WORKPLACE VIOLENCE
EMERGENCY RESPONSE PLAN

All Locations
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Plan Summary

Purpose

This emergency response plan has been developed for a Workplace Violence Incident, that can be man-made or accidental, which can greatly affect our locations. The President and CEO, Business Continuity Team Leader, Senior VP of Coworker Services, Senior VP of Corporate Sales, and Senior VP of Public & ATS Sales & President of -G, may raise the emergency response level based on an imminent or actual impact to the safety of coworkers, disruption of business, loss of revenue, or reputation to .

Objectives

Any Workplace Violence incident which jeopardizes the security and safety of coworkers, partners, contractors, and visitors and / or results in the disruption of daily operations will be covered within this plan.

The primary objective of this plan is to ensure the security and safety of coworkers, partners, and visitors. Secondly to provide for the protection of facility and all its assets including equipment, furniture, inventory, proprietary information, and supplies.

Specific goals of the plan are:

1. Provide for the safety and security of coworkers and visitors
2. Identify the need for an incident response
3. Define an incident response level
4. Assign responsibilities during incident response levels
5. Coordinate incident response efforts
6. Minimize the disruption to business due to supported systems and processes failure
7. Communicate response information to key stakeholders

Scope

The initial local response to and assessment of an event that jeopardizes the security and safety of coworkers and visitors are within this plan's scope. Internal and external stakeholder communication as a result of this event within the scope of this plan will be coordinated on an ongoing basis through Corporate Communication and its Crisis Communication Plan. Any IT System or application failures will be coordinated with IT through their IT Disaster Recovery and Business Continuity Plans.

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Assumptions

Response to a Workplace Violence incident and the potential disaster and/or business interruption that affects the security and safety of its coworkers and visitors will be coordinated with local police, fire, emergency medical services, building management, and building contract security. They will assist in interfacing and coordinating incident information.

**Assumptions:**

- There are knowledgeable, trained staff members available and willing to serve in the defined roles and capacities. There is an ICC (Incident Command Center) location available for coordination and communication at this location if it can still be occupied.

- There are sufficient building security personnel available to protect visitor personnel, intellectual and other property from harm or inappropriate disclosure.

- There are sufficient personnel available to evaluate the event's impact and make decisions regarding future safety and security concerns, including the activation of one or more business continuity plans or related resources.

Strategy

Designate a conference room or office to serve as the on-site local Incident Command Center with the capability to oversee, manage and provide direction and coordination for all events. This ICC will be located in the locations individual ERT Plans. Another ICC will be occupied by the Business Continuity Task Force Team. This off-site command center will be located in the ___________. If this location cannot be occupied, then the Board Room in the__________. A third backup location, if needed, will be__________. Strategies used during an emergency include using an Incident Command System (ICS) based on SunGard’s business continuity planning system, LDRPS. This incident response methodology includes creation of response and support teams:

**Response Teams**
- Emergency Response Team (ERT)
- Business Continuity Team (BCT)
- Crisis Management Team (CMT)

**Support Teams**
- Electronic Security Team
- Facilities Team
- IT Response Team
- Corporate Communication Team

Revised: 12/03/2015
Workplace Violence Emergency Response Plan

The ERT will be first responders to the event. The ERT Team Leader will report in to and provide regular updates to the BCT Team Leader. The BCT Team Leader will oversee and help coordinate response activities and make an assessment on the severity and duration of the event. The BCT Team Leader will report in to and provide regular updates to the CMT Team Leader. All Support Team Leaders will report in to the BCT Team Leader.

This plan will provide significant benefits when coordination is required with Police or Fire Department personnel. ICS structure will be integrated where appropriate with their Business Continuity, IT Disaster Recovery, and Crisis Communication Plans, when appropriate.

Plan Activation Criteria

Any Workplace Violence related event that impacts the safety and security of coworkers and visitors will activate the entire plan. If there are no severe security and safety concerns from the event or incident then only parts of this plan will be activated which include Security, IT, & facilities plans. These plans will mainly be business continuity. The following declaration levels and definitions will be used by the Business Continuity Team Leader to define the level of impact and severity to the company based on:

- Impact to safety of coworkers
- Impact to building
- Impact to systems and applications
- Severity and expected durations of impact
- Local Police & Fire personnel assessment and guidance
- Input from ERT, Business Continuity, and Crisis Management Team

Declaration Levels

- **Problem:** The building is impacted and the disruption is estimated at < 2 Hour’s duration and there is no impact to coworker & visitor safety / security

- **Emergency:** The building is impacted and the disruption is estimated at > 2 Hours but < than 8 hours and there is some impact to coworkers & visitors security/ safety.

