Threat Recognition Awareness & Training

October 23, 2018

METROPOLITAN
UTILITIES DISTRICT

www.mudomaha.com

About MUD

- Customer-owned natural gas & water public utility created by the Nebraska Legislature in July 1913

- Governed by board of seven elected directors

- Serve population of 600,000+ in the Omaha metro
  - Fifth largest U.S. public gas utility; 229,365 customers
  - 214,142 water customers
  - Maintain 27,275 hydrants for fire protection
  - Provide cost-saving service to municipalities by collecting sewer use & trash fees

- 2,928 miles of water main

- 2,832 miles of natural gas main

- 831 full- and part-time employees

Jesse Taylor

ATAP Certified Threat Manager and Board Member of the Great Plains Chapter of the Association of Threat Assessment Professionals

ASIS Certified Protection Professional and a Technical Committee member for the American National Standard "Workplace Violence Prevention and Intervention"

Director of Security, Safety & Health for financial organization with facilities in 38 states and international locations

Corporate Executive Protection Leader for domestic and international assignments employing proactive planning and research to assess threats and implement necessary mitigations

Designed Global Security Operations Centers & developed intelligence gathering and analysis processes to create actionable products to mitigate risk

Implemented & Trained Threat Assessment & Management Teams for both public and private sector organizations to improve workplace violence response

High School Administrative Interventionist addressing students with disruptive behavioral issues

United States Army Airborne Infantry, First Sergeant, Jump Master, and Drill Sergeant

Objectives

#1 – To understand how violence threatens our places of work, from a macro to a micro view

 # 2 – To review the lessons learned from the study of targeted violence

#3 – To provide useful information on how to mitigate the risks of violence in your specific operational environments

Threats in the Workplace

Violence Connected to the Workplace

Its not just about active shooters/killers….

- *Violence is the second leading cause of death (791) from fatal incidents in the workplace in 2016 (BLS)*

- *There were over 16,890 nonfatal workplace injuries as a result of trauma from violence requiring days away from work in 2016. (BLS)*

- *Sexual violence trending upwards since 2007 (UCR, 2016)*

- *Other Assault (simple) was the # 3 category for most arrest in 2016. Aggravated Assault was # 7. (UCR, 2016)*

Violence Risk Exposure Points

Crime/Terrorism – *Do you have employees conducting cash transactions? Working in areas that experience a high crime rate? Are you engaged in projects that may cause people to be come passionate in their opposition?*

Customer/Client – *Do you ever have situations occur where your brand and/or reputation may cause customers to become upset with you?*

Employees/Managers(present and past) – *Do you have employees who may become frustrated with other coworkers? Has your organization ever terminated someone?*

Intimate/Domestic Issues – *Does your organization have people who are involved in relationships?*

