

De-Escalation Strategies

PHYSICAL SECURITY INVESTIGATIONS
2023

De-Escalation Topics

Self-evaluation

Preparation, Planning and Prevention

Recognizing a Threat

De-escalating a Hostile Situation

Statistics

Assault is the fifth leading cause of work-related deaths. Categorized as intentional injury inflicted by another person, assault includes:

- Intentional shooting by another person
- Stabbing, cutting, slashing or piercing
- Hitting, kicking, beating and shoving
- Strangulation
- Bombing and arson
- Rape and sexual assault
- Threats and verbal assault

Road Rage vs Aggressive Driving

The National Highway Traffic Safety Administration (NHTSA) has outlined legal differences between road rage and aggressive driving.

Aggressive Driving: Tailgating, speeding, blocking another car from passing and other reckless behaviors.

Road Rage: Often involves violent intent toward another driver, including using ramming vehicles, physical fighting on the side of the road or using a weapon to threaten or cause harm.

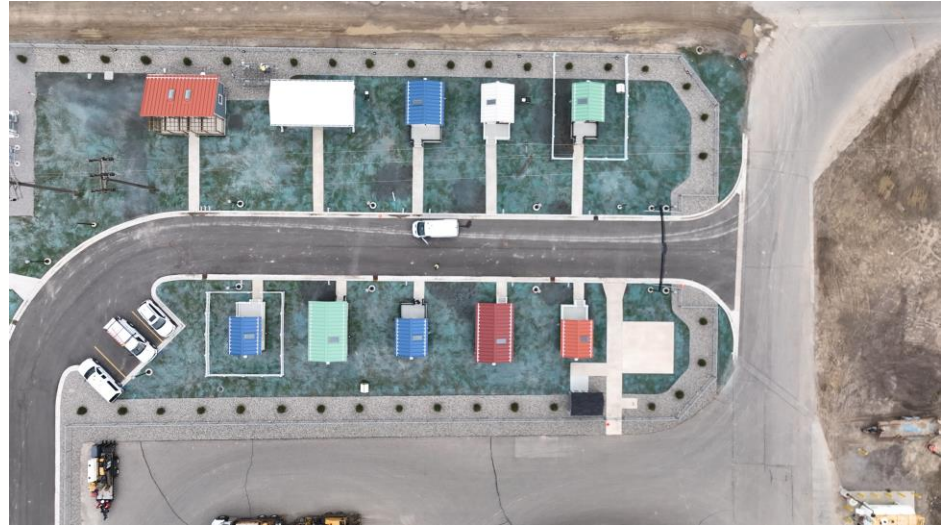
Preparation, Planning and Prevention

Mental and physical self-evaluation of **YOU** before you start your workday.

1. Are you tired?
2. What is your stress level?
3. Are there outside distractions?
4. Are you healthy?
5. Do you notice another co-worker is struggling?
(more importantly, will you speak up!)

Stay Aware, Stay Safe

- Does the customer's account indicate a history of violence or fraud?
- Do you know the area?
- Is there anything that makes you feel unsafe?



If you feel unsafe, don't go alone. Reschedule the visit until you can get a police escort, Corporate Security or another employee to come with you.

Police Support



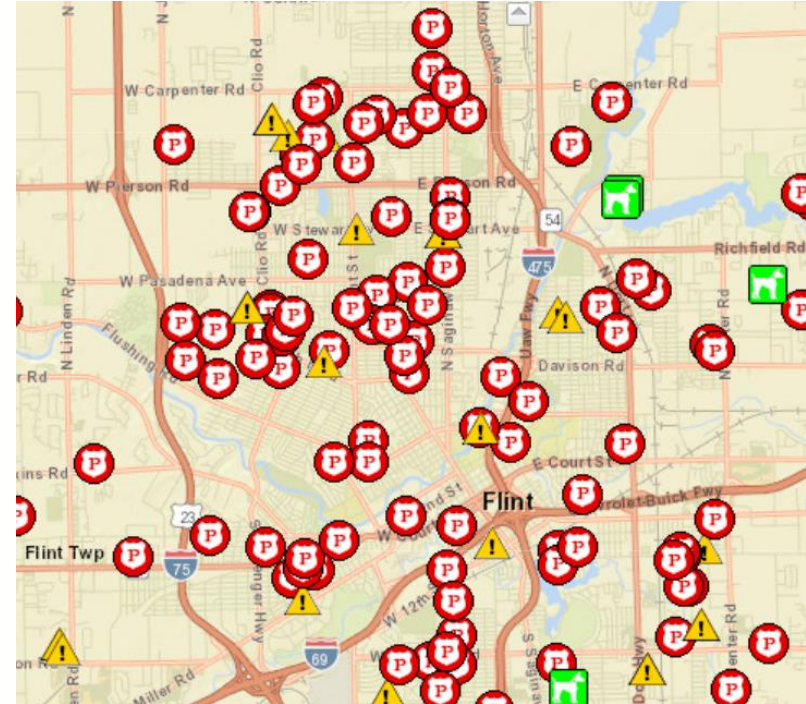
If you have safety or security concerns when you arrive to a job site, you can contact your local agency or 911 to request an escort or patrol for well-being checks.

