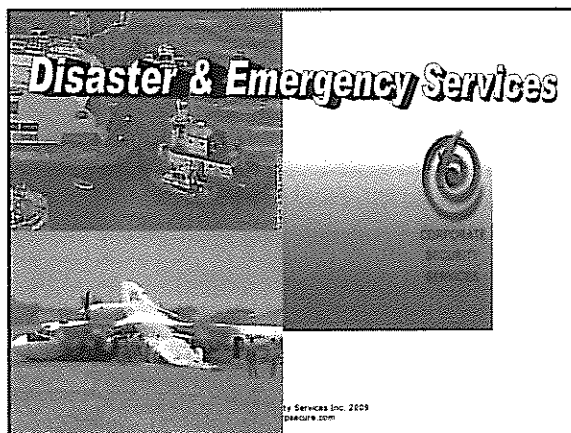
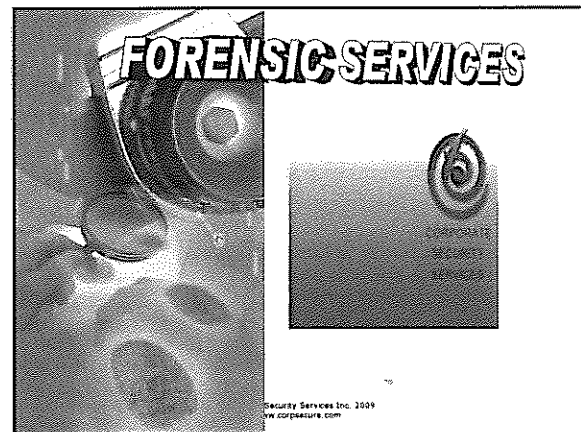
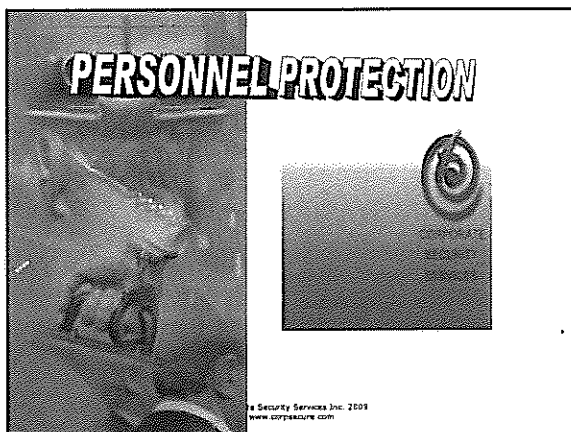
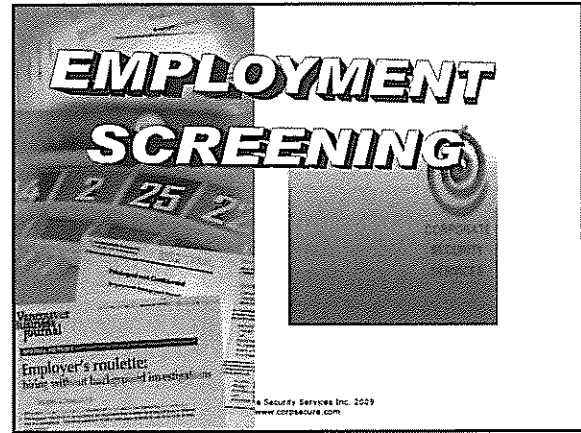
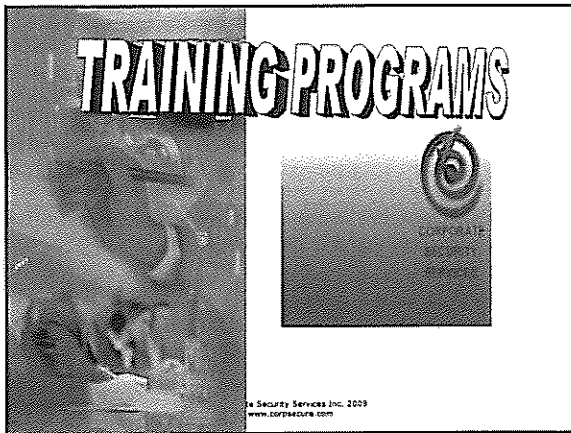
[www.corpsecure.com](http://www.corpsecure.com)

888-822-4277

experts@corpsecure.com

Corporate Security Services Inc. 2009  
www.corpsecure.com





CORPORATE  
SECURITY  
SERVICES

The "On Call" team of  
Security and Human  
Resource experts.

[www.corpsecure.com](http://www.corpsecure.com)

888-822-4277

experts@corpsecure.com

Corporate Security Services Inc. 2009  
www.corpsecure.com