

Responding to Civil Disturbance

From the social media generated “flash mobs” which can range from harmless absurdity to organized criminal activity to protesters fighting for their cause, disturbances in urban areas are on the rise.

These disturbances are often non-violent, but a tense situation can escalate quickly. When performed peacefully, these demonstrations can bring together a community in ways that few other actions can. However, protests have a way of spiraling out of control, causing catastrophic damage and loss of life. Take these precautions to keep your employees and your business safe.

KEY POINTS

- **Do NOT make comments that might anger the demonstrators.**
- **Lock building doors and secure sensitive areas.**
- **Follow law enforcement instructions.**

AVOID THE DISTURBANCE

If a group looks suspicious, or if there are more people in an area than usual, take caution and leave the area. If you cannot leave, try to secure your immediate area.

Try to leave an area before situations escalate. Take routes that avoid areas with protesters.

Follow the instructions of local law enforcement.

Notify your co-workers and visitors about the disturbances and warn them to avoid personal contact with demonstrators.

Advise co-workers NOT to make any comments that might anger demonstrators.

Stay away from windows and lobbies. These areas are vulnerable if the disturbance becomes violent.

Avoid leaving the building unless there is no danger or harm from demonstrators. If you must evacuate, exit with caution and do not run.

Do not attempt any physical contact with demonstrators unless absolutely necessary. Do not engage in conversation or make comments that could be construed as inflammatory or contradictory to the demonstrator’s cause.

SECURE THE BUILDING

Notify your employees and visitors to lock all doors and secure all sensitive areas.

Put security or a responsible employee by the main entrance to monitor authorized personnel or visitors to enter and/or leave.

Advise employees to carry their access keys with them, as access control may be activated.

Report, but do not touch any foreign or unusual items that are left behind by any demonstrators who were able to access the building or your suite.

IF CONFRONTED BY SOMEONE

Do not act in an aggressive manner.

If they attempt to rob you, give up your possessions freely. Nothing is worth your life.

Do not hand them anything. Try to toss your possessions away from you and escape while they are collecting them.

If they try to force you to follow them to a second location, resist as much as possible.



With an end-to-end solution, such as Agility Recovery, businesses can recover **4 times faster** than with no BCM solution.