- **Disaster:** The building is impacted and the disruption is estimated at > 1 Day and major impact to coworker security and safety up to and including loss of life.
Plan Activation Procedure

Actions to be taken based on the declaration level:

1. **Problem:**
   - Notify Security Control Center, if not already notified
   - Alert ERT Team
   - Activate part of the emergency response plan
   - Alert Security Team Leader
   - Alert Business Continuity Team Leader
   - Determine appropriate coworker communication
   - Notify CMT Team members of disruption
   - Establish communications across as appropriate

2. **Emergency:** (in addition to those listed in a *Problem* incident)
   - Activate Incident Command Centers
   - Activate entire emergency response plan
   - Manage Coworker safety and security
   - Alert CMT team
   - Activate Crisis Communications Plan

3. **Disaster:** (in addition to those listed in an *Emergency* incident)
   - Activate Business Continuity Plans
   - Activate Crisis Management Plan and the Command Center
   - Coordinate with Police and Fire medical treatment for those in need.
   - Engage other Executive Leadership as appropriate
   - Manage news media and others

Plan Maintenance

This plan will be reviewed on an annual basis or as significant changes occur to building, location, or staff of the organization. This plan will also be updated in the event that any minor or major incidents indicated that changes in procedure are required.

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Emergency Response Team & Tasks

Building Team Leader Tasks (for multi floor, if not, then this is Team Leader tasks)

1. Upon hearing or witnessing a **Workplace Violence Incident (WPV)**, such as an active shooter or other violent acts inside of the facility, immediately seek safety away from the danger area and call 911. Be prepared to provide the 911 operator with as much information as possible, such as the following:
   - Where you are located, including building name and address.
   - Number of people at your specific location.
   - Injuries, if any, including the number of injured and types of injuries.
   - Your name and other information as requested.

2. If it is safe to do so, contact ERT Team Members and quickly decide whether to evacuate the building or shelter in place.

   a. **If evacuating:**
   
   3. If a safe route is available, work with the ERT Team Members to direct coworkers out of the nearest exit doors, away from the incident, and to a safe area.
   
   4. After evacuating, stay at least 500 feet from the incident, and remain behind protection such as a building, structure, or car.

   b. **If not evacuating (normally as a result of the incident occurring outside the building)**
   
   5. Immediately seek safe shelter in a locked room, and barricade the door with whatever is available. As a last resort, if no escape route is possible, hide under a desk and remain quiet. Try to inform as many coworkers as possible.
   
   6. If anyone’s life or safety is threatened, do not put yourself or any coworkers in danger. Wait for the Police to arrive.
   
   7. When possible, without risking your own safety, immediately contact the Safety & Security Control Center to inform them of the situation.
   
   8. When possible, without risking your own safety, contact the Business Continuity and Crisis Management (BCT and CMT) Team Leaders to discuss the next course of action.

**Incident Aftermath**

9. Secure the incident site to prevent anyone except authorized officials from entering.

10. When police arrive and take control of the site, follow their instruction until the threat is completely neutralized and the area is secured. Only then can you complete further tasks.

11. Evaluate the situation to determine if the phones and data systems need to be rerouted to another facility due to the business interruption.

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12. Provide a final update to the Safety & Security Control Center and the BCT and CMT Team Leaders to discuss any possible business interruptions.

Backup Bldg Team Leader Tasks (multi floor, if not, then Back Up TL tasks)

1. Upon hearing or witnessing a Workplace Violence incident, immediately call 911.
2. If it is safe to do so, contact the ERT Team Leader for instructions.
3. If the incident involves a weapon, immediately seek safe shelter. Try to inform as many coworkers as possible.
4. If the primary ERT Team Leader is unavailable, assume the Team Leader responsibilities.
5. Assist the ERT Team Leader in completing “Team Leader” tasks. Work with other ERT Team Member’s to complete tasks, as assigned by Team Leader.

