



SAFETY AND SECURITY BEGINS AT THE FRONT DOOR

Assess the front desk

Don't leave workplace safety to chance! Arranging the front desk area defensively is critical to the safety of the entire organization.

AVOID HAZARDS-Scrutinize the Front Desk and Lobby Area

- Clear line of vision.
- Allow limited access.
- Make exits accessible.
- Organize the desk area serves as a focal point of entrance.
- Remove large plants or other large objects blocking the desk view area.
- Limit waiting to two or fewer chairs.
- Only allow authorized behind the desk-do not locate the desk in an open area.
- Position the computer monitor on the desk next to a wall with the screen out of the view of those approaching the desk.
- Use security monitors.

Options for building and facility safety are constantly improving and changing. To keep updated, review your facility security methods and processes with local law enforcement semi-annually.

“An ounce of prevention...”Ensure emergency policies and procedures are to pair with the law enforcements recommendations.

How safe is your facility? Safety practices recommended by security experts:

One central point of entrance	Use of security key cards by employees
Restrict areas not in use –locked to everyone	Sign-in security system with identification badges for guests
Surveillance cameras-locked or roving	An emergency action plan; updated annually
Emergency procedures distributed company-wide	Good external lights
Bullet proof barriers for employees handling money or in an isolated contact with the public	Floor-activated silent panic button at the front desk
An emergency response team	Escorts required for guest-no exceptions

Create an Emergency Action Plan

An emergency action plan differs from the procedure manual in that provides samples directions for emergency situations. As the front desk employee, you need to be prepared for every situation and have a plan that everyone in the organization can easily follow.

Plan Guidelines

- Keep it to one page
- Verify process for consistency with the front desk emergency procedures manual.
- Gather contact information
- Distribute company-wide
- Post at front desk

Emergency Response Strategies to Get Help Fast When You Need It

Emergency Action Plan for 5825 Shelby Oaks Drive

In the event of a fire:

1. Call 9-1-1
2. Contact security or Facility/Risk Management (901) 373-1274
3. Trip the alarm and evacuate the building

In the event of tornado, hurricane or other forces of nature:

1. Contact security or Facility/Risk Management (901) 373-1274
2. Trip alarm and begin evacuation process-direct employees to designated areas
3. Sound all-clear when danger has passed; turn off alarm

In the event of theft:

1. Contact security or Human Resources (901) 373-1257
2. Contact police department (901)636-4400
3. Provide a written summary of the loss

In the event of violence:

1. Remove yourself from threat
2. Subtly call 9-1-1
3. Discreetly contact Security or Human Resources or reporting supervisor for those who involve.
4. Create a written incident report

Manage the Traffic Flow

Guests to the company should not be allowed random access to your facility. Only allow limited access when their purpose or appointment has been verified and an escort is available to take them to their destination.

Evaluate Guest and Increase Security to the Front Desk and Lobby Area

Check in and out	Identification
Waiting area	Employee escorts

Discourage Guests from “Finding Their Own Way”

- Position the desk in a way that forces guests to walk past it.
- Verbally greet each guest, take control of the encounter.
- If the guest walks past the front desk, use a loud, firm voice to get their attention and ask them to sign in.
- If ignored or the guest just keeps going, call a designated back up person and notify them of the security breach.
- Ensure that restricted areas remain that way

Process Packages and other Items with Confidence

Stay Alert and Watch for Suspicious Packages, Envelopes or Other Delivery Items

1. Require a log-in and log-out procedure
2. Have a designated person/area for all packages, mail and other deliveries.
3. Immediately inform recipients of delivery.
4. Educate others on security process for packages and deliveries

If an Item Looks Questionable

Take Action

Verify the delivery with the recipient.
Handle with care.
Place it in a plastic bag.
Call the experts.

Protect Facility and Organization Assets

- Lock up all valuables
- Lock up work space at night.
- Change locks on old equipment
- Turn over business papers on the desk and lock up invoices, check requests, budget information, etc.

