



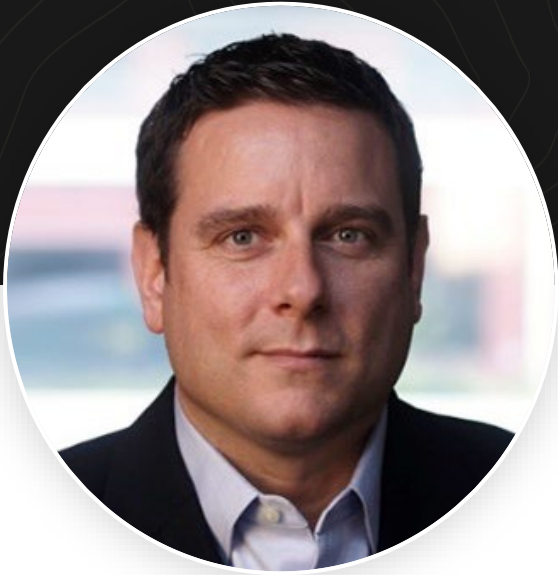
ONSOLVE[®]
By **CRISIS24**

PREPAREDEX

Tabletop Exercise: Dynamic, Effective Preparedness for Violent Intruder Emergencies



Welcome



Rob Burton

Co-founder and Managing Director

PREPAREDEX



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 **ONSOLVE**[®]
By **CRISIS24**

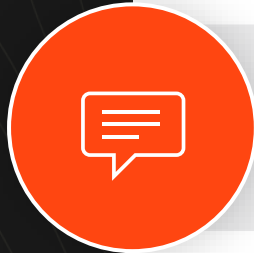
Today's Goals



Educate



Connect



Share

Simulation Objectives

1

Validate effectiveness of the
Emergency Response Plan (ERP)

2

Enhance early warning protocols
and coordination

3

Assess communication
and crisis management

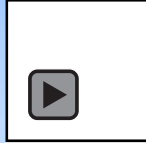
4

Evaluate post-incident recovery
and support systems

Exercise Roles and Responsibilities

- 1 Scribe** – manages the Master Events Log and captures any issues.
- 2 Crisis Coordinator** – manages any resources such as plans and related tools and keeps the team on schedule.
- 3 Leader** – manages the discussions and makes decisions with input from the team.
- 4 Facilitators** – will lead the exercise and support the breakout rooms to facilitate the exercise process and encourage dialog if/when needed. Works with the scribe to collect issues that are raised.
- 5 Observers** – listen to the discussions and answer questions in the observer instructions.

About BV Robotics



A man in a suit is standing and talking to two women seated at a table in a restaurant setting. The scene is overlaid with a semi-transparent orange filter. The man is on the left, and the women are on the right. The table has a white tablecloth, a vase with flowers, and some glasses.

Roles for Today's Exercise

- General Manager (Leader)
- Operations Manager
- Logistics Manager
- Docking / Shipping Manager
- Human Resources
- Legal
- Safety and Security Manager /
Emergency Coordinator
- Public Relations / Communications Manager
- Sales and Marketing Manager

Inject Period One

The Unfolding Situation

Inject 1.1 – Previous Month

Your company has received more than a dozen threatening letters and emails from an anonymous source over the past six months. This correspondence has been escalating, changing from generalized threats to specific statements threatening the safety of your executive leadership by name.

Local and federal law enforcement agencies are investigating these threats but have been unable to establish any solid leads.



Inject Period One

The Unfolding Situation

Inject 1.2 to 1.3 – Previous Week

Inject 1.2

Your internal security department has engaged several external threat assessment consultants to assess this situation. Executive Protection services have been engaged for all individuals named in the threats, and a plan to update the physical security of your headquarters building is in final review before moving forward for implementation. There has been significant concern from company leadership about the cost associated with any changes to the building.

Inject 1.3

The local police are working closely with your security department and have increased their presence around your headquarters building, including using cameras and drones. Several employees have complained to their ombudsman that “...it feels like we’re working in a prison.”



Inject Period One

The Unfolding Situation

Discussion Questions

- 1 How does your organization monitor and analyze threat intelligence, and how well is it integrated into security protocols and risk management?
- 2 How would your current security measures address this type of threat, and how effective do you think they would be?
- 3 How are your employees trained to recognize and report suspicious activity in and around your facilities?
- 4 How does your organization collaborate with local authorities to stay informed about potential threats and coordinate preventative and protective strategies?
- 5 How would your organization respond to employee concerns that security precautions were invasive and inconvenient?





BREAKOUT

for Inject Period One

Inject Period Two

The Ongoing Emergency

Inject 2.1 to 2.3 – Current Day, 9:20-9:35 AM

Inject 2.1 – 9:20 AM

A full-sized pickup truck with darkly tinted windows and a camper body on the bed has just jumped the curb in front of your headquarters building and rammed the front façade. The truck broke through the main entry doors, crushed the reception desk, and is resting against the central elevator column for the building.

Inject 2.2 – 9:25 AM

The truck driver has exited the vehicle wearing black tactical clothing and body armor. They are armed with an assault rifle and opened fire on the people in the reception area before barricading themselves back in the camper.

Inject 2.3 – 9:35 AM

First responders are on the scene. Law enforcement officers have established a perimeter and are searching the rest of the building while isolating the scene in the first floor reception area.

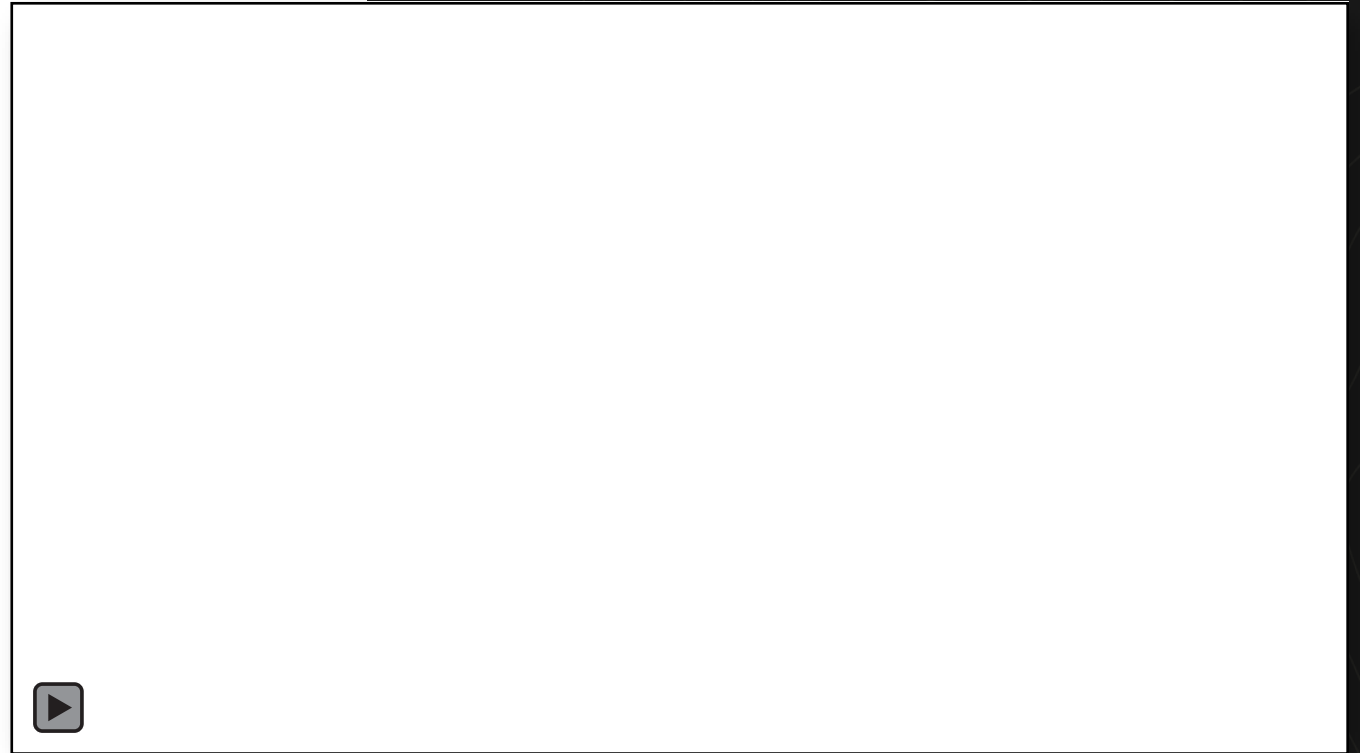


Inject Period Two

The Ongoing Emergency

Inject 2.4 – Current Day, 9:45 AM

BREAKING NEWS



Inject Period Two

The Ongoing Emergency

Inject 2.5 – Current Day, 9:50 AM

The building is being evacuated through emergency exits away from the reception area. There are 14 employees currently unaccounted for. Tensions escalate as the law enforcement officers securing the scene discover a hand-lettered note stating, “Leave me Alone! I have a Bomb!” in the cab of the truck.



leave me alone!

i have a bomb!

Inject Period Two

The Ongoing Emergency

Discussion Questions

- 1 How are your employees trained to respond to this type of scenario, and how do you think they would actually respond if it occurred?
- 2 How would your organization coordinate with law enforcement on this scene, and who is responsible for that coordination?
- 3 How would you communicate with your employees and other internal stakeholders during this scenario?
- 4 How would you manage communications with external stakeholders, the media, and the public during this scenario?
- 5 What policy, plans, and procedures currently exist at your organization to prevent or mitigate this type of scenario?





BREAKOUT

for Inject Period Two

Inject Period Three

Recovery and Debrief

Inject 3.1 – Current Day, 10:00 PM

The situation is resolved. The truck driver has been neutralized or arrested by law enforcement, and no device was found by the bomb squad. All 14 of the missing employees have been accounted for.

9 were killed during the incident, and 5 were located at neighboring businesses after having fled the scene when the truck first entered the building.



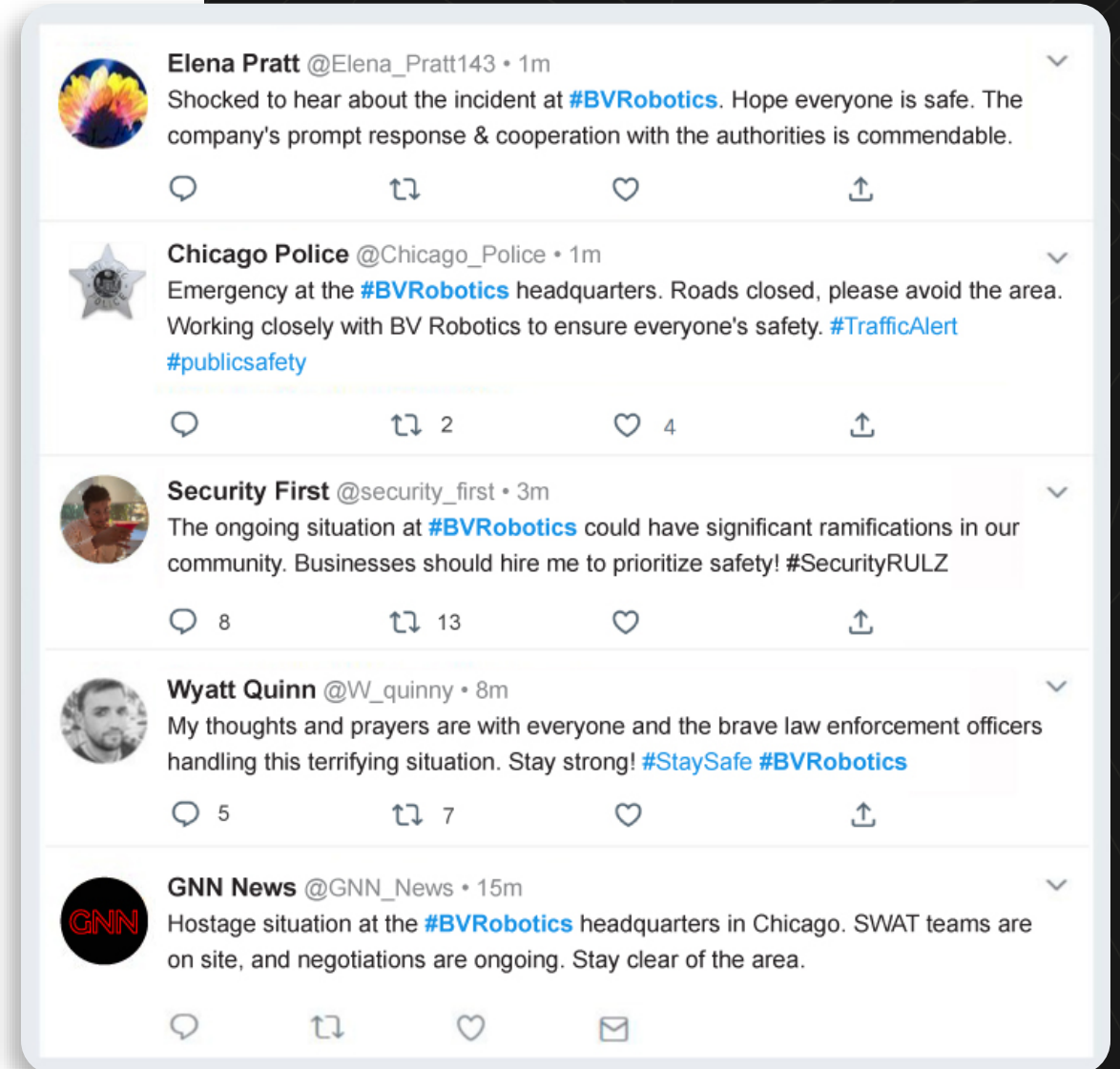
Inject Period Three

Recovery and Debrief

Inject 3.2 – Following Day, 10:00 AM

SOCIAL MEDIA

#BVRobotics



The screenshot displays a vertical list of five tweets on a white background with rounded corners. Each tweet includes a profile picture, the user's name and handle, the time since posted, the text of the tweet, and icons for replying, retweeting, liking, and sharing. The tweets are as follows:

- Elena Pratt** (@Elena_Pratt143) • 1m: Shocked to hear about the incident at [#BVRobotics](#). Hope everyone is safe. The company's prompt response & cooperation with the authorities is commendable.
- Chicago Police** (@Chicago_Police) • 1m: Emergency at the [#BVRobotics](#) headquarters. Roads closed, please avoid the area. Working closely with BV Robotics to ensure everyone's safety. [#TrafficAlert](#) [#publicsafety](#)
- Security First** (@security_first) • 3m: The ongoing situation at [#BVRobotics](#) could have significant ramifications in our community. Businesses should hire me to prioritize safety! [#SecurityRULZ](#)
- Wyatt Quinn** (@W_quinny) • 8m: My thoughts and prayers are with everyone and the brave law enforcement officers handling this terrifying situation. Stay strong! [#StaySafe](#) [#BVRobotics](#)
- GNN News** (@GNN_News) • 15m: Hostage situation at the [#BVRobotics](#) headquarters in Chicago. SWAT teams are on site, and negotiations are ongoing. Stay clear of the area.

Inject Period Three

Recovery and Debrief

Inject 3.3 – One Week Later

SOCIAL MEDIA

#BVRobotics

Families of the employees who were killed express concerns over safety and security, leading to public relations challenges.



Inject Period Three

Recovery and Debrief

Inject 3.4 – One Month Later

The headquarters building has been reopened for business. An internal review is launched to examine security protocols and emergency response measures, identifying areas of potential weakness.



Inject Period Three

Recovery and Debrief

Discussion Questions

- 1 How would this scenario impact your organization?
- 2 Would your organization reopen a facility where an incident like this occurred? Why or why not?
- 3 How would your organization regain the trust of its employees and stakeholders and ensure that they receive the necessary support to recover from this incident?
- 4 Could there be any legal or regulatory actions involving your organization following this incident?
- 5 How would your organization participate in the overall evaluation of the response to this incident?





BREAKOUT

for Inject Period Three

Well done, and thank you!

Gaps / Issues

- 1 What are some of the more significant issues that you identified?
- 2 What is the one thing you will take away from today's session?
- 3 Consider the question while filling out the feedback form.

Post Exercise

- Draft After Action Report (AAR) will be prepared based on:
 - Identified Gaps
 - Observations
- AAR review
- Final AAR and Executive Summary Video
- Remediation plan with owners



Who We Are



OnSolve Technology

- Mass Notification
- Risk Intelligence
- Incident Management
- Travel Risk Management
- Historical Data

Crisis24

- Medical and Travel Assistance
- Crisis Response Support
- Crisis and Security Consulting
- Global Protective Solutions



Crisis Management Planning

- Custom Tabletop Exercises
- Presentation-Ready Crisis Scenarios
- Custom Self-Delivered Scenarios
- Functional Exercises
- Full Scale Exercises
- Drills
- The International Crisis Management Conference
- Crisis Management and Business Continuity Planning

Thank you for
joining us!



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