A patrol request is most helpful if you will be there for an extended time.

Threat of Violence Map

Look for TOVs in your work area

- Work Order will display TOV on address for service call, but not at nearby addresses.
- Keep in mind, devices are not coded with TOVs



TOV & Avoid the Area

In 2022, there were 243 threats of violence incidents reported.

2022 CRITICAL INCIDENTS

- 9 assaults
- 8 animal attacks/bites
- 86 customers coded for 'police escort,' 9 for 'lifetime'
- 42 incidents involving a weapon

Registered Sex Offenders

michigan.gov/msp

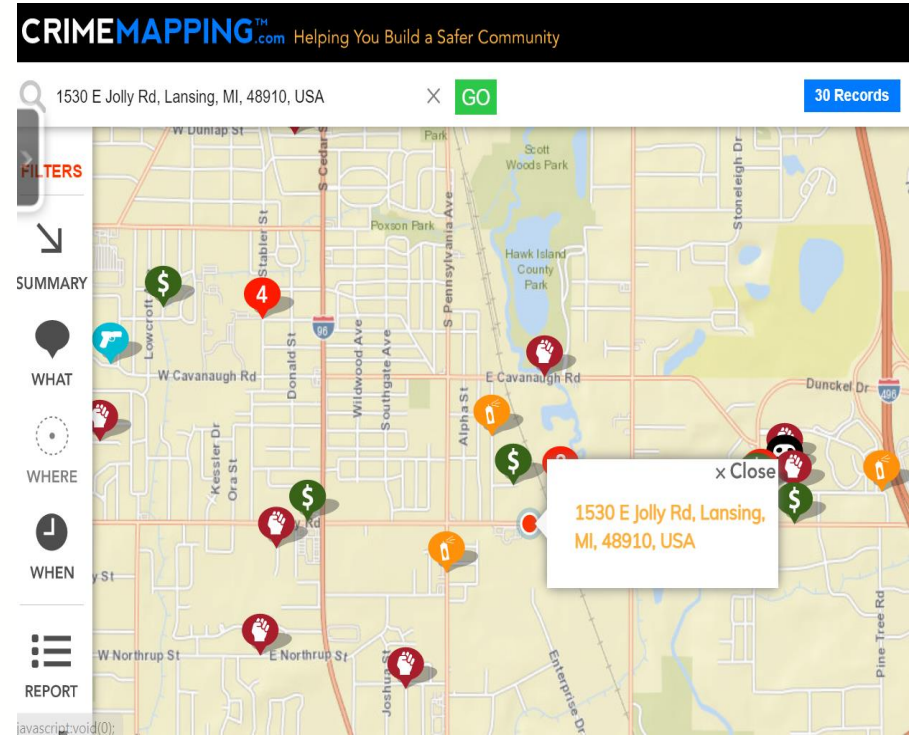
- Accessible to the public
- See where registered sex offenders reside



Crime Mapping

[crimemapping.com](https://www.crimemapping.com)

- View recent crime stats
- Many cities participate
- Information can also be found on agency/county websites



Safety Recommendations

Use this information to help diffuse a situation



Drive by the location first to check for any safety hazards and look for escape routes.

Do you have to pull into the driveway?

Should you park in the street?

If the customer is not expecting you, are you knocking on the door first or putting in a call to the residence?

Commons calls we get are customers who get startled by hearing someone outside their residence. (Often, they believe someone may be breaking into their home and come outside armed)

Situation Awareness

- Pay attention to signs on doors (dog on premise, owner armed, etc.)
- Vehicle and people traffic (are people making quick visits)?
- Are residents coming to the door open carrying a weapon?
- Is the residence a cannabis grow site?

