

ACT OF VIOLENCE RESPONSE

Today, we are seeing an increase in violent crime across the United States. The FBI's "Uniform Crime Reporting" program showed that violent crime jumped 30% in 2020*. Over the last few months, the nation has witnessed organized 'smash & grab' attacks on retail stores, malls, and office buildings.

Is your organization prepared for an act of violence?

ACT OF VIOLENCE TRAINING

Communicate training plans to maximize response effectiveness and minimize the risk of misunderstanding. No one expects to be involved in a workplace violence situation but by scheduling regular drills—and effectively communicating about these exercises—your company can train employees on potential scenarios they may face.

VIOLENCE IN BUILDING OR ON PROPERTY

Observers to violent situations, including mass shootings, often report later that they heard the sound of gunfire but initially dismissed the sounds as fireworks or other noises. As soon as the shooting is confirmed, you must protect your people by quickly communicating about the violence in the building or on the property. These early messages will inform your people that a violent situation has been observed, where the situation is located, that they should evacuate immediately or stay away if they are not on-site, and to wait for further instruction. Alert employees that a violent person is in the vicinity and direct them (if safe) to exit the building or hide and barricade doors. Remind employees not to confront the perpetrator unless there is no other option.

Use Titan HST's preset broadcast message feature to plan ahead. Create detailed instruction templates for the various scenarios and if a violent situation ever occurs, fill in the blanks (e.g. location of the crime, description of the assailant, etc.) before quickly sending your message.

- [Click here](#) to learn how you can create preset messages for your site via the Titan HST Mobile App
- [Click here](#) to learn how you can create preset messages for your site via the Titan HST Web Portal

VIOLENCE NEAR EMPLOYEE'S PHYSICAL LOCATION

In the event of a shooting or other situation that's too close for comfort, it's vital to ensure all employees are safe, accounted for, and out of harm's way. Using Titan HST's safety status feature, your organization can rapidly confirm which team members are safe and who may need assistance.

Employees who might be travelling near the act of violence may be inadvertently affected by traffic detours, emergency response, or other byproduct of the situation.

- [Click here](#) to see how you can send a safety status request via the Titan HST Mobile App
- [Click here](#) to see how you can send a safety status request via the Titan HST Web Portal

VIOLENCE IN TOWN/CITY

Mitigate and prevent misinformation from spreading when violent actions in the community might affect your employees and their loved ones. Even when violence is miles away, reports can alarm your employees and, therefore, affect their families and loved ones. Inform your team members of the latest information from law enforcement to help reduce anxiety and provide firm guidance. Along with news outlets, social media platforms can also give real time updates on a situation due to the live streaming abilities many platforms are starting to use.

Titan HST broadcast messages are a quick and easy way to communicate the facts of the situation at hand to employees via mobile app, web, email, text message, auto-call, even post directly to your organization's social media pages (if configured).

- [Click here](#) to see how you can send a mass broadcast message via the Titan HST Mobile App
- [Click here](#) to see how you can send a mass broadcast message via the Titan HST Web Portal

SITUATION UPDATES

Keep your employees informed with the latest information in a rapidly changing situation. Recovering from acts of violence in the workplace can take time, even under the best circumstances. Messages with situation updates should keep employees informed of the violent situation and provide guidance, if possible. Even simple updates will reduce anxiety and increase safety.

[Click here](#) to download Titan HST's free preset message template guide for all scenarios!

Sources:

- Federal Bureau of Investigation. <https://www.fbi.gov/services/cjis/ucr>. Accessed 13 December 2021.