Lessons Learned Concerning Targeted Violence
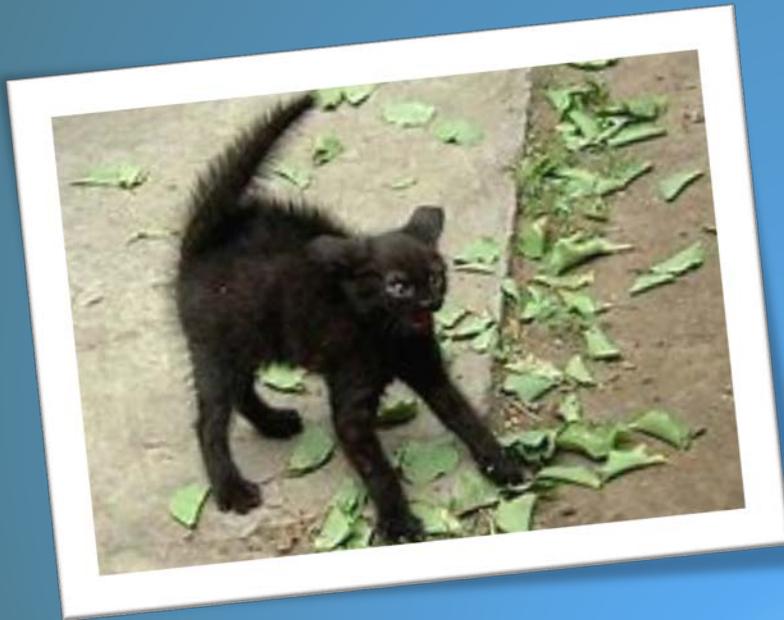
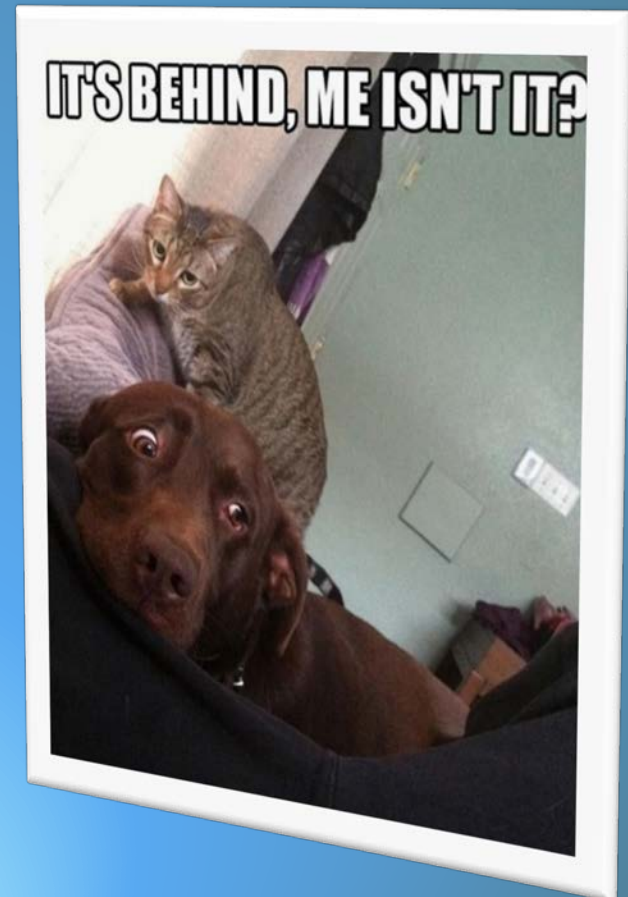# Violence Cannot be Eliminated

But it can be substantially reduced!

Violence Can Come in Two Forms

Targeted = Predatory

Affective = Reactive

A Few Key Points About Targeted Violence

1. Attackers do not fit a profile

2. People don't just snap in incidents of targeted violence

3. Prior to most attacks, other people knew about an attacker's idea to attack or the attacker engaged in behavior prior to the incident that caused others a safety concern