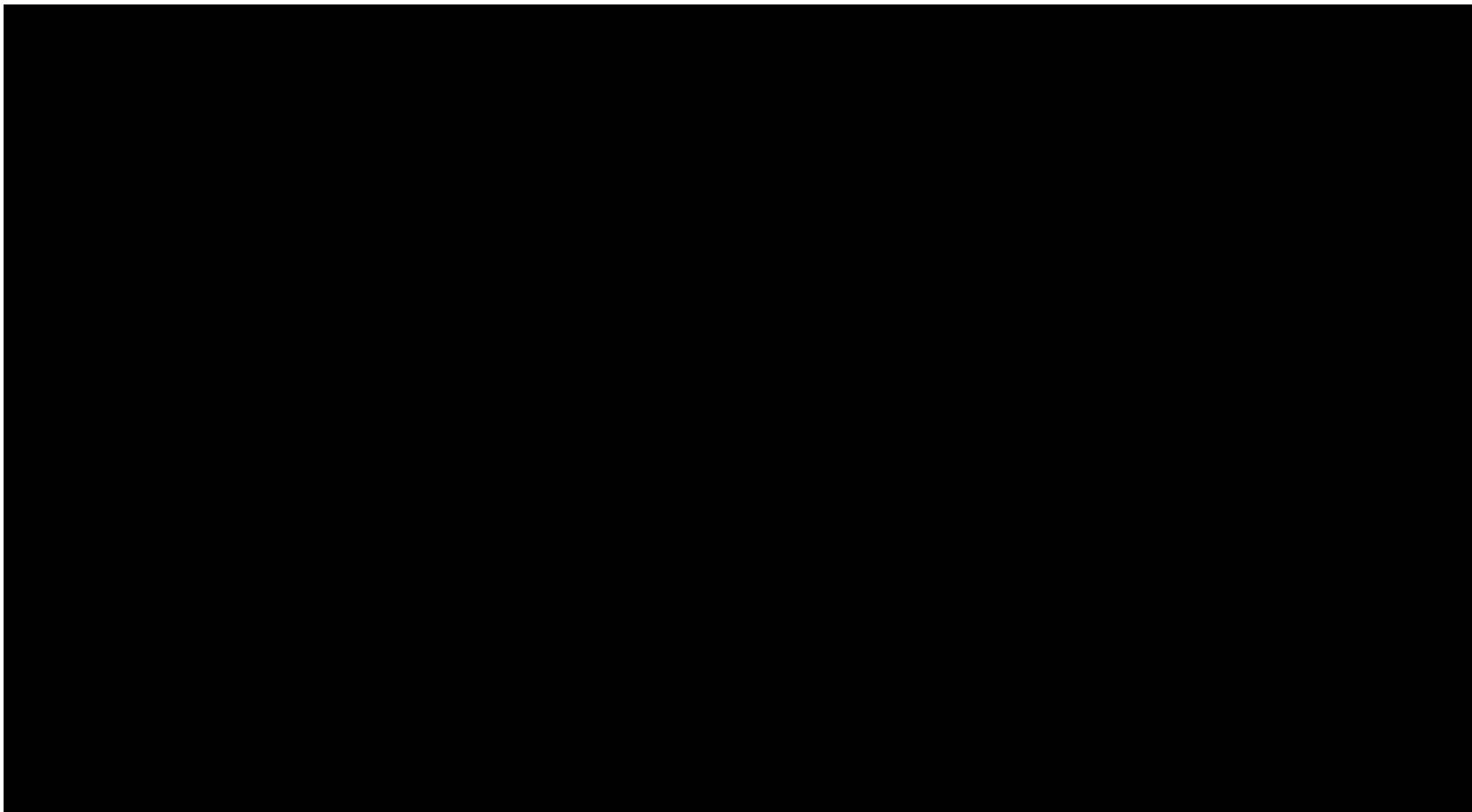
If any of these situations occur, what are you going to do?

Video: Confronted by the Customer

As you watch this video, think about how the employee reacted and responded. What was best practice and what should be done differently?

Have you been in similar situation(s)?

The following slides will give you recommendations on how to have situation awareness and de-escalate an aggressive customer.



Points to Remember if Confronted

If confronted unexpectedly face-to-face, remember the 3 Cs:

1. Confident
2. Calm
3. Create space

Professional Dialogue

- Maintain professionalism!
- Remember the previous slide with “self checking,” they too may be going through personal issues causing their behavior.

Recognizing Body Language

- Pay attention to body movement and signs
- Repetitive aggressive questions
- Bladed stance (boxers' stance)
- Pacing
- Grooming and stretching
- Yawning
- Stares
- Clinched fists

Remember 88% of humans being are right-handed, so what does this mean?



