

Bandages to Bad Guys

Turning Perils into Protection

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Arrive Conference Solutions

Global Meeting Industry Day

April 12, 2018



About Me



NACDD
National Association of Council
on Developmental Disabilities



UCP United
Cerebral
Palsy™

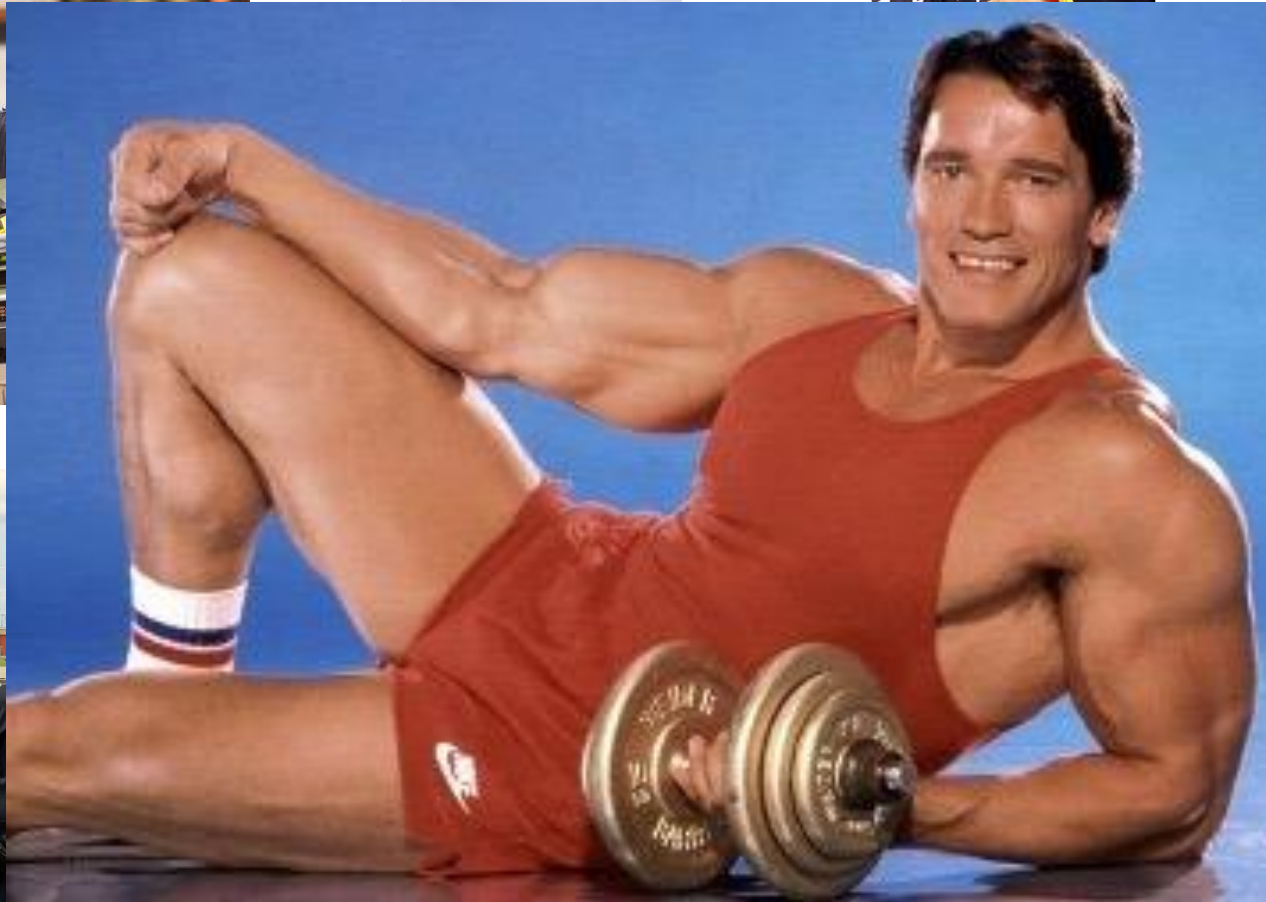
Life without limits for people with disabilities™



About Me



About Me



WHAT'S FIRST?

