

## Preparing for Protests Client Considerations

### STRATEGIC Questions to Answer

1. What is the threat level? Don't bury your head in the sand.
  - a. Look at previous incidents
  - b. Call other companies and understand their experiences with protests
  - c. What information can you gain through the news about impacts to businesses?
  
2. What is our protection strategy? Should we...
  - a. Work with protesters?
  - b. Defend against criminal activity?
  - c. Or both?
  
3. How will we continue business?
  - a. Remain open for business?
  - b. Close temporarily for business?
  - c. Employees work remotely?
  - d. Customers go to an alternate location?

Once you have decided your Threat Level, Protection Strategy, and Business Continuity responses, then you can move to tactics

### TACTICAL Questions to Answer

#### WHO Will Manage This Situation

- Clearly identify the one Executive Decision Maker for this situation.
- Identify who will be communicating to employees / customers / tenants / others.
- Identify key stakeholders including vendors and update them on any changes to deliveries, additional supplies you may want to stock up on before the protests, closings, precautions your suppliers should take.
- 24/7/365 Who is the Information Systems Person who can turn off systems connections if building is breached.
- Facilities Maintenance Leader.
- Security Leader of Client.
- Security Leader of Third-Party Security.
- Key Police and Fire Department Contacts who will provide information to you.
- Customers / Vendors with regularly scheduled visits to your building.
- Put this Command Structure and Contact Information for key people in an email and send to the group including the Security, Police, and Fire Contacts.

### WHAT Should We Be Concerned About Protecting – Three Categories

## 1. Information Protection

- Establish a deadline that all offices and desks are swept to identify and secure all confidential information.
- Designate a supervisor to go through each area to confirm all confidential information is secured at the deadline.
- Shred Bins should be picked up by your vendor before-hand or secured.
- Use safes if you have them to store confidential information and valuables.
- Inventory and remove valuables from the site if possible.
- Ask your IT Security Department what their plans are to protect IT information and assets.

## 2. People Protection

- Announce that you are closing the building early... announce the specific time.
- Employees and Tenants must leave by that time.
- Arrange for Security to escort Employees and Tenants to parking lots
- Security as needed can then change to plain clothes and take up positions outside of the building to identify any building breach, to call IT department to disconnect IT systems if needed, to video if needed, to provide updates, etc.
- If the need is to have 6 or more security officers an additional Supervisor should be posted.
- Do you need protection for executive's residences?
- Plan for tomorrow – what if employees should not return to the building tomorrow... how will business continue? Communicate that to your employees and who they should check with before returning to the building.

## 3. Facilities Protection

When time allows for preparation...

- EXTERIOR - Walk the outside of the building to identify objects that are not bolted down and could be used to throw through windows, doors, or used as weapons.
  - o Trash cans (even remove lids and the inside elements of trash cans)
  - o Signs
  - o Cigarette Ashtrays / Disposals
  - o Landscaping items
  - o Rocks that could be thrown
  - o Lock trash dumpsters so they cannot be used for starting fires.
- Reset timing of lighting so outside is well lit.
  - o However, consider turning off your logo signs.
  - o You want to look like you are closed for business.
  - o Equipment like ATMs and vending machines should be emptied and be taken out of order and the screen should reflect that.
  - o Put additional signs (not over the screen) that says out of order – and the location of a machine that is in service away from the protests.
- Board up doors and windows

- Put up signs that says you are temporarily closed for remodeling.
- Determine if you should block your drive ways and parking areas... or if it would be better to leave them open.
- INTERIOR - Walk the inside of the building to identify objects that are not bolted down and could be used to throw through windows, doors, or used as weapons.
- Lock all doors to offices, supply rooms, turn off elevators, etc., so there is no where to go.
- Do you and your key decision makers know exactly what is your property versus public / common access? Make a map.
- Reach out to the Police and Fire Departments to establish communications and receive updates.

#### WHEN THERE IS NO TIME TO PREPARE

- Consider many of the same action items above.
- Lock all exterior doors so only authorized people can enter via card access control, keys, or placing an employee or security officer at the door.
- Do employees / tenants have something that identifies them as authorized to access the building?
- Call the Police and Fire Department and ask them to respond with vehicles and people.
- Should you –
  - Evacuate the building through doors that least expose employees to the protests?
  - Move people to your severe weather locations inside the building?
  - Prepare to defend yourself?
- Ask employees to keep cell phone usage to a minimum so that your emergency management team can use theirs to coordinate with authorities and support.

#### Security Team Considerations

##### Handout to Define:

- Chain of Command with Contact Information and Location
  - Consultant In Charge
  - On Site Supervisor / Officer in Charge
  - Command Center
    - Define a specific location for Command Center
    - Define a specific location for Fall Back Position
    - Define a specific location for Rest Rooms, Food, Drinks
- Post Orders by Position
- Map of Key Locations
- Photos of Key People (Client, Person of Interest)

##### Equipment / Supplies

- Radios & Chargers (numbered and sign out page)

- Flashlights (numbered and sign out page)
- Cooler with Gatorade, Water, Coffee, Etc
- Power Bars
- Vehicles, keys, where to place keys after use of vehicle

#### Quick Response Team

- Have Ready Bag for quick deployment for long hour assignment

#### Post Order Considerations

#### Situation

- This is a fluid day/ be flexible and professional.
- Do NOT ask the client questions or make suggestions unless asked.
- Consultant In Charge / Officer In Charge work with the client in order to meet their expectations. Too many voices causes confusion. If you are unsure of expectations ask the Officer in Charge for guidance as he/she is there to help you be successful.
- Be patient more information and intelligence will be provided as it becomes available. Some information may come bit by bit. Meet the expectations of the information you have for now.

#### General Post Orders

1. Be a Highly Visible Deterrent. In uniform, walking, do not congregate together.
2. Friendly and Respectful. This is about supporting peoples' rights to peacefully voice their opinions. Help people know where to park, point them to the square and restaurants, etc.
3. Deescalate. Introduce yourself with name and say you are security. Politely ask for compliance if needed. Then back off and call the police. Video from a distance if you need.
4. The WORST thing that could happen is that one of our officers over-reacts and our Clients must answer for your actions. Be kind. Leave the area and go inside and lock the door if things get bad.
5. Radios help communicate with each other. Most radios are not private so other people may hear your communications. Be professional and don't discuss specifics of client. ALWAYS notify another officer to come assist if you have to approach multiple people.
6. Call Consultant / Officer in Charge for any questions.