



# **Dog Bite Program**

**Corporate Security and Resiliency**

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# Corporate Security & Resiliency



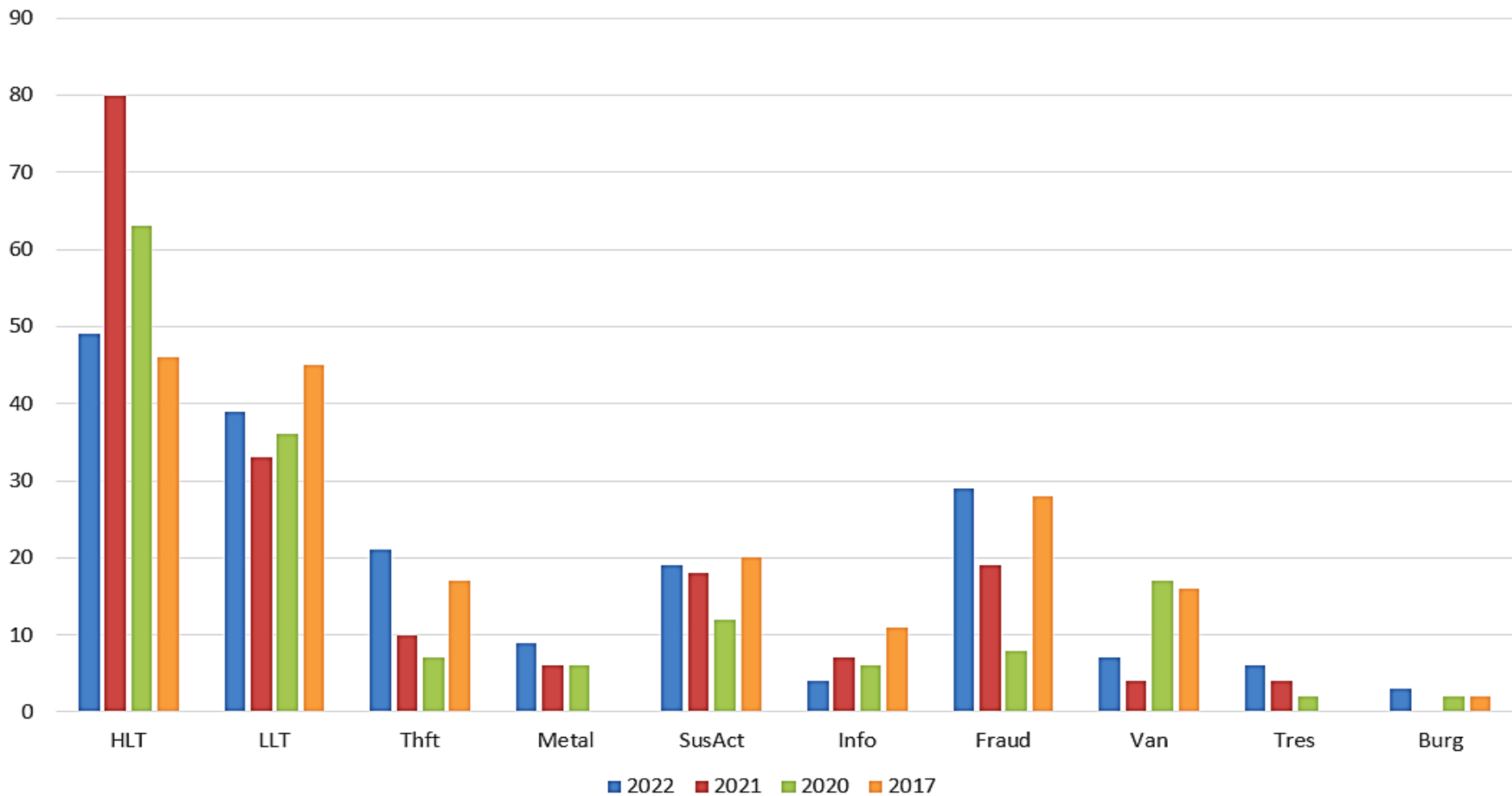
# Corporate Security

## *Customer Operations*



- Physical Security Focus
  - Coordinate Security Camera Installation, Repair, and Monitoring
  - **Investigative and Document Criminal and Suspicious Activity**
  - Conduct Analysis of Crimes/Threats and Identify Trends (provide monthly threat brief to CEO)
  - Liaison with Law Enforcement and Security Partners (Local, State, Federal)
  - CIP
- Resiliency (Business Continuity) Focus
  - Maintain Business Unit BC Plans (Includes co-located BHE)
  - Conduct Annual Tabletop Exercises
- Incident Command Coordination
  - Maintain all Incident Command Documents
  - Coordinate and Facilitate Quarterly Exercises
  - Maintain ICC to Ensure a State of Readiness

# Security Case Files Four Year Trend



# The Incident



- May 10, 2023
- Waterloo, Iowa
- Gas Tech Conducting Gas Shut Off for Non-Payment
- Owner Released Two Dogs
  - Golden Retriever
  - Brindle Pit Bull Mix
  - Vaccinations Expired
- Owner Claimed Not to Know Service Tech on Property
- Tech Required Medical Treatment for Multiple Dog Bites.

# Why Are We Here Today?



# Collaboration with Animal Rescue League of Iowa



- Provided Training to Field Personnel During Annual Safety Days Training.
- Animal Rescue League Presented at 14 Sessions Between July and August.
- Approximately 500 field employees trained
- Presentation Focused on;
  - Aggressive Indicators
  - Posturing
- Defensive Actions
- Reporting Procedures

# Next Steps



- ARL Training of Safety Staff
  - Onsite training at ARL
  - Display of Aggressive Behavior
  - Expand Training to Field Personnel-Ongoing Basis.
    - Threat Briefing
    - Reporting Suspicious Activity
- Deployment of Dog Bite Prevention Devices
- Recognition of Animal Abuse
  - Reporting





# Who is Responsible?



## SECURITY IS EVERYONE'S RESPONSIBILITY

*Your safety is of the utmost importance. Do not assume something you see or hear is unimportant. Report the activity to your manager or contact corporate security.*

**To report a Security Concern or Suspicious Activity**

**Call 515-242-4097 Option 2**

**OR**

**911 if Warranted**



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