Recognizing an Armed Subject

When you encounter a person(s) while on the job, make sure to observe any unusual physical characteristics:

1. Are their intrusions/bulges, or an imprint of a handgun, that is visible under clothing?
2. Does clothing they are wearing appropriate for the time of year?
3. If wearing a jacket, is one side weighted down lower or the bottom of jacket bouncing off the pants indicating something heavy inside?
4. If someone is wearing a hoodie, is the draw string weighted down due to something heavy in the front pocket?
5. Can you identify their strong side (watch on wrist).












Deflectors

When you do all the talking, you control the tempo of the interaction.

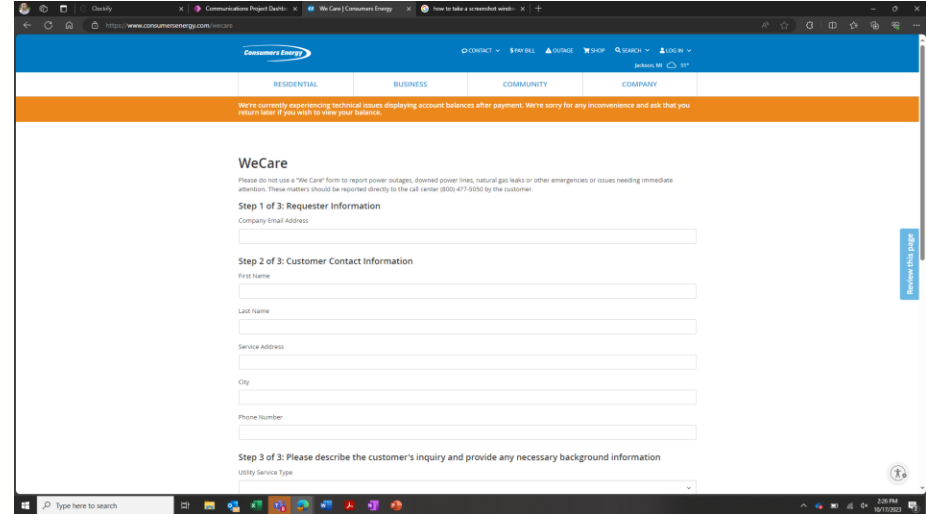
Acknowledge their feelings or concerns and offer but/and clarification:

- I appreciate that...
 - I hear that...
 - I get that...
 - I can see how you would feel that way...
 - I might also feel that way in this situation...
 - Even though I am an employee, I am also a customer, so I understand...
- 

Escalate Concerns if Appropriate

If the circumstance upsetting the customer is something that needs to be investigated by the company, consider submitting a WeCare form on their behalf.