Provide After-Hours Security

- Require employees to let security know when they are working late.
- Conduct background checks on cleaning crew members.
- Lock the facility each day at the same time.
- Increase exterior lighting.

What to Do When Weapons are Involved and Things Get Frightening

Even the most secure facility must prepare for the worst-case scenario. Knowing in advance what to do provides front desk personal with confidence and valuable time that could mean the difference between escape and survival.

Survival Skills

DO NOT:	DO:
Try to overpower	Watch and wait
Panic	Be an empathetic listener: Encourage the person to talk
Resist	Follow instructions
Use communication styles that produce hostility	Signal for help discreetly/call 9-1-1
Zone Out	Make mental notes of details to report when incident is over
Let the individual get you alone, away from the building	
Invade the person's space	
Reject the demands right away	
Attempt bargain	
Take sides or agree with distortion	
Make false promises you cannot keep	

Acting immediately in the event of a medical emergency can mean the difference between life and death. Additionally, responding appropriately is just as important as the urgency.

Make the 911 call

For faster service:

1. If on a network telephone system, dial to get an outside line
2. Program it on speed dial for quicker service.
3. If you cannot talk, hit the dial button and keep the line open.
Dispatchers are trained to be alert to these types of calls.
4. If you can talk, stay on the line until emergency personnel arrive.

Provide the following information:

- The type of emergency.
- Whether or not there is still an immediate threat.
- The name, address and telephone number of the company, and your name.
- Special directions to the company location if difficult to find
- Whether or not chemicals or other hazardous materials exits on the site (in the event of fire or natural disaster).
- If an ambulance is required.
- If workplace violence, the names of individuals involved (both victims and aggressors)

Keep a Lid on Bomb Threats

Unfortunately, bomb threats are becoming more and more common. While the vast majority of them turn out to be false alarms, one must take each and every threat seriously. The cost is too high.

- Treat every threat seriously and take immediate action
- Take notes-Use the AFT bomb threat checklist
- Your goal is to keep the caller on the line
- Ask questions
- Identify whether the call originated from within the facility or not
- Determine the location and characteristics of the bomb.
- Develop a caller profile
- Listen for background noises
- If possible, flag for assistance while on the phone with the caller. If not possible, call authorities and your supervisor immediately after hanging up.

The following is a checklist of characteristics provided by the Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF) designed to identify packages or letter bomb before they turn deadly.

IDENTIFIERS

- No return address
- Handwritten or poorly typed address
- Excessive postage or unusual stamps
- Return address and postmark are not from the same originated point
- Common words misspelled
- Special hand written instructions
- Restrictive marking such as confidential, personal, do not bend, shake, etc.
- Over-Wrapped, excessive securing material
- Odd-shaped or unevenly weighted packages
- Lumpy or rigid envelopes
- Oily stained or discolored
- Protruding wires, string or tinfoil
- Strange odors emanating from the item
- Incorrect title, address or spelling of the name of addressee
- Title, no name
- Addressee is not familiar with the name and address of the sender

- Addressee is not expecting the delivery

ATF Bomb Threat Worksheet

Date: _____ Received by: _____ Reported call to _____				
Call received: _____ Call terminated: _____				
Phone number called received on: _____				
Exact words of caller: _____				
Ask the following questions (the goal is to keep them on the phone)				
What time is the bomb set to explode? _____ - _____				
Where is it located? _____ Floor _____ Department _____				
What kind of bomb is it? _____				
What is your name? _____				
Where are you calling from? _____				
Voice description (please circle): Male Female				
Young Middle-age Old				
Calm Nervous Angry Rough Refined				
Accent? Yes No Describe: _____				
Speech Impediments? Yes No Describe: _____				
Unusual phrase _____				
Was the voice familiar? No Yes				
Who did it sound like? _____				
Background noises? Music Traffic Horns Machinery				
Aircraft Whistles Bells Running motor (type)				
Other _____				
Remarks _____				

