



Risk & Compliance Solutions | Webinar

Preparing for the unthinkable

Active assailant incidents

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Today's session



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→ | **What's on tap?**

Very different reactions

Preparing is like trying to teach instinct

Robbery

Remain calm
Follow instructions exactly
Don't overreact

Hostage situation

Remain calm
Be polite and cooperate with captor
Do not attempt to escape
unless there is an extremely good
chance of survival

Active assailant

Accurately & quickly
assess your situation
Avoid denial or overreaction
Take sound seriously
Continually react
as the incident develops
Run • Hide • Fight

Duty of care

OSHA General Duty Clause Section 5(a)(1)

- “employers must provide employees with a workplace that is free from recognizable hazards that are causing or likely to cause death or serious harm to employees.”
- Premises Liability – Employees and Public/Members
- Section 344 Restatement (Second) of Torts





Preparing for the unthinkable

What to Do Recap

The best message is often the simplest

Run



Your first priority should be to get away from the assailant / shooter.

Hide




If unable to safely evacuate the path of an assailant... fortify position, avoid detection, and wait for law enforcement.

Fight



As a last resort, and only when your life is in imminent danger, attempt to incapacitate the shooter with physical aggression.

A woman with dark hair is in an office setting, looking over a desk with a large black telephone. She has a concerned or alert expression, with wide eyes and a slightly furrowed brow. The background shows office shelves with binders and a blurred figure of another person in the distance.

Ensure employees are aware of their surroundings and that they have a clear understanding that they have the authority to take immediate action to protect oneself.



Preparing for the unthinkable

Staff training and strategies



What kind of training and/or education has been most effective in preparing employees for these kinds of situations?

Meg - Indiana

Train employees

- Recognize an active assailant and the sounds of an active shooter
- Know the steps to protect yourself
- Be aware of procedures to contact emergency personnel
- Know how to respond to law enforcement and first responders
- Understand your facility's emergency action plan & maps
- Practice evacuation drills at each location
- Consider escape routes and potential secure areas to hide



Training exercises to consider

- The monkey business Illusion (counter)
- Ball toss (counter)
- Evacuation from the room (evacuation)
- Small vs. strong (fighting)
- Traditional lockdown vs. barricade (lockdown; barricade)
- Evacuation from building (evacuation)
- Fleeing the building (evacuation)

Tabletop training provides you with hypothetical and safe situations that helps everyone understand roles and responsibilities, to see how you would respond, and encourages learners to speak freely and openly exchange ideas.





Tips to help individuals prepare

- Create mental action scripts
“If [blank] happens, then I will do...”
- Prepare to act not react
- Take sound seriously
- Practice lockdown
- Know how to barricade
- Make it appear that no one is there

Plan in advance



Be prepared to think on your toes

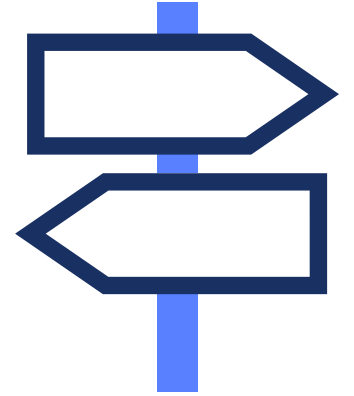
- Which doors will you use?
- Are there connecting rooms?
- Is exiting through windows an option?
- Do other alternate escape routes exist?
- Do not pull the fire alarm



Evacuation tips

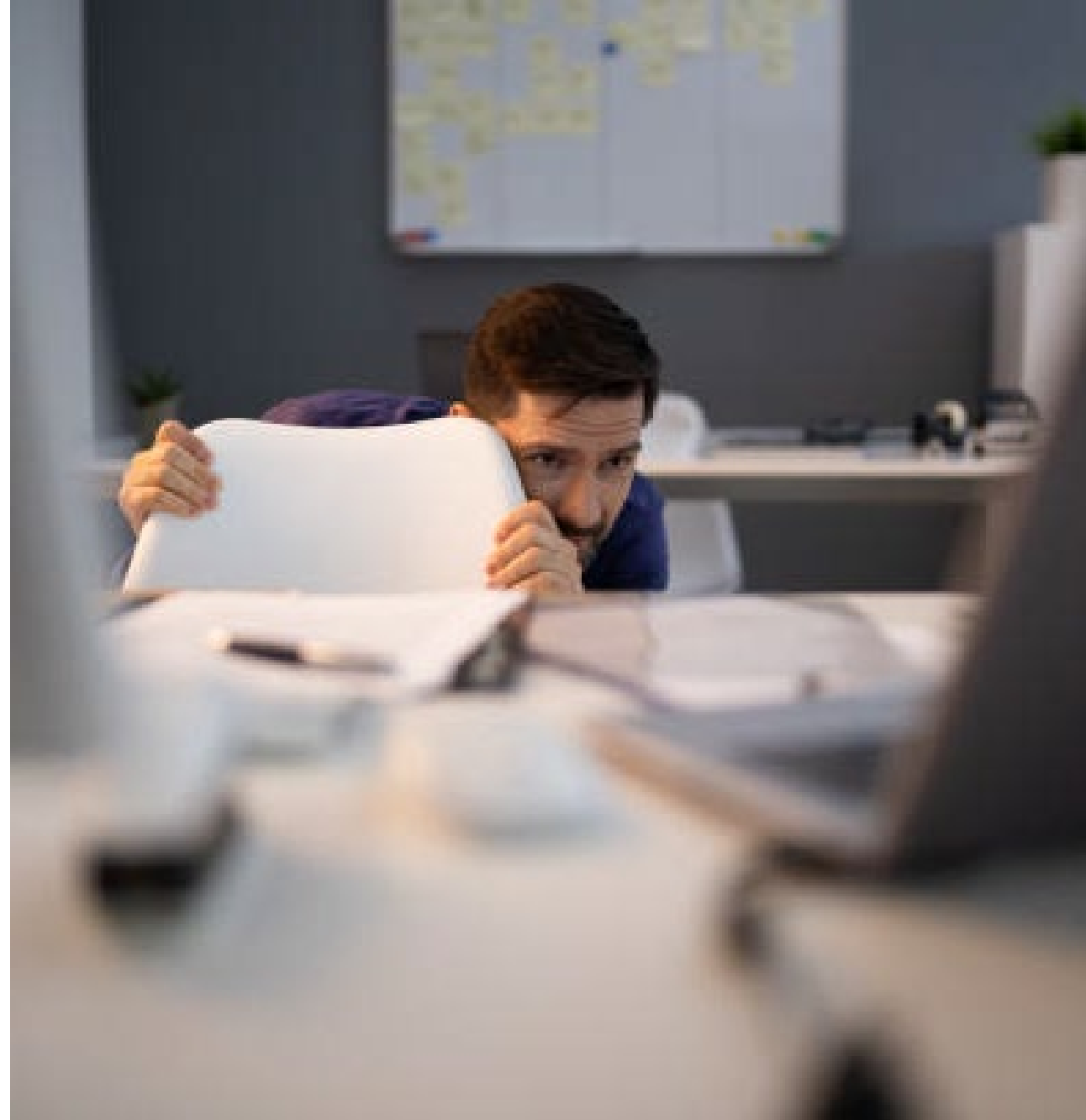
- Call 911 only when it is safe
- Look for alternate escape routes such as another door or window
- Move away from gunfire
- Run in zig-zag patterns
- Do not attempt to move wounded people
- Help others escape, only if possible and safe
- Avoid elevators
- Leave personal belongs behind and keep your hands visible
- Proceed to the designated rally point if safe

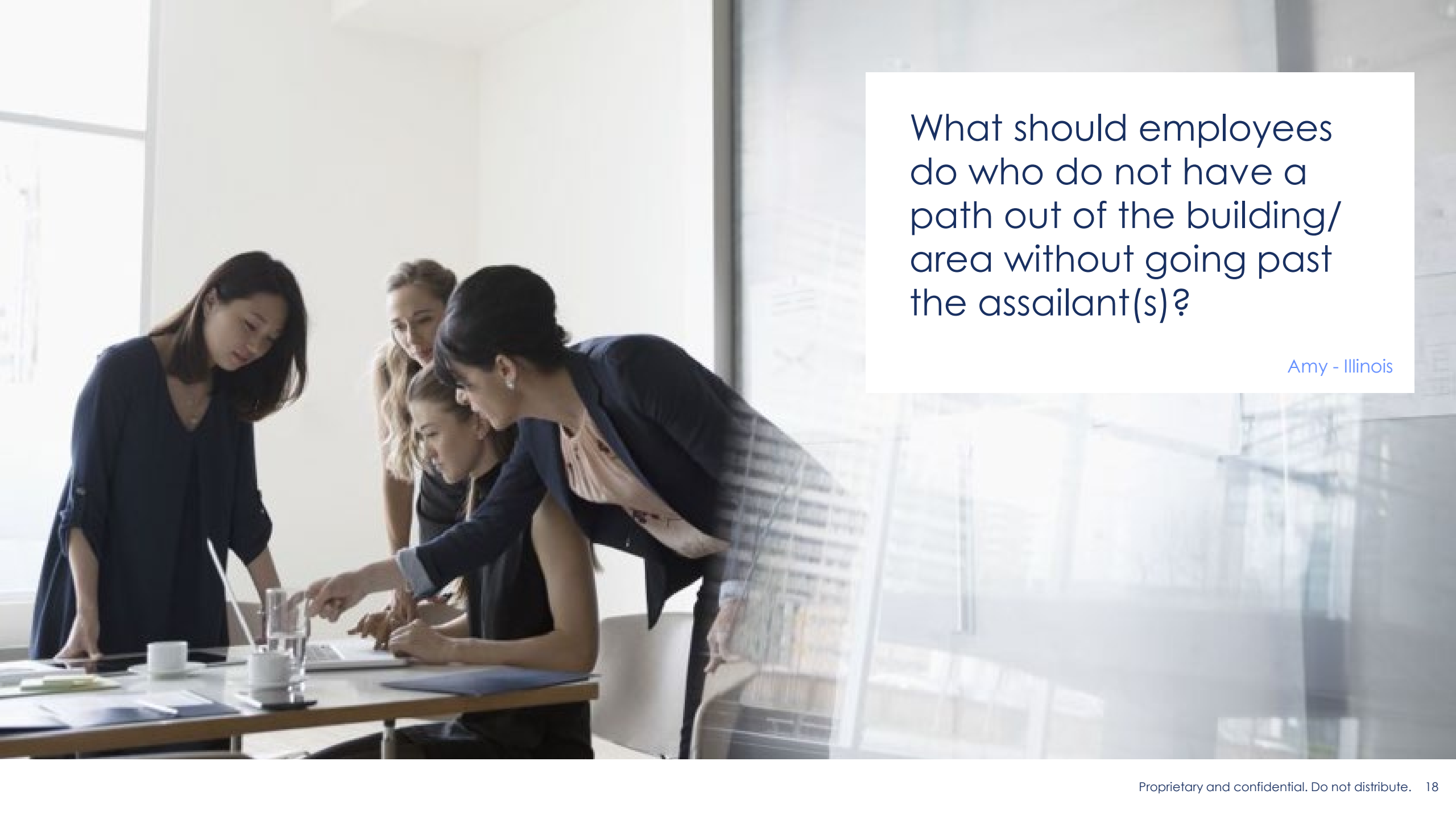
Follow the instructions of law enforcement and first responders



Fortify your position

- Hide in an area out of the assailant's view
- Secure and barricade the door
- Turn off lights and avoid casting shadows
- Remain quiet and still
- Silence your phone
- Spread out within the room...do not huddle
- Stay low to the floor
- Do not open the door for anyone
- Look for potential weapons
- Dial 911 when safe to do so...if you cannot speak, leave the phone line open to allow the 911 dispatcher to listen





What should employees do who do not have a path out of the building/ area without going past the assailant(s)?

Amy - Illinois

Know when to fight

The decision to fight is yours and yours alone

- Act immediately as timing is critical
- Do not go looking for danger
- Act with physical aggression and try to disarm the assailant
- Yell, jump, and move your arms to confuse or disrupt the assailant
- Overpower the armed aggressor by using strength in numbers
- Throw items and improvise by using objects as weapons

Remember, all actions are justified in stopping the active assailant



Reacting to law enforcement: things to know

- Remain calm and follow officers' instructions immediately
- Put down any items in your hands like bags, jackets or purses
- Raise your hands and spread your fingers. Always keep your hands visible
- Avoid pointing, screaming or yelling
- Avoid quick movements toward officers, such as holding on to them for safety
- Do not stop to ask officers for help or direction when evacuating
- Proceed in the direction that law enforcement is entering from or where they direct you

Law enforcement is there to neutralize or eliminate the immediate threat; not to provide medical care

When it comes to active assailant incidents, you're either prepared or unprepared, and that's something that needs to be prioritized.