4. Those who attack displayed behaviors such as isolation, frivolous grievance filings, inability to cope with life stressors, fixating on past incidents of violence
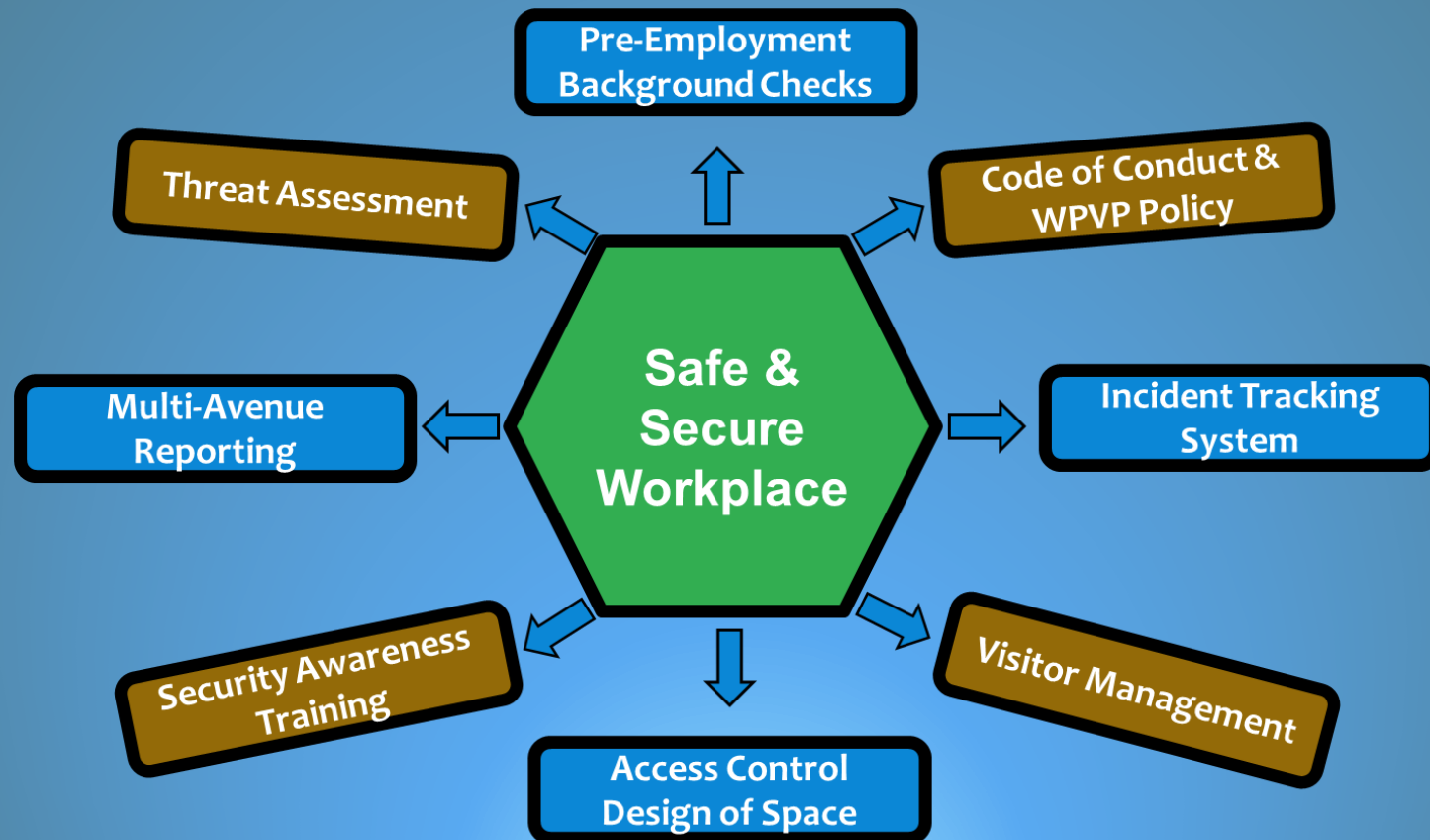
Attackers Do Follow a Discernable Path
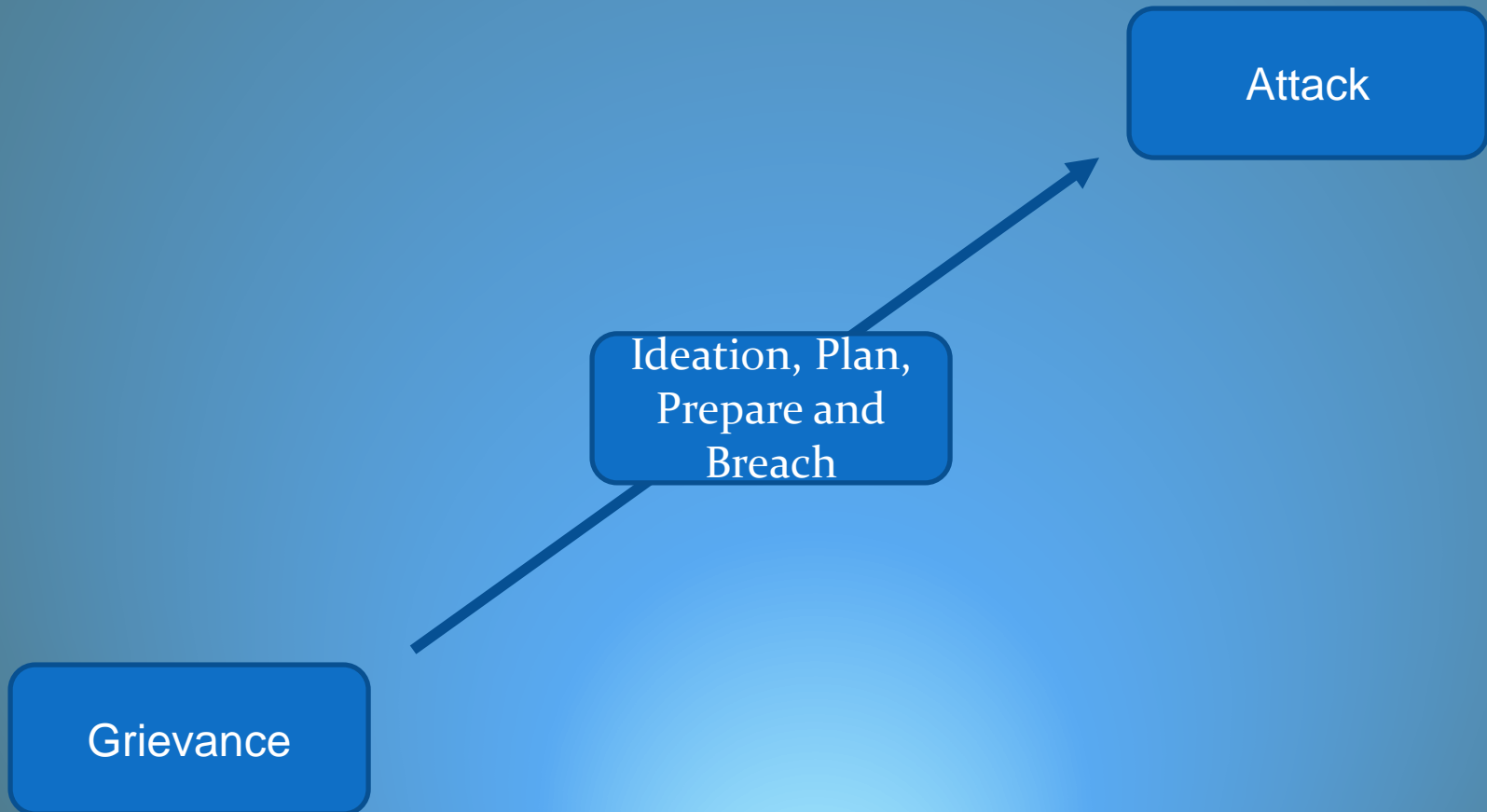
Attack

Ideation, Plan, Prepare and Breach

Grievance

Useful information

Schedule Regular Utility Partners Community Meetings

- **Discuss customers of concern**

- **Talk about security incidents and how they were addressed**

- **Share best practices for how to do jobs more safely**

Provide Duty of Care

Duty of Care is an organization's obligation to protect employees from reasonably foreseeable occupational risks.

- **Ensuring Safety and Security members are proficient practitioners through continuous learning and industry-specific certifications**

- **Constantly evaluating the changing risk & regulatory landscape to adjust accordingly**

- **2017 Liberty Mutual Insurance Workplace Safety Index, workplace injuries and accidents that caused employees to miss six or more days of work cost U.S. employers $59.9 billion in 2014**

Review Administrative Procedures

Sexually Motivated

Staging Areas

Money Handling

Impaired People

Crowd Violence

Societal Issues

Actions to Take

If you feel unsafe due to the condition at a location

If you notice activity that causes you to believe you may in danger such as a large crowd gathering or moving towards you

If you encounter an impaired individual

If your assigned a job in a customer's home and there are concerning comments in the customer's file

If your threatened

If your assaulted

Delay Shut off in areas where crews are working

Procedures should instruct on how to respond to violence hazards workers are likely to face. Do not leave it up to on-the-spot decision making.

How Security Awareness Training Increases Survival Odds

Denial

Deliberation
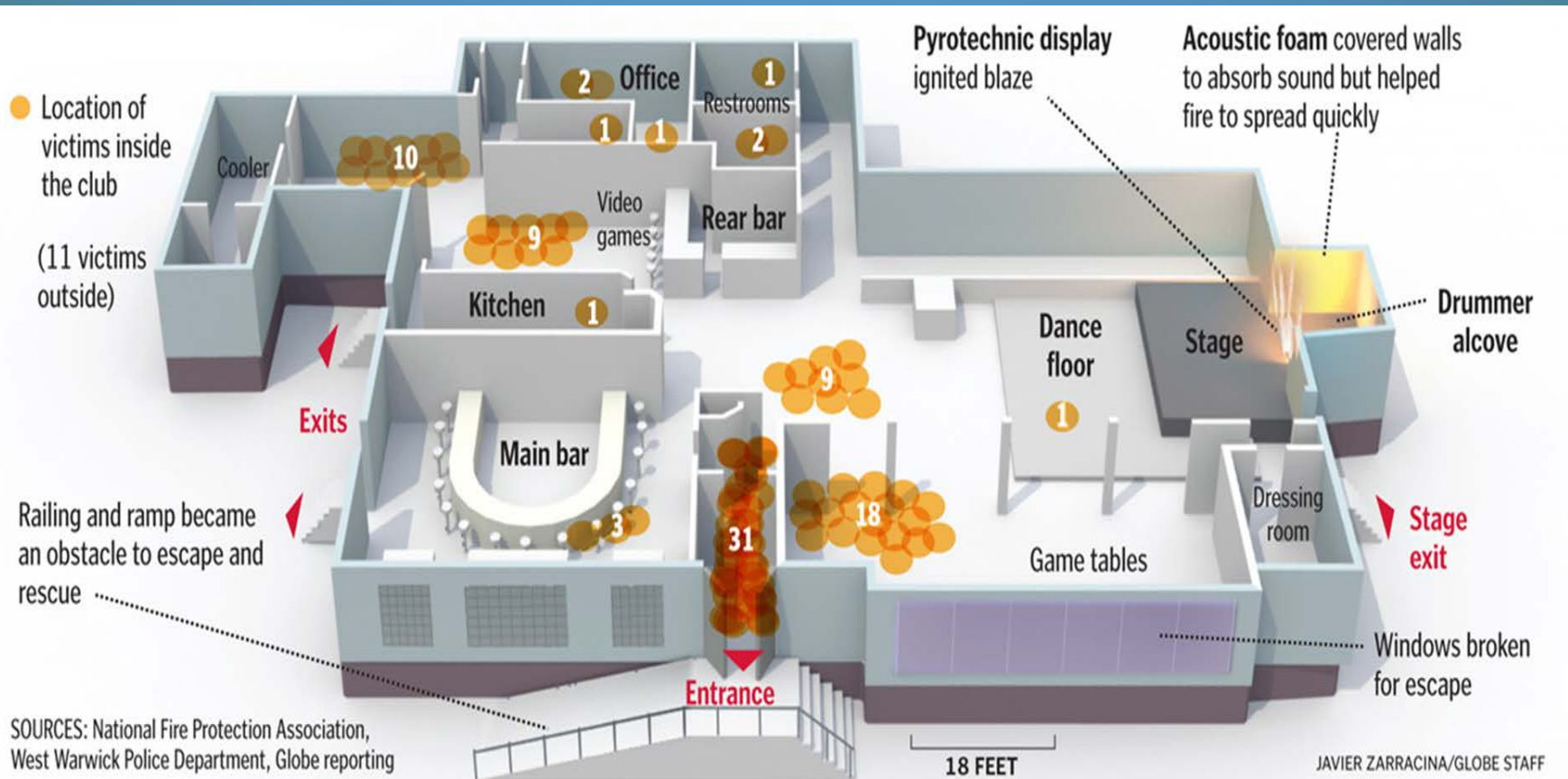
Decisive Action

Phase One

Phase Two

Phase Three

The Unthinkable: Who Survives When Disaster Strikes — And Why Author Amanda Ripley

Use Security Awareness Training to Help Educate on Surroundings

Key Points

1. Violence against Gas Field Workers is low but must be mitigated using an all-hazards (<u>Crime/terrorism</u>, <u>Customer</u>, <u>Co-worker</u>, <u>Domestic</u>) approach

2. People don't just snap in incidents of targeted violence. Learn more about this area of research and train your staff accordingly

3. Implement the full toolbox of safety & security management strategies

4. Ensure your safety and security team members are staying current on the research and information concerning violence affecting the workplace

5. Don't be a lone ranger…partner with your industry neighbors!

Questions

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