Goals & Objectives!



WHAT'S NEXT?

SAFETY!



Let's Get Started

Today's Material

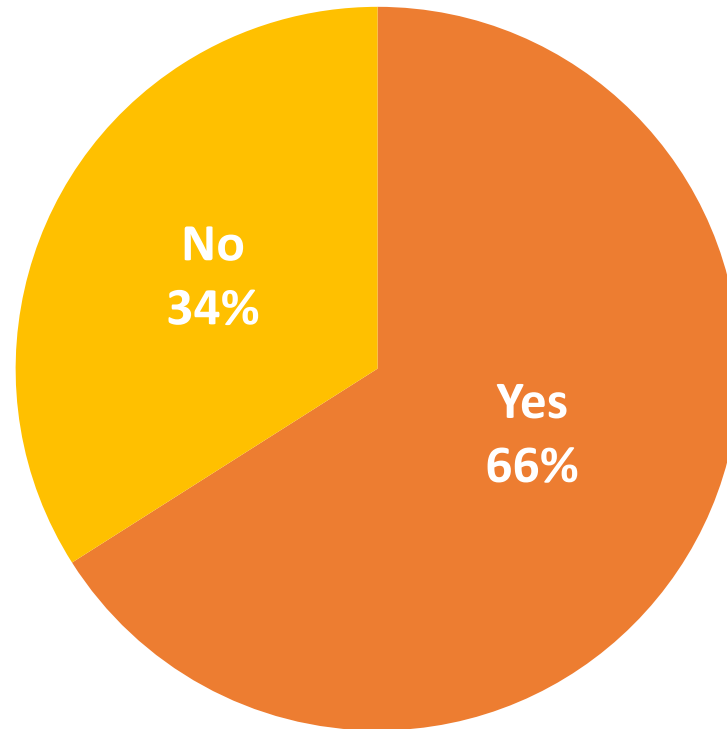
Two Main Areas

- Safety vs. Security
- Emergency Preparedness



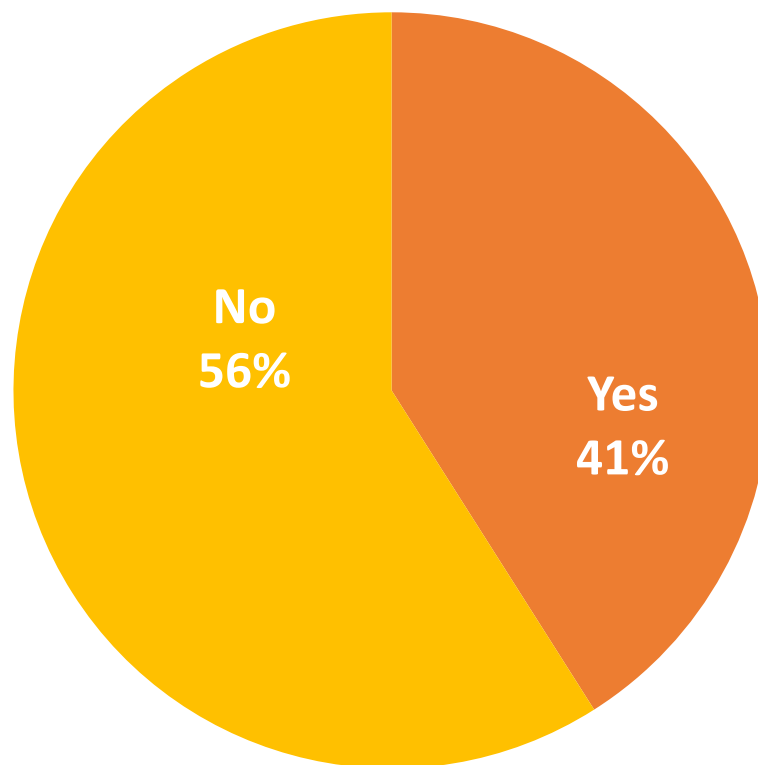
Talking the Talk

Is a crisis plan for meetings important?



