

A QUICK REFERENCE GUIDE FOR WORKPLACE SAFETY AND SECURITY



ALLIEDBARTON®
SECURITY SERVICES

*Serving And Securing The People,
Homes And Businesses Of Our Communities*

Workplace Safety and Security Require Diligence and Planning

For businesses of all sizes, knowing how to protect yourself, your property and your assets is crucial. In an age when anything can happen, anywhere, at any time, we should all be prepared to handle any situation. This takes real awareness of planning and diligence to stay on task.

With so much at stake, AlliedBarton has compiled this handbook for small and large businesses, as well as families and individuals.

Sincerely,
Your Friends at AlliedBarton Security Services

This guide is the third in a series published by AlliedBarton Security Services. Previous editions include quick reference guides for handling disasters, emergencies and pandemics, and Internet and computer security. To view these guides, please visit the Security Resource Center at AlliedBarton.com.



Reducing the Risk of Workplace Violence

Office workers everywhere experience acts of workplace violence—sometimes never giving them a second thought. Hostilities such as physical and verbal assaults, threats, coercion and intimidation, all constitute acts of workplace violence.

In the Event of an Act of Violence:

- Your goal is to help defuse the person's anger so that he/she can cool down and talk calmly and rationally.
- Maintain your composure.
- Try to signal for help from a coworker who can contact management, security, the police or paramedics.
- Listen attentively. Hostile individuals who feel that they have your attention are sometimes less likely to act out physically.
- Maintain eye contact. This also helps to calm the person down because the individual feels that he/she has your attention.
- Be courteous and patient until help arrives.
- If the person is threatening you with a weapon, follow his/her instructions and stall for time.
- Never try to intercept the weapon or act aggressively against the individual. You do not want to risk harm to yourself or others.

Here Are Some Warning Signs of Violence:

- Numerous conflicts with supervisors and other employees.
- Statements indicating desperation over family, finances or other problems.
- Intimidating, belligerent, harassing, bullying or other inappropriate and aggressive behavior.
- Direct or veiled threats of harm.
- Reference to weapons.

What Should You Do?

Talk to your supervisor immediately if you observe unusual behavior in others. Never underestimate the potential for a coworker to act out violently. Being proactive can help prevent an incident of workplace violence.



Parking Lot Tips to Keep You and Your Valuables Safe

Pedestrians frequently take risks that make themselves easy targets in parking lots. Usually, they don't even realize it. The following tips will help keep you safe.

When on Foot:

- Stay alert and walk briskly with your head up and your shoulders back.
- Look around the parking lot and at your vehicle for suspicious people.
- Walk with others when possible.
- Walk in a well-lit area.
- Be aware of noises and movements.
- Avoid wearing visibly expensive items, especially jewelry.
- Have your keys in your hands and ready to unlock your vehicle.
- Look into your vehicle's front and rear seats before entering it.
- Lock your vehicle as soon as you get in.
- If someone approaches your vehicle inquiring about directions, do not open your door or roll your window down.
- If you are alone at night, ask security to escort you to your vehicle.

Parking Lot Tips Continued...

Vehicle Parking Lot Safety

When in (or around) Your Vehicle:

- Park in/around areas with high concentrations of pedestrians and vehicles.
- Park in a well-lit area.
- Keep packages and valuables out of sight in your vehicle.
- When leaving your vehicle, be certain your windows are rolled up completely and your doors are locked.
- Before leaving your vehicle, take a second to double-check that your car is not an easy target.

Helpful Links and Resources

- www.AlliedBarton.com
- www.osha.gov
- www.opm.gov



Safety in the Workplace

The key to a safe workplace is having effective safety and security policies in place and to communicate these policies to all employees.

For Example:

- Require office visitors to be escorted or to wear identification.
- Require delivery people to wait in the reception area and to make deliveries at that one location only.
- Establish an emergency alert procedure for the receptionist to signal coworkers and security if an emergency arises.
- Secure all keys, alarm codes, company information and equipment.
- Always secure both personal as well as business checks.
- Secure all cellular phones and laptop computers.
- When entering your workplace prior to regular business hours, be certain that the door handle is locked from the outside and is latched securely behind you.
- When using elevators, stand near the button panel. If someone in the elevator makes you feel uncomfortable, you can push the button for the next floor and get off to seek help.
- Report any suspicious activity immediately.



Preventing Fires in the Workplace

Fires are not only frightening, in many cases they can cause significant property damage, or even worse, cause death. The use of fire-retardant construction materials, sprinklers and smoke alarms can greatly reduce the risk of fire. In addition, informed employees who know what causes fires and how to prevent them can further reduce the threat of fire.