ConsumersEnergy.com/WeCare



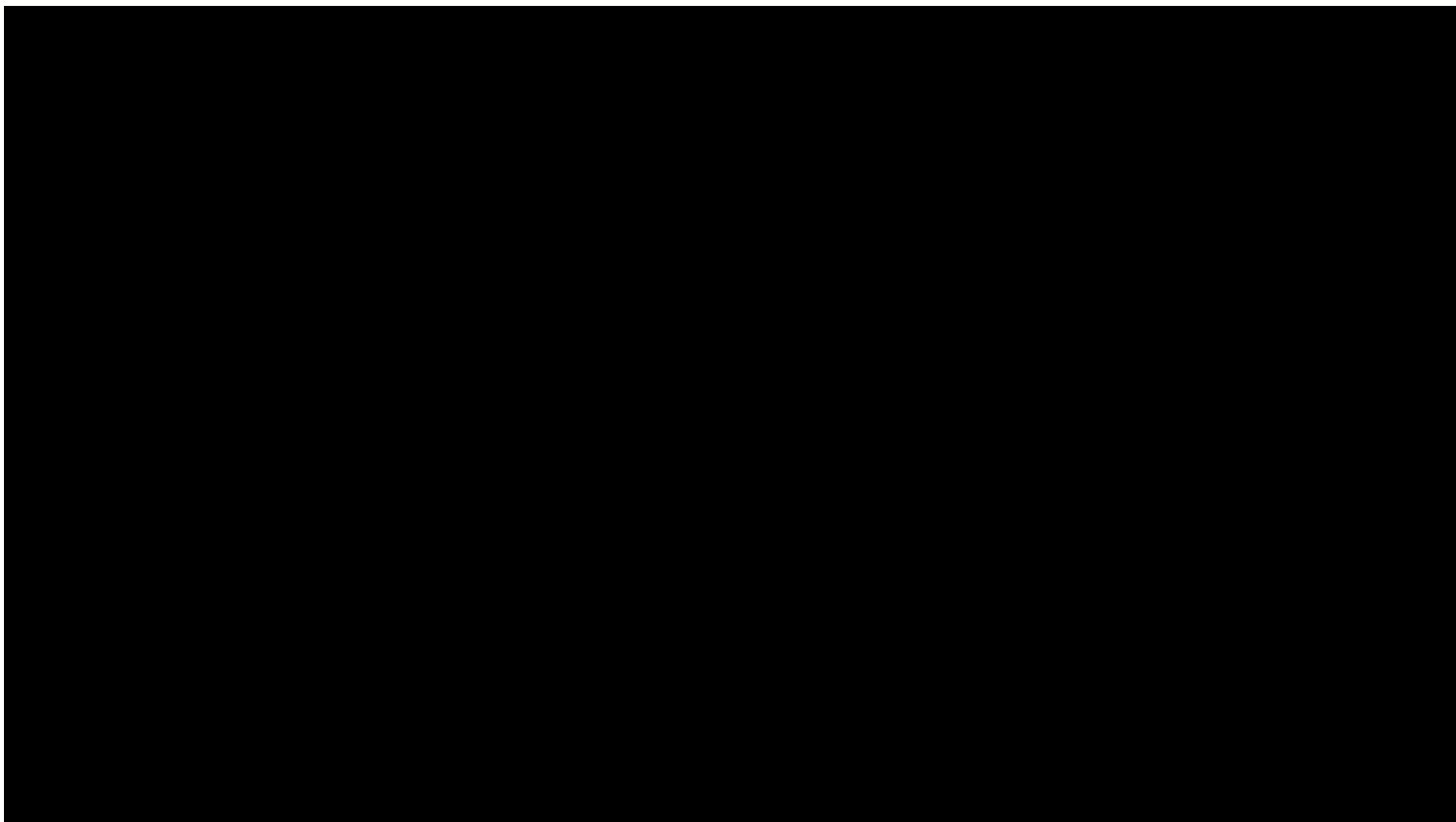
The screenshot shows a web browser window displaying the Consumers Energy website. The navigation bar includes links for CONTACT, NEW BILL, OUTAGE, SHOP, and LOGIN. Below the navigation bar, there are tabs for RESIDENTIAL, BUSINESS, COMMUNITY, and COMPANY. A message banner states: "We're currently experiencing technical issues displaying account balances after payment. We're sorry for any inconvenience and ask that you refresh later if you wish to view your balance." The main content area is titled "WeCare" and includes a disclaimer: "Please do not use a 'We Care' form to report power outages, downed power lines, natural gas leaks or other emergencies or issues needing immediate attention. These matters should be reported directly to the call center (800) 477-5050 by the customer." The form is divided into three steps: Step 1 of 3: Requester Information (with a field for Company Email Address), Step 2 of 3: Customer Contact information (with fields for First Name, Last Name, Service Address, City, and Phone Number), and Step 3 of 3: Please describe the customer's inquiry and provide any necessary background information (with a field for Utility Service Type). A "Review this page" button is visible on the right side of the form.

Key Points

- Everything you say and do, the customer perceives as the company saying and doing.
- Remove yourself emotionally from the situation - It's not about you.
- People have come before you that have said and done things that will make it difficult for you.
- Don't get yourself cornered if delivering bad news (shutting off appliances/service).
- If at anytime its unsafe, leave and get to safety!

Training Video-Scenario #2

1. You respond to a service call of a gas leak in the side yard of a resident. After arriving and assembling your equipment, you and your crew began checking the area for the source of the leak.
2. While doing this the homeowner drives up approaches your team, he immediately begins yelling and telling you to get off his property, he then pulls out a firearm.



Why it's important to train!

- Conditions you experience daily
- What color is the ideal code?
- Could proper planning and mental conditioning prevent a black code condition?
- Have you ever experienced condition black?

WHITE

Unaware, unprepared,
"Tuned out"

YELLOW

Relaxed, prepared, aware.
Good situational awareness

ORANGE

Identified potential
threat. Ready to act,
wargaming possible
reactions.

RED

Taking action, high alert,
actively engaged in emergency
response.

BLACK

Panicked, frozen, in shock, caught
off guard. Broken down mental
and physical response.

The Aftermath

- Assessing co-worker well-being
- Use People and Culture and/or free Spring Health services
- Work with Physical Security and local law enforcement on investigation process
- Debriefing

Questions?