Walking the Walk

Do you have a crisis plan?



Do vs. Cost

Over the last five years, has the level of concern you have about event security:



67% ● Increased

1% ● Decreased

32% ● Stayed the same

Are you spending more on event security than you were three years ago?



45% ● Yes

55% ● No

Make it Part of the Plan!



Safety vs. Security

Do you Know the Difference?

- **Feeling Free from Harm**
- **Measures to Prevent Harm**

Safety vs. Security



Safety vs. Security



Definition -

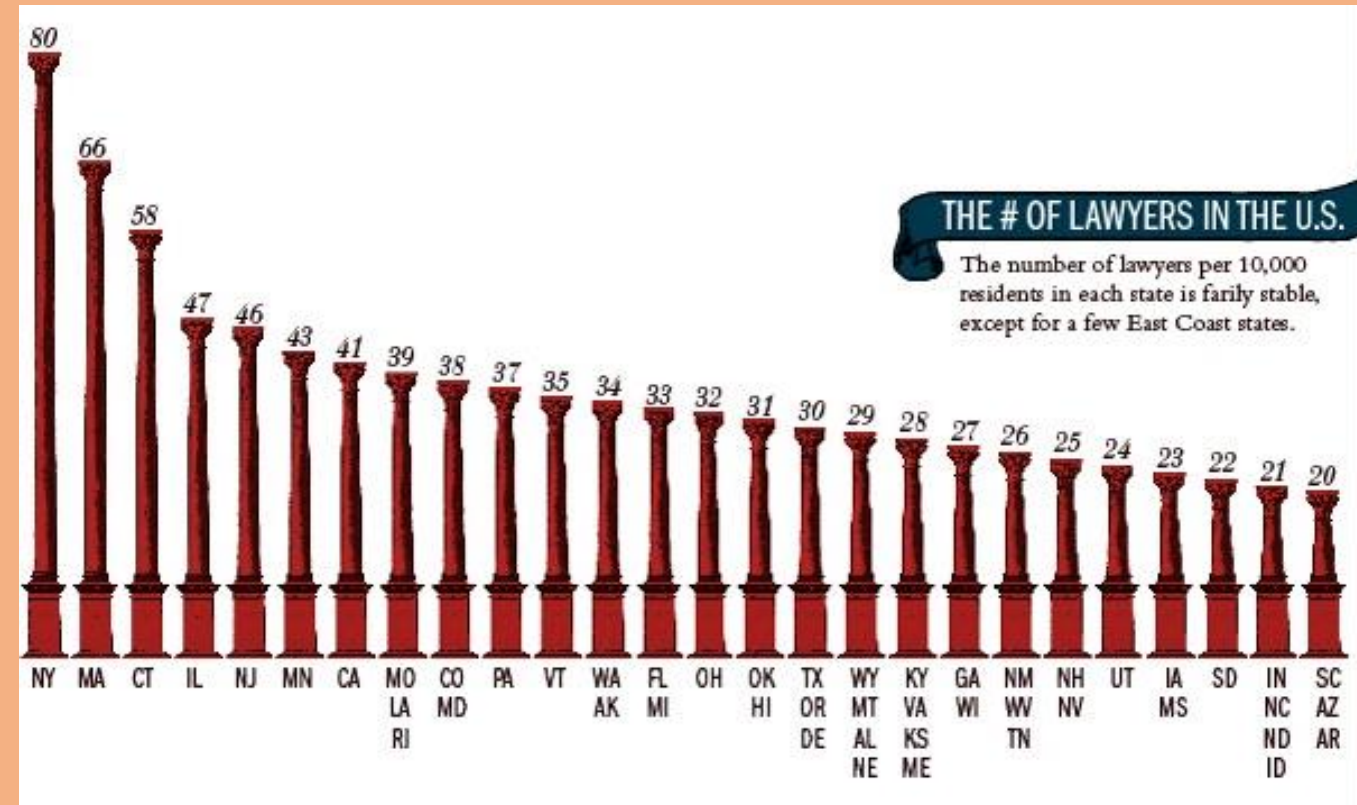
Emergency Plan

The **purpose** is to establish an organizational structure and procedures for response to an **emergency**.