Preventing Electrical Fires:

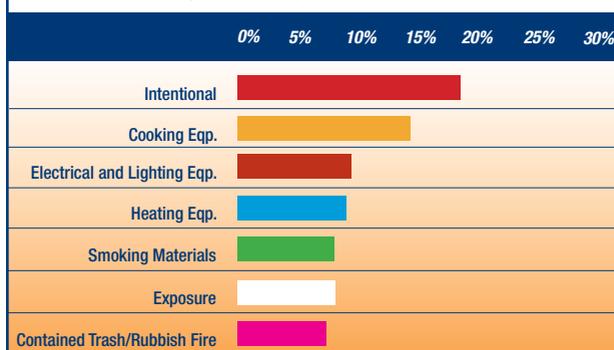
- Don't force three-prong plugs into two-prong outlets.
- Don't overload extensions and electrical outlets.
- Don't use household-grade extension cords in the workplace. Heavy-duty extension cords with circuit breakers should be used.
- Never use frayed or damaged extension cords.
- Practice preventative maintenance on all electrical equipment.

Prevent Fires with Good Housekeeping:

- Keep combustibles—wood, paper, trash and oily rags—away from machinery and other heat sources.
- Store all flammable liquids in flame-proof containers.
- Keep all areas clean and free of debris.

Leading Causes of Non-home Structure Fires

1999-2002 Annual Averages with 4/06 Updates Reflected.



Other causes (all 3% or less): torches; playing with heat source; clothes dryer or washer; lighting; spontaneous combustion or chemical reaction.

Source: National Fire Protection Association



Office Creepers

Technological advances have bred a whole new generation of criminals called office creepers. These individuals are dressed like your coworkers or building service personnel and rely on the anonymity of busy office buildings to cover them during their crime. In 2004 alone, \$6.7 billion worth of laptop thefts occurred. On average this is about \$50,000 per company.

Recognizing an Office Creeper:

- Try to become familiar with most of the coworkers in your immediate area.
- If you see someone wandering the halls or casually roaming about, ask if you can help her/him.
- If your building has an access control policy where visitors must wear a badge, you should notify security immediately if someone is walking around without proper identification.
- If an individual appears suspicious, notify security.

Protecting Against Office Creepers

- Never share keys or access codes with ANYONE—or leave them unattended.
- Keep personal keys and office keys on separate rings.
- Don't "hide" your wallets or purses in unlocked cabinet drawers or under your desk.
- Position coat racks and hangers away from doorways so that a thief can't easily snatch items from the outside.
- When leaving your office, make sure to lock the door and mute the telephone ringer. (An unanswered phone is a clue to a thief that your office is empty.)
- Talk to management about purchasing a security cable for your laptop.
- You should keep an accurate inventory of all office equipment, furniture and devices in a locked, fireproof cabinet or in another location.

Helpful Links and Resources

- www.AlliedBarton.com
- www.lapdonline.org



PROTECTING AGAINST THE UNEXPECTED



Evacuation Planning

A wide variety of emergencies, both man-made and natural, may require a workplace to be evacuated. Devising a plan that identifies when and how employees are to respond to different types of emergencies is crucial. A disorganized evacuation can result in confusion, injury and property damage.

Take These Precautions to Ensure a Safe Evacuation:

- Design exit routes that are clearly marked and well lit.
- Make the exits wide enough to accommodate the number of evacuating personnel.
- Make sure the exits are unobstructed and clear of debris at all times.

Following the Evacuation, Be Sure To:

- Designate assembly areas, both inside and outside your workplace, where employees should gather after evacuation. (Make sure your assembly area has sufficient space to accommodate all of your employees.)
- Take a head count after the evacuation.
- Account for non-employees, including suppliers and clients.
- Establish procedures for further evacuation in case the incident expands.

Shelter-in-Place—Preparing to Stay or Go:

Depending on your circumstances and the type of emergency, the first important decision is whether you stay put or get away. Businesses need to understand and plan for both possibilities. Use common sense and available information to determine if there is immediate danger.

- Alert local authorities (they may or may not be able to provide information on what is happening).
- Use available information (TV, radio and/or the Internet) to assess the situation. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to shelter-in-place.
- If you are specifically told to evacuate or seek medical treatment, do so immediately.

If You Are Staying:

- Implement a means of alerting your employees to shelter-in-place that's easily distinguishable from that used to signal evacuation.
- Close the business and do not drive or walk outdoors.
- If there are visitors in the building, provide for their safety by asking them to stay.
- Unless there is an imminent threat, ask employees, customers, clients and visitors to call their emergency contact to let them know where they are and that they are safe.
- Quickly lock exterior doors and close all windows and air vents, including fire dampers.
- Gather essential disaster supplies.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit.
- Monitor available media information for further instructions.

Active Shooter Emergency Planning

The threat of an active shooter is a possibility anytime, anywhere. As with any crisis situation, the right preparation and proper planning can help to minimize chaos and the possibility of injury or death.

It's Very Important That Your Plan:

- Emphasizes the importance of remaining calm in any violent situation.
- Encourages anyone involved to call 911 and give location and description (as complete as possible) of the shooter.
- Enforces the importance of remaining on the line with the 911 operator until police arrive because needs may change.
- Explains in comprehensive detail how to warn employees an active shooter is present.
- Includes evacuation and lockdown procedures.
- Reminds employees to closely observe details of the shooter (clothing specifics, hair color, height, weight, weapons, etc.).
- Instructs employees to lock and secure all exits if the shooter leaves.
- Trains people to take accurate head counts and to check colleagues and coworkers for injuries.
- Has regularly scheduled mock shooter drills that, whenever possible, includes evacuating the building.