Additional resources at www.trustage.com/active-shooter-incident

TruStage risk management can also offer active assailant virtual training with one of our certified active assailant instructors



Preparing for the unthinkable

Office prep considerations

Barricading

- Is there a lock on the door?
- Does the door open in?
- Does the door open out?



Objects to use to fight!

There are different makeshift weapons

- Chair
- Keyboard
- Stapler
- Trophy
- Soda can/water bottle
- Coffee pots
- Knives, forks, spoons
- Fire extinguisher
- Bug spray

Remember, all actions are justified in stopping the active assailant



Technology and safety considerations

Technology considerations:

- Secure entry – bullet-resistive vestibule that scans you for metal weapons
- Bullet-resistive doors, decorative tiles, or whiteboards
- Shooter detection alarm system
- E-alerts software

If you decide to have an **automated external defibrillator (AED)** onsite, be sure to check with your state rules and regulations.

Safety items:

- Rope ladder
- Wasp spray (ability to spray up to 40')
- Cable ties
- Rubber door stop
- Binders
- Hammer
- Lockable doors

A **first aid kit** with a tourniquet, emergency trauma dressing, compressed gauze, gloves, trauma shears, and instruction cards are good to have at all locations.



Preparing for the unthinkable


Common questions and concerns



In-person training on active assailant incidents or robbery is not allowed as it is considered too distressing for front-line staff. This includes video training.

What would you recommend in this situation to help prepare the staff?

Linda - Virginia



How often should face-to-face training be conducted?

Shawn - Washington



Do you suggest written procedures be developed for a potential threat?


Rose - Michigan

Should we designate a rally point?



- Choosing rally points – consider building exits, out of site lines of windows/doors, and away from hazards such as traffic, busy roads, and out of the way of first responders
- Consider a different rally point than those that are known and typically used for other disasters
- Gathering in large groups at a known location can potentially increase risk if the assailant is trying to maximize casualties or sabotage a crowd
- Consider a dynamic rally point. Change designated rally points when an employee leaves or is terminated
- Implement an alternate rally point such as using a designated phone number to call or text. There is also mobile technology that can communicate out of building and safe status

Each organization should discuss the pros/cons and decide what is best



What are the recommended follow-up procedures when a threat is received?

Rose - Michigan



Preparing for the unthinkable

Unfortunately, preparing is
like trying to teach instinct

Risk resources

Business Protection Resource Center www.trustage.com/bprc

- RISK Alerts – warning | watch | awareness
- Loss prevention library
- risk overviews, checklists & whitepapers
- Emerging risks outlook
- Live webinars, risk forums & office hours
- On-demand learning & interactive training modules

“Great webinars - serious, important information delivered in a relaxed, ‘we’re among friends’ way.”

\$9B credit union

TruStage
RISK Alert
Actionable insights for bond policyholders

Alert details
Vendor impersonation fraud sets up fraudsters to intercept payments

Risk category: Fraudulent vendor email compromise; fraudulent instruction; vendor funds/wire transfer; ACH

Share with:
• Accounting
• Executive management
• Risk manager
• Transaction services

TruStage
Branch of the future
Risk overview

There are many opinions why an organization should move to the branch of the future... including efficiency, convenience, flexibility, stronger relationship engagement, and even better reflecting your members. No matter the reasons, the decision is often fueled by combining technology, creative design, and high-touch service.

What does the branch of the future look like?

- It depends and isn't a one-size-fits-all.
- Micro-branches with reduced staff.
- Open concept with concierge-type service.
- Operate within mobile branches, grocery or other retail locations.
- Provide new ways to interact with staff in priority areas, through extended hours, or even from employees working at other locations or from home.
- Be "phygital" by blending physical and digital experiences.
- Incorporate a café or other multi-use facilities such as children's access, community rooms, onsite daycare, and/or fitness facilities.
- Be established with a range of smart technology like cash recyclers, interactive teller machines, smart boards, and even robot greeters.
- Simply be extended hours, an off-site ATM, or online appointment scheduling.

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Emerging risks outlook

Rethinking protection in an era of uncertainty





Contact us

800.637.2676

- riskconsultant@trustage.com
- [Ask a risk manager interactive form](#)
- [Schedule a 1:1 risk consultation](#)
- [Report a risk or scam](#)



Thank you.

Contact
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