Floor Team Leader Tasks (if multi floor location)

1. Upon hearing or witnessing a Workplace Violence Incident (WPV), such as an active shooter or other violent acts inside of the facility, immediately seek safety away from the danger area and call 911. Be prepared to provide the 911 operator with as much information as possible, such as the following:
   • Where you are located, including building name and address.
   • Number of people at your specific location.
   • Injuries, if any, including the number of injured and types of injuries.
   • Your name and other information as requested.
2. If it is safe to do so, contact the Building Team Leader and quickly decide whether to evacuate the building or shelter in place.
   a. If evacuating:
   3. If a safe route is available, work with the Building Team Leader to direct coworkers out of the nearest exit doors, away from the incident, and to a safe area.
   4. After evacuating, stay at least 500 feet from the incident, and remain behind protection such as a building, structure, or car.
   b. If not evacuating (normally as a result of the incident occurring outside the building)
   5. Immediately seek safe shelter in a locked room, and barricade the door with whatever is available. As a last resort, if no escape route is possible, hide under a desk and remain quiet. Try to inform as many coworkers as possible.
   6. If anyone’s life or safety is threatened, do not put yourself or any coworkers in danger. Wait for the Police to arrive.
7. When possible, without risking your own safety, immediately contact the Safety & Security to inform them of the situation.
8. When possible, without risking your own safety, contact the Building Team Leader to discuss the next course of action.

**Incident Aftermath**

9. Assist the Building Team Leader with securing the incident site to prevent anyone except authorized officials from entering.
10. When police arrive and take control of the site, follow their instruction until the threat is completely neutralized and the area is secured. Only then can you complete further tasks.
11. Evaluate the situation to determine if the phones and data systems need to be rerouted to another facility due to the business interruption.
12. Provide a final update to the Building Team Leader to discuss any possible business interruptions.

**Floor Backup Team Leader Tasks (if multi floor location)**

1. Upon hearing or witnessing a Workplace Violence incident, immediately call 911.
2. If it is safe to do so, contact the Floor Team Leader for instructions.
3. If the incident involves a weapon, immediately seek safe shelter. Try to inform as many coworkers as possible.
4. If the primary Floor Team Leader is unavailable, assume the Floor Team Leader responsibilities.
5. Assist the Floor Team Leader in completing “Team Leader” tasks. Work with other ERT Team Members to complete tasks as assigned by the Floor Team Leader.
Workplace Violence Emergency Response Plan

Team Members Tasks (all locations)

1. Upon hearing or witnessing a Workplace Violence incident, immediately call 911.
2. If it is safe to do so, contact the ERT Team Leader for instructions.

   a. If evacuating:
   3. Without compromising your own safety, direct as many coworkers as possible to emergency exits away from the Workplace Violence incident.
   4. Identify and assist any physically challenged individuals that need assistance out the exit door to the safe designated area.
   5. If an individual is unable to exit the building, immediately report the name and location of the individual to the ERT Team Leader.
   6. If it is safe to do so, remain in contact with the ERT Team Leader and report any updates regarding the incident.
   7. Once safely away from the incident, work with the other ERT Team Members to determine the location of the individual who has committed the Workplace Violence.
   8. Complete any additional instructions from the ERT Team Leader.

   b. If not evacuating (normally as a result of the incident occurring outside the building)
   9. Without compromising your own safety, direct as many coworkers as possible to seek shelter in a locked room. Identify and assist any physically challenged individuals that need assistance in moving to the safe interior room.
   10. If an individual is unable to move to the safe interior room, immediately report the name and location of the individual to the ERT Team Leader.
   11. As a last resort, if no escape route is possible, seek shelter or under a desk and remain quiet.
   12. If it is safe to do so, remain in contact with the ERT Team Leader and report any updates regarding the incident.
   13. Assist anyone in need of first aid and report their location to the ERT Team Leader and the local authorities.
   14. Complete any additional instructions from the ERT Team Leader.
Emergency Contact Information

SOC (Security Operations Center)

Phone Number:
Office Extension:
Emergency Extension:
Email:

Business Continuity Team

Team Leader:
Office Extension:
Email:

Crisis Management Team

Team Leader:
Office Extension:
Email:

Backup Team Leader:
Office Extension:
Email:

Team Member:
Office Extension:
Email:

Team Member:
Office Extension:
Email:

IT Department

Team Leader:
Office Extension:
Email:

Backup Team Leader:
Office Extension:
Email:

Backup Team Leader:
Office Extension:
Email:

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