Also, it's critically important that when the police arrive, everyone must move slowly, keep their hands visible and follow their instructions.

Safety Culture Process

Safety Culture is defined by the Center for Chemical Process Safety as how the organization behaves when no one is watching. Due to the fact that catastrophic accidents are not very common, it is easy to begin to become complacent. Eliminating serious incidents requires constant attention to the potentially catastrophic results of hazardous activities.

What Should You Do?

- Be vigilant about the hazards of the materials and processes in your plant.
- Recognize "near miss" events to remind you of what could have gone wrong.
- Use incidents that occur in other facilities to remind you of the possibility of similar problems occurring at your plant.
- Always operate within safe operating limits and using established operating procedures.

Helpful Links and Resources

www.AlliedBarton.com

www.aiche.org

www.fema.gov

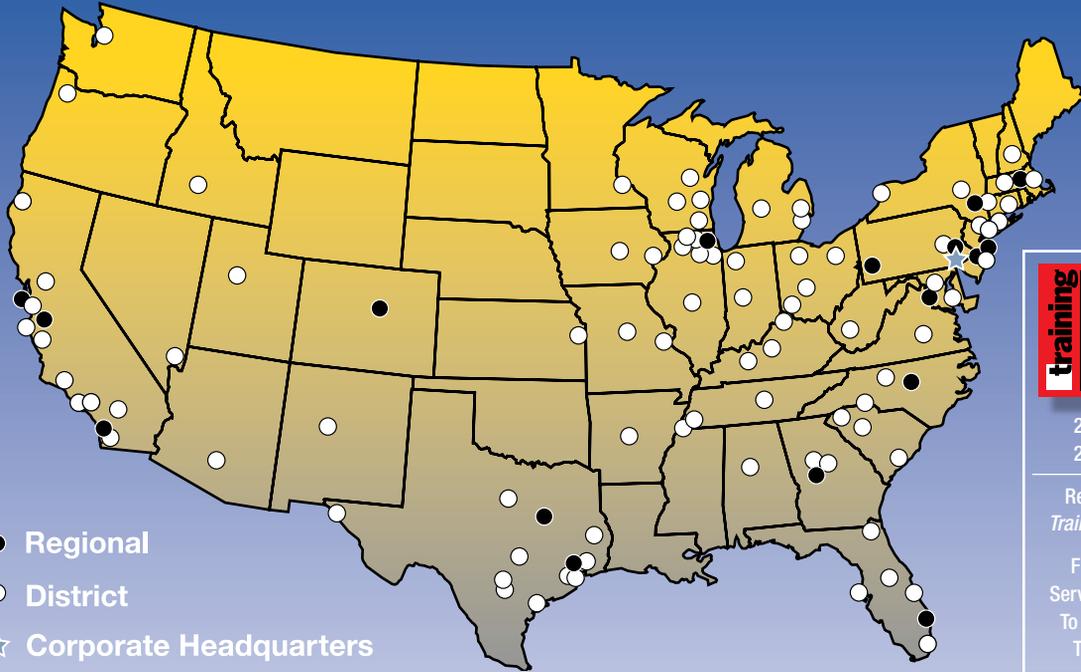
www.ojp.usdoj.gov

www.psn.gov

www.usfa.dhs.gov



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AlliedBarton Fast Facts

Award-winning Quality Training – Leads the industry with innovative Web-based training through AlliedBarton Academy. A majority of our employees voluntarily participate in continuing education.

American-owned – The largest American-owned and managed contract security services firm.

National Presence – More than 100 offices nationwide serving customers coast to coast.

Fortune 500 Clients – Serves many Fortune 500 and Fortune 100 companies.

Professional Personnel – Offers employees competitive wages and one of the best benefits packages in the industry.

Leading-edge Technology – Utilizes a coast-to-coast Wide Area Network supported by thousands of computers providing real-time access to fully integrated business systems.

Focused Expertise – Our focus is security officer services: great officers who are well-trained and provide peace of mind for you.

Specialized Services – AlliedBarton brings a wealth of experience in several key markets with specialized services designed for the unique demands of each market.

Index for Helpful Links and Resources

www.osha.gov – Occupational Safety & Health Administration, U.S. Department of Labor

www.opm.gov – United States Office of Personnel Management

www.lapdonline.org – Los Angeles Police Department

www.cdc.gov – Centers for Disease Control

www.fema.gov – Federal Emergency Management Agency

www.hhs.gov – Department of Health and Human Services

www.psn.gov – Project Safe Neighborhoods

www.ojp.usdoj.gov – United States Department of Justice

www.usfa.dhs.gov – United States Fire Administration

www.aiche.org – American Institute of Chemical Engineers

www.AlliedBarton.com – AlliedBarton Security Services Resource Center

The information contained in this guide is provided strictly as a reference guide and useful resource. AlliedBarton Security Services assumes no responsibility for the accuracy or reliability of the information presented in this guide.



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