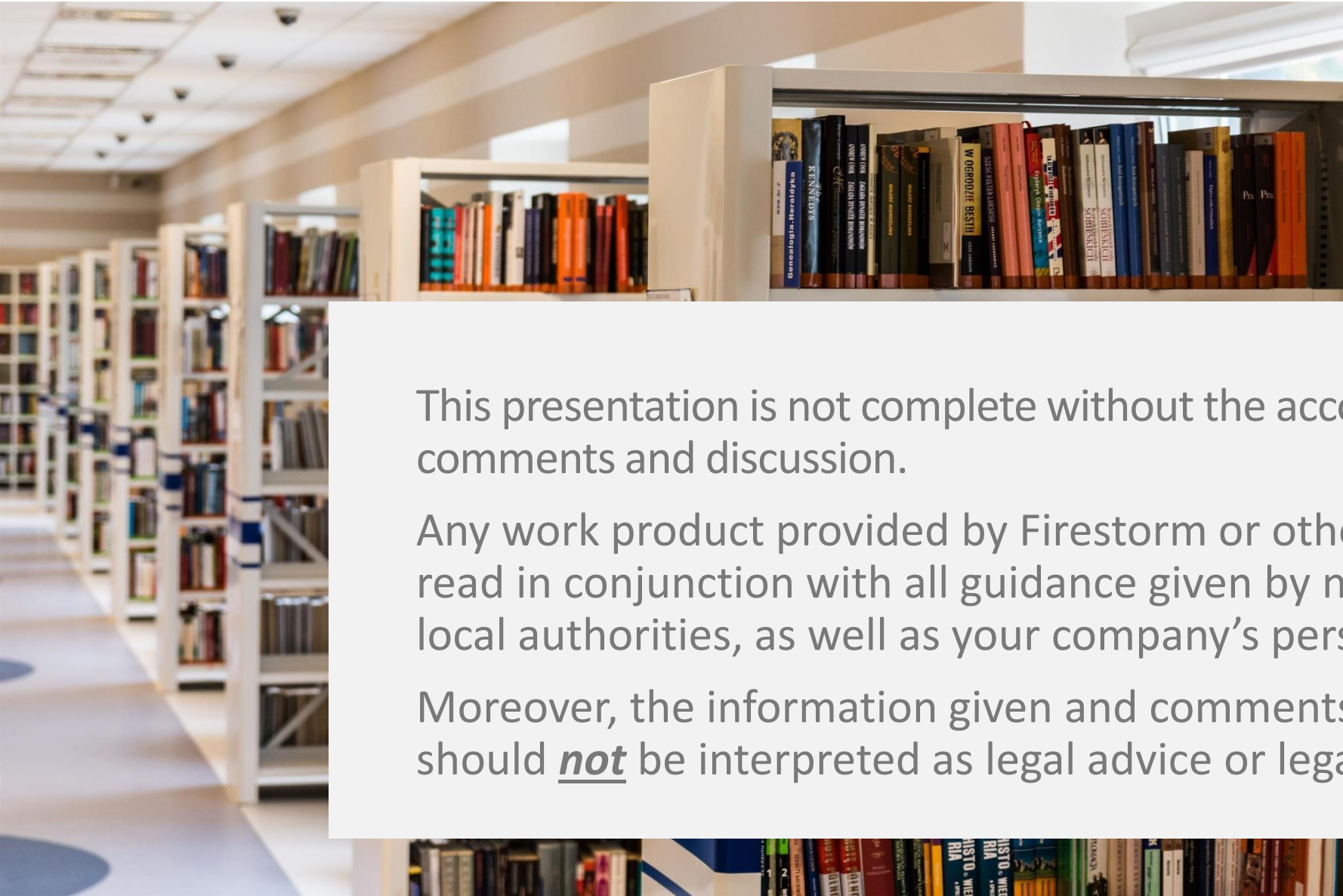


Planning for and Responding to Violence

Why Would You Wait for the Weapon to Arrive?



This presentation is not complete without the accompanying oral comments and discussion.

Any work product provided by Firestorm or other presenters must be read in conjunction with all guidance given by national, regional and local authorities, as well as your company's personal counsel.

Moreover, the information given and comments made in this webinar should **not** be interpreted as legal advice or legal opinion.

AGENDA

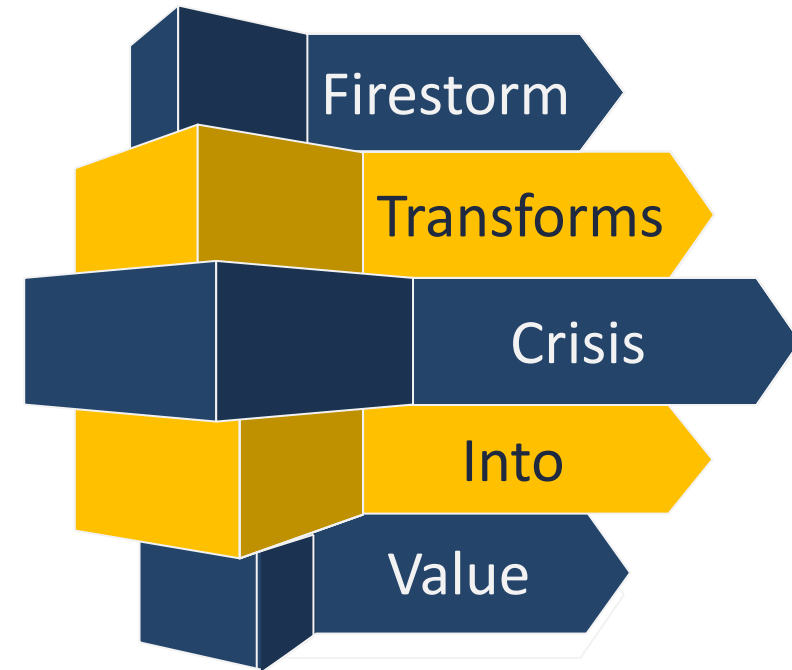
- Introduction
- Workplace Violence
- Prevention
- Methodology
 - Behaviors of Concern
 - Critical Incident Response
- Workplace Violence Solution Elements
- Preparedness Self-Assessment
- Q&A

ABOUT FIRESTORM

Firestorm Solutions, a Novume Company (Nasdaq: NVMM) is a leading crisis and risk management firm and America's *CRISIS COACH*[®].

Firestorm has assisted clients in transforming crisis into value by responding to some of the largest and most complex crisis events as well as combining best-practice consulting with proven crisis management expertise.

Firestorm empowers clients to manage crisis and risk through assessments, audits, program development, training and advisory services using the PREDICT.PLAN.PERFORM.[®] methodology.



MISSAN EIDO

PRINCIPAL, FIRESTORM



- A Program Manager with an extensive track record directing Global Transformation Programs focused on Manufacturing, Systems and Process Integration, Business Architecture redesign for resiliency, Business Continuity Planning, Risk Assessment, Mitigation Testing and Training
- 9 Years of working as a Crisis Coach and Crisis Response Manager

Missan Eido, Principal

DEFINITION

Workplace violence is any act or threat of **physical violence, harassment, intimidation, or other threatening disruptive behavior** that occurs at the work site. It ranges from **threats and verbal abuse to physical assaults and even homicide**. It can affect and involve employees, clients, customers and visitors.

A SAFE AND HEALTHFUL WORKPLACE

OSHA 2209

A recognized hazard is a danger recognized by the employer's industry or industry in general, by the employer, or by common sense.

Appendix D: OSHA Job Safety and Health Standards, Regulations and Requirements

It is your responsibility to know what items or processes that helps you make sure that you know what you need to keep your workers safe.

Worksite Analysis

Once you have identified your existing and potential hazards, you are ready to implement the systems that prevent or control those hazards.

Hazard Prevention And Control

Evacuation Plan - establish and practice procedures for an emergency evacuation, e.g., fire, chemical/biological incidents, bomb threat; include escape procedures and routes, critical plant operations, employee accounting following an evacuation, rescue and medical duties and ways to report emergencies.

Self-Inspection Scope

Make sure you have trained your employees on every potential hazard that they could be exposed to and how to protect themselves. Then verify that they really understand what you taught them.

