



Shared Services Group
Security & Fire Protection

Threat Management (Workplace Violence Program)

Lethal Threats (Shots Fired!...When Lightning Strikes)

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Introduction – Why do we have a Threat Management Program

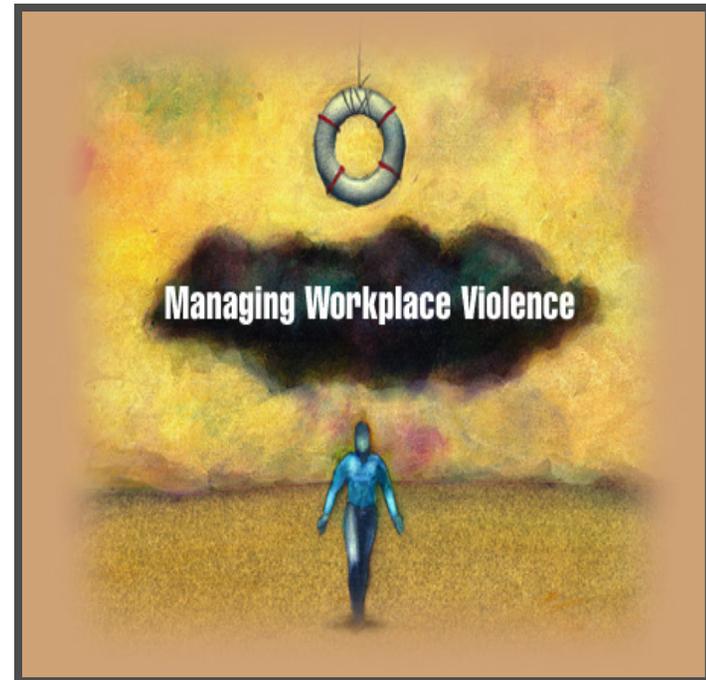
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- During the past several years there has been an increase in incidents of aggression and hostility. Even before Columbine, September 11th, and Virginia Tech, violence had infected the very tapestry of our lives. In our homes, our schools and with frightening regularity, violence seems to have firmly anchored itself in workplaces across the nation.
- According to the U.S. Department of Justice, the workplace is the most dangerous place to be in America. The problem is so pervasive that the Centers for Disease Control has classified workplace violence as a *national epidemic*.
- And unfortunately, workplace violence incidents have occurred at The Boeing Company.
- Boeing is committed to providing our employees, contractors, customers and visitors a safe and secure work environment.

Background

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- Boeing is committed to workplace safety and a threat management program addressing workplace violence PRO-1870, Threat Management.
- One component of our overall threat management posture, and all-hazards approach to incident preparedness, response, and business recovery.
- Program empowers awareness and responsiveness supporting existing procedures and processes.
- At Boeing it's any incident, situation, or condition that could:
 - Threaten the safety of an employee, contractor, customer, or visitor
 - Have an impact on **any** employee's physical or psychological sense of well-being

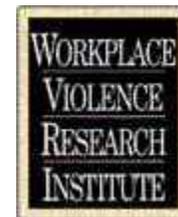
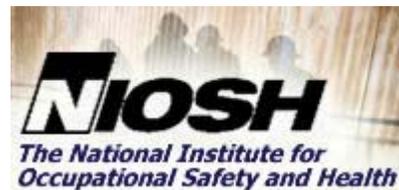


Lethal Threat Data

U.S. Statistical Studies

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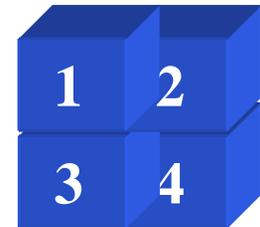
- Vast majority of incidents occur in workplaces and schools.
- Workplace homicides account for 1 of 6 fatal occupational injuries.
- In 8 of 10 cases lethal attackers transmit warning signals regarding their intentions prior to acting.
- 3.5 killed, 4.8 wounded per incident.
- Law enforcement rapid response only impacted 25% of cases.
- Workplace violence cost U.S. companies 35.5 billion dollars in 1995.