Obligation

- Do What is Reasonable?
- AED?
- Band-aid?
- Asprin?
- Insurance? Liability?

Law Suits in the USA



WE THE PLAINTIFFS

A Closer Look at Lawsuits in the United States

15 MILLION CIVIL CASES
are filed annually in the United States.

80% OF THE WORLD'S
lawyers live in the United States.

Safety vs. Security

- Room Key Access
- Monitor Bars/Consumption
- Name Badges
- Uniformed Guard

What about...?

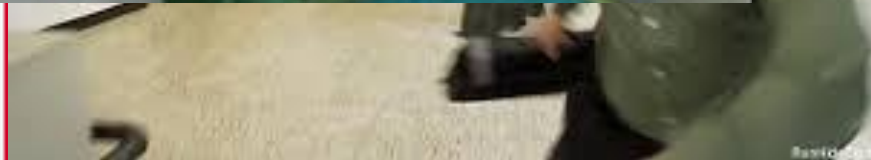
- Information/Cyber/Financial
- Reputation/Attendee/Political
- Personnel/Staff
- Mother Nature
- Human

Prevention!





**VIOLATORS
TOWED**



How do you feel?



Resource!

Site Visits

[**https://tinyurl.com/yctbmjmk**](https://tinyurl.com/yctbmjmk)

[**https://www.eisf.eu/library/hotel-security-and-safety-assessment-form/**](https://www.eisf.eu/library/hotel-security-and-safety-assessment-form/)



E. Property Fire, Life Safety, and Security Information

1. Fire Systems	
<input type="checkbox"/>	Hotel has a fire emergency plan (including evacuation assembly areas) that may be reviewed at the office of the General Manager.
Hotel has Smoke Detectors connected to the fire alarm system:	
<input type="checkbox"/>	• In Guest Rooms
<input type="checkbox"/>	• In Public Areas
Hotel has Sprinklers:	
<input type="checkbox"/>	• In Guest Rooms
<input type="checkbox"/>	• In Public Areas
<input type="checkbox"/>	• In Utility Areas
<input type="checkbox"/>	Emergency exit doors are fitted with locks that enable immediate release and opening.
<input type="checkbox"/>	Hotel has systems and procedures to enunciate an alarm in the case of a fire or other emergency.
<input type="checkbox"/>	Hotel fire alarm system is tested on a regular basis.
<input type="checkbox"/>	Fire alarm system has a PA (public address) functionality to enable emergency announcements.
<input type="checkbox"/>	Fire alarm system has stand-by power supplied by batteries/charger.
<input type="checkbox"/>	The Hotel has fire extinguishers on guest floors, in public areas, and in key BOH areas.
<input type="checkbox"/>	Emergency lighting and fire extinguishers comply with local fire code and are regularly inspected.

<input type="checkbox"/>	CO detectors are located where fossil fuel burning devices are located.
<input type="checkbox"/>	CO detectors are hard-wired to the Fire Alarm control panel.
<input type="checkbox"/>	Maintenance/Inspection records for fire system and fire equipment are available for review at the office of the Hotel Engineer.

