



The Top 5 Things

Most Organizations
DON'T KNOW About Safety
& Operational Security





1

75% of active assailants attack via the front door of the business.

Active assailants seek the easiest and most obvious point of entry in order to inflict immediate damage; this is represented by the “front of the house”...your lobby or reception area.

If your front-line people are not trained in situational awareness, and/or your physical location is not equipped with access control, target hardening measures, or more to the point, you don't know where to begin to institute such training or security measures... you should consider researching the most appropriate approach for your specific type of business, because there is no “one size fits all” solution.

2

Every Individual moves through the stages of denial, deliberation, and decisive moment during a crisis.

In her book on disaster survival, Amanda Ripley noted there are three common response patterns of people in disaster situations or crisis moments. The responses include denial, deliberation, and decisive moment.

The refrain echoed consistently following active assailant incidents is, "I never thought it would happen here." Realizing violence in our society continues to escalate to unprecedented levels, individuals and businesses need to build and maintain a level of situational awareness. This "situational awareness" includes having a pre-planned and prepared response to any situation at any given time.



3

The majority of communication protocols are not practiced and lead to communication failures during a critical incident.

Security experts throughout the globe understand that the time to recognize and correct critical communication failures is NOT in times of crisis.

Being diligent in continually testing and refining all manners/methods of communication systems is paramount to maintaining a safe & productive workplace. Creating redundancies and utilizing multiple communication systems increases confidence in employees knowing a threat exists and provides an opportunity for an appropriate and timely protective response.

4

90% of all assailants suffer a significant loss preceding the attack. (financial, occupational, health, relationship)

Creating a work culture which encourages open communication and making the effort to know your employees on a personal level provides an opportunity for support. Assisting employees who are struggling with difficult personal circumstances can make a significant difference in their decision making and life choices.



5

A full 66% of all workplace attacks are committed by **CURRENT** employees.

Workplace violence and intimidation can often be averted by setting clear and consistent expectations.

Addressing every workplace incident of harassment, bullying, or hostility signals (to all employees) a **ZERO TOLERANCE** for workplace violence. Employees who violate policy and are allowed to remain employed are emboldened to elevate their pattern of behavior.