Enterprise Lethal Threat Prevention and Response Standards Document

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- The Standards document supports existing procedures and processes in both threat management and our all-hazard approach to response and business recovery.
 - Base document
 - General
 - Process Flow
 - Baseline Readiness Standards
 - Appendices
 - Partnership Outreach Program
 - Rapid Law Enforcement Deployment Kits
 - Training Programs
 - Administrative & Tactical Operation Guidelines
 - Management and Employee Guidelines
 - Definitions and Acronyms
 - Exhibits
 - Standards Checklist
 - Law Enforcement Outreach Letter Template
 - S&FP Dispatch Administrative Procedure Template
 - Employees Checklist



Phased Approach

A Quality Standard Development & Benchmarks

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- Consistent with private industry, law enforcement, and fire standards.
- Scalable standard for all sites regardless of location, size, complexity, resources, assets, or site risk level.
- Partnership outreach programs
 - Best practices
 - Lessons learned
- Extensive benchmarking
 - Government agencies
 - Private industry
 - Training organizations
 - Professional organizations



Moving Forward

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- Recent active shooter incidents across the nation reinforce that lethal threat prevention, response, and recovery procedures and processes are a vital component of an effective Threat Management program.
- The standards developed will support, strengthen, and enhance our current protective posture for the workforce providing:
 - Training for Security & Fire Protection personnel, our threat management teams, and select support organizations.
 - Management awareness and engagement.
 - Heightened employee awareness and responsiveness.
- Executive leadership, engagement, and endorsement is a critical element of success in moving forward.

Shots Fired DVD

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- **Key Areas**

- Awareness
- Preparation
- Rehearsal (practice your plan) – *“Survival Mindset”*
 - Get Out
 - Hide Out
 - Take Out

- **Show DVD**

Updates to “Shots Fired! ...When Lightning Strikes”

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- Based on feedback from Human Resources and Legal
 - Title change
 - “The Advanced Threat: Choosing a Response”
 - Gun shots at beginning of DVD – decrease volume
 - Add disclaimer to beginning of DVD
 - Address employee concerns up front
 - Employees needing assistance can contact Employee Assistance Program (EAP) focal



Boeing Security & Fire Protection Employee Response Checklist *Lethal Threat Incident*

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The purpose of this checklist is to provide employees with best practice recommendations based on lessons learned from previous active shooter incidents. Every employee is a stakeholder in their own security and may need to make personal choices in the absence of law enforcement direction.

Secure immediate area:

- Lock and barricade doors
- Turn off lights
- Close blinds and block windows
- Turn off radios and computer monitors
- Keep occupants calm, quiet and out of sight
- Keep yourself out of sight and take adequate cover / protection i.e. concrete walls, thick desks, filing cabinets (cover may protect you from bullets)
- Silence cellular phones and blackberry devices
- Place signs in exterior windows to identify the location of injured persons

Un-securing an area:

- Consider risks before un-securing rooms
- Remember, the shooter will not stop until they are engaged by an outside force
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area
- Consider the safety of masses vs. the safety of few
- If doubt exists for the safety of the individuals inside the room, the area should remain secured

Contacting Authorities

- Use site Boeing security emergency number
- Use Emergency 911 **or 9-911**
- Be aware that the emergency system will likely be overwhelmed. Program all emergency numbers into your cellular phone and have them available at your workstation

What to Report:

- Your specific location (physical address), building number and office/room number
- Number of people at your specific location
- Injuries and the number injured, types of injuries
- Assailant(s) location, number of suspects, race/gender, clothing description, physical features, types of weapons (long gun or hand gun), backpack, shooters identify if known, separate explosions from gunfire, hostages, etc.

Police Response:

- Objective is to immediately engage assailant(s). Follow police and security directions.
- Evacuate Victims
- Facilitate follow up medical care, interview, and counseling
- Investigation