2. Security Systems and Equipment	
<input type="checkbox"/>	Hotel utilizes a CCTV surveillance system.
Hotel CCTV surveillance system covers:	
<input type="checkbox"/>	• Parking Facilities (garage and/or parking lots)
<input type="checkbox"/>	• Entrances to Hotel (public and employee)
<input type="checkbox"/>	• Public Areas (lobby, meeting room foyers)
<input type="checkbox"/>	• Guest Room Floors
<input type="checkbox"/>	• Loading Dock and Service Delivery Area
<input type="checkbox"/>	Hotel has video archiving system that retains surveillance video for minimum of 30 days.
<input type="checkbox"/>	Hotel car parks have entry and exit controls.
<input type="checkbox"/>	There is a means to ensure vehicles do not directly approach the hotel without passing a physical barrier.
<input type="checkbox"/>	Measures are in place to stop unauthorized vehicles from parking adjacent to the hotel building.
<input type="checkbox"/>	Hotel has parking facilities adjoining or beneath the hotel.

3. Lighting

<input type="checkbox"/>	Hotel has emergency lighting in public areas and evacuation stairwells.
<input type="checkbox"/>	Parking areas are lighted.
<input type="checkbox"/>	Premises and grounds are lighted.
<input type="checkbox"/>	Hotel guest rooms have a flashlight for emergency use.

4. Guarding

<input type="checkbox"/>	Hotel has onsite security staff 24 hours daily.
<input type="checkbox"/>	Hotel conducts periodic security/safety patrols of hotel and premises on 24-hour basis.
<input type="checkbox"/>	Public access entrances and exits are observed or supervised by hotel staff 24 hours daily.
<input type="checkbox"/>	Hotel staff controls access to the guest floors from public areas.
<input type="checkbox"/>	Hotel has a process for increasing security manpower for meetings or events upon request.
<input type="checkbox"/>	Hotel has a staffed command center that actively monitors hotel access control systems, CCTV system, and fire/life safety systems.
<input type="checkbox"/>	An internal emergency telephone number is available and is continually staffed.
<input type="checkbox"/>	Hotel has an armed guard presence on premises.
<input type="checkbox"/>	Hotel Security staff wear name badges.
<input type="checkbox"/>	Hotel Security staff has means to readily identify themselves to others as premises security.
<input type="checkbox"/>	In the event of an emergency Hotel Security have a

6. Guest Room Security

Guest Rooms have:

<input type="checkbox"/>	<ul style="list-style-type: none">• Deadbolt Locks
<input type="checkbox"/>	<ul style="list-style-type: none">• Door Chain or Wishbone Latch
<input type="checkbox"/>	<ul style="list-style-type: none">• Door Closure Mechanism
<input type="checkbox"/>	<ul style="list-style-type: none">• View Ports
<input type="checkbox"/>	Guest room connecting room doors have a deadbolt lock.
<input type="checkbox"/>	Guest rooms are fitted with a convenience safe.
<input type="checkbox"/>	Guest room appliances have instructions for use in English.
<input type="checkbox"/>	Guest rooms have a compendium that contains guidance for guests to follow in case of Fire and other emergencies.
<input type="checkbox"/>	Guest rooms have Safety Exit maps on back of door.
<input type="checkbox"/>	Guest rooms with balconies have internal locking devices to deter forced entry.
<input type="checkbox"/>	Height of guest room balcony surrounds is greater than 1.1 meter (42 inch equivalent).
<input type="checkbox"/>	Guest room balcony surrounds have no gap greater than 100mm (4 inch equivalent).
<input type="checkbox"/>	Guest room windows have restricted opening capability of no greater than 100mm (4 inch equivalent).
<input type="checkbox"/>	Guest rooms have no gas-operated appliances or water heaters.

7. Elevators/Lifts

1. Food Hygiene	
I confirm as the responsible person at the property that the information provided in this section is an accurate reflection of the safety facilities at this property.	
Please state the name of the person completing this information:	
Please state position held : (e.g., Hotel Executive Chef)	
Check all below that apply	
Management Control	
<input type="checkbox"/>	Property has an established food safety management system (e.g., HACCP).
Food Delivery Controls	
<input type="checkbox"/>	Property has a system of assessing food and beverage suppliers.
<input type="checkbox"/>	Property has a documented system for reviewing delivery problems and complaