

Active Assailant

This Action Plan applies to the threat of an employee(s) being assaulted by an intruder (possibly an ex-employee), with a weapon. Incidents of this type will vary in scale and severity, but the following should generally apply across the spectrum of threat conditions.

If you believe this threat is of current importance and have not yet dialed 911 or an emergency equivalent, do so immediately before proceeding.

INITIATION AND NOTIFICATION

The individual who first notices or receives word of the assault should contact 911 immediately by whatever means of communication may be available. Notification phone numbers are in the Organization Contact List in the Appendices of the ERP.

Initial notification of the incident will vary in both method and urgency, however in any scenario the first priority is the welfare of the assault victim. Under all circumstances, notify and consult with emergency personnel immediately.

This threat requires a response addressing three distinct categories:

1. Ensuring the health and safety of the victim and other employees.
2. Notifying and facilitating involvement of the proper authorities.
3. Communicating specifics of the incident to other staff, the media, and the victim's relatives.

Remain aware of these aspects of your response as you initiate and consult the plan.

SPECIFIC ACTIVITIES

I. Assess the Problem

Utility staff should not assess the severity of injury; only trained medical personnel should make proper diagnosis. The following general steps will be prudent:

1. The first task upon discovery of the incident is to dial 911 and report the incident in detail.
2. Contact Emergency Medical Services (or other transportation to the hospital in less urgent situations) in all cases.

II. **Isolate and Fix the Problem**

1. Transfer incident command and control of the situation to the proper authorities upon their arrival.
2. In the event of a hostage situation or extended incident, Utility staff should notify the authorities and evacuate the area quickly.
3. Under no circumstances should Utility personnel attempt to subdue the adversary or bring personal weapons onto the scene.
4. If witnesses were present, they should be readily available to provide information to the authorities. Fill out the Witness Report Worksheet. See Section _____ of ERP.
5. Do not touch or handle the weapon, if present, in any way.

III. **Monitoring**

1. Communicate with the media in a proactive fashion, with statements made only by the identified Utility spokesperson. Similarly, do not leave employees to spread the word through gossip and hearsay. Disseminate an announcement carrying relevant details promptly.
2. If the assault victim is injured or otherwise unable to perform his/her duties, the replacement personnel may also be under significant stress. Care should be taking in selecting replacement personnel including monitoring of performance and behavior.

IV. **Recovery and Return to Safety**

1. Staff stress may have serious ramifications. It is important to evaluate these effects in an ongoing fashion and address them accordingly. The Utility should consider temporary mental health counselors under such tragic circumstances.
2. In the event of a fatality, notification of family is an unfortunate duty, allow the local police or other authorities experienced in such tasks to do so.
3. If a breach of security occurred during the incident, rapidly address any weakness the incident may have identified. Evaluate access to the incident location and modify where necessary.
4. If the adversary was acting with an identifiable motive, consider the mentality and culture of the utility to evaluate if the underlying issue may be significant and widespread.
5. If assault was of a sexual nature, consider awareness training for utility staff.

6. Evaluate the need to maintain a heightened security posture, and security should be increased and decreased as necessary according to the perceived threat.

V. **Report of Findings**

In addition to completing the appropriate filings with the local police and other agencies, the utility should assemble relevant personnel to review the effectiveness of the action plan and reinforce lessons learned in the process..