Training For Employees, Supervisors And Managers

TYPES OF WORKPLACE VIOLENCE

Criminal Intent

Customer/Client

Employee-to-Employee

Domestic

Ideological

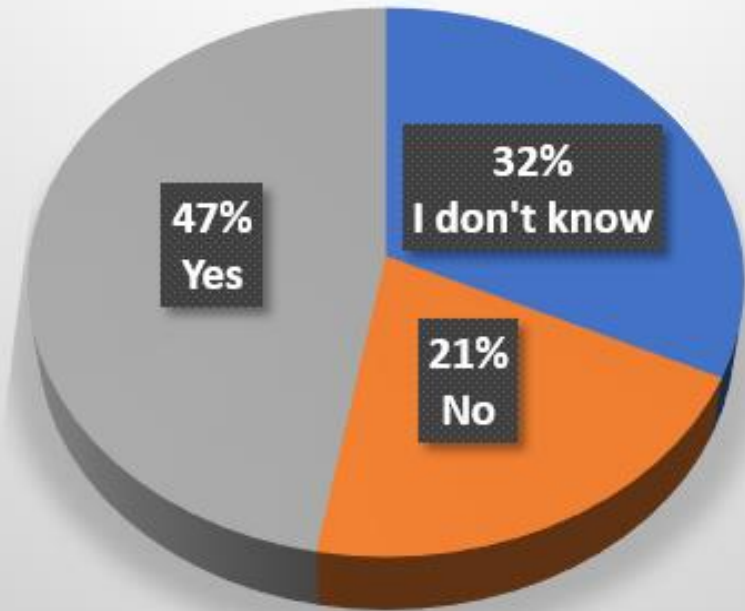
OUR FOCUS ON WORKPLACE VIOLENCE PREVENTION

- A complete and layered approach to include:
- Prevention
- Threat Assessment
- Planning
- Training

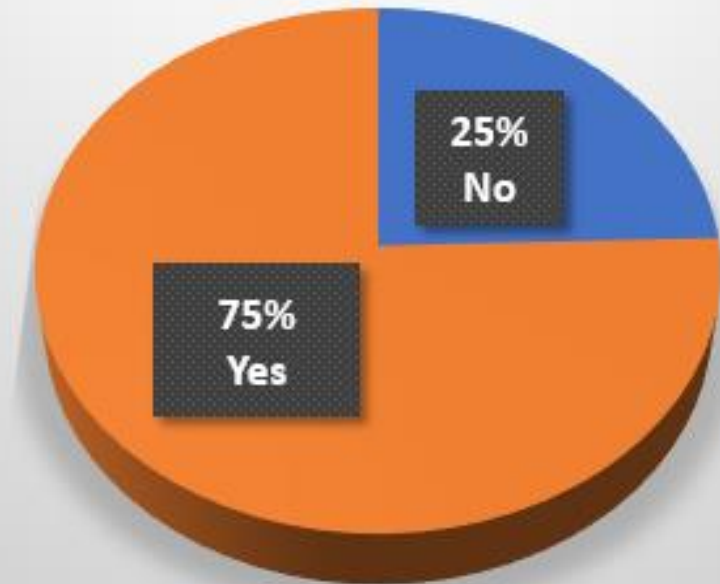


WE ASKED

I am confident my organization is equipped to handle and respond to a violence situation



I have read my organization's workplace violence prevention plan and participated in training exercises



BARRIERS TO PREPARATION

1. Cost
2. Inconvenience
3. Aesthetics
4. Belief





PROCESS



Site Assessment

Implementing an emergency response plan (ERP) enables a timely response to an emergency event, with the objective of protecting people and property and satisfying stakeholder expectations. Firestorm will prepare a custom emergency response plan (ERP) for the site that will meet and, in most cases, exceed any applicable state laws or licensing regulations.



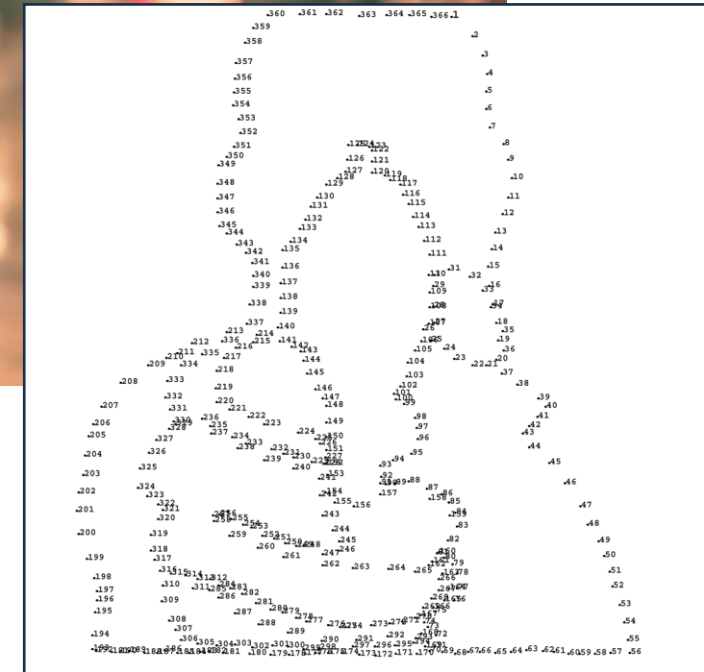
The ERP will:

- Identify internal emergency response personnel;
- Document roles and responsibilities for internal emergency response personnel;
- Develop response procedures that align to the emergency response objectives and assumptions for

Emergency Response Plan

PREVENTION

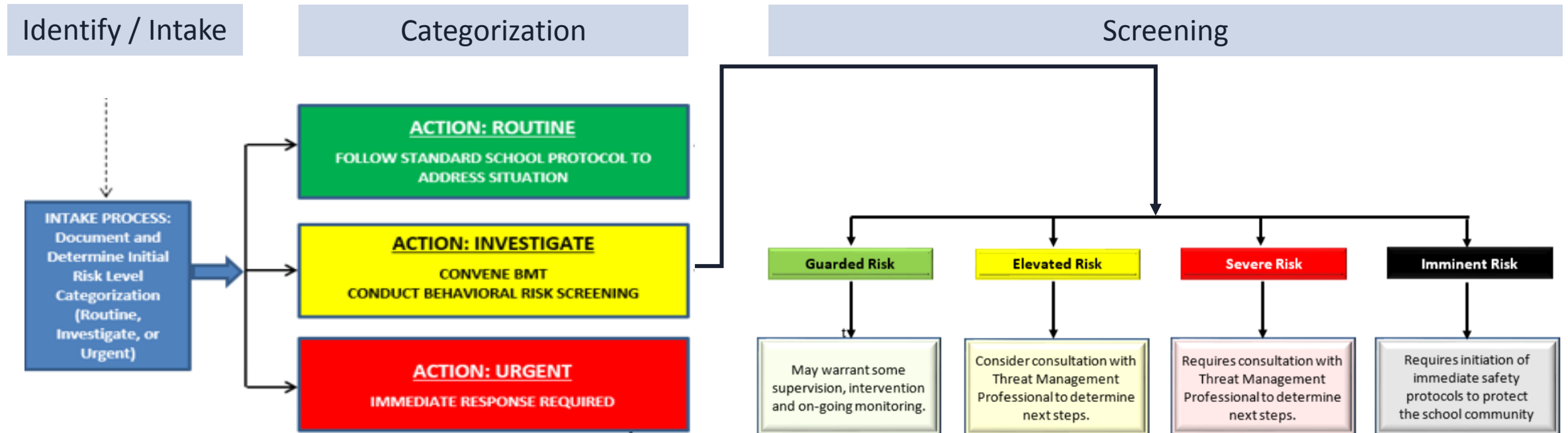
- Layered approach
- Active Shooters walk a path
- Threat Assessment
- Connecting the dots



BEHAVIORS OF CONCERN

- Difficulty getting along with others
- Direct threats
- Injustice Collectors
- Personal life stress
- Overreaction to changes
- Obsession or interest in attacks
- Paranoia
- Depression or Suicidal
- Anger issues
- Access to weapons
- Evidence of radicalization
- Gathering weapons and ammo
- Increased target practicing
- Recent real or perceived loss
- History of stalking or harassment
- Grooming changes
- Isolation
- Leakage or Veiled Threats

BEHAVIORAL RISK THREAT ASSESSMENT



CRITICAL INCIDENT RESPONSE

- Testing of protocols
- Physiology
- Simulation
- Training is perishable



3 STAGES OF CRITICAL INCIDENT RESPONSE

Sense Danger



Evaluate Response Options



Commit to Action



SENSE DANGER

- Denial
- Normalcy Bias
- Social Proof
- Underestimating Severity



EVALUATE RESPONSE OPTIONS

PRE-INCIDENT ACTIVITIES

- Training and Testing
- Mental scripting
- Knowing your environment



ACTIVE SHOOTER RESPONSE

Escape

Secure

Confront



Commit To Action

- Commitment
- Conviction
- Confidence

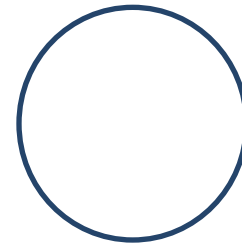
DO SOMETHING!



THE SOLUTION TO WORKPLACE VIOLENCE

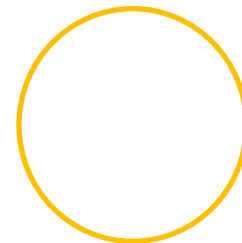


WHAT'S NEXT?



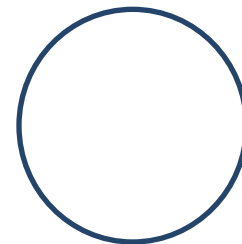
DOWNLOAD

Access resources at [Firestorm.com/briefs](https://firestorm.com/briefs) along with a variety of other no-fee resources.



ASSESS

Self-Assessment for your business



COMMIT

Develop and commit to a preparedness roadmap.



Questions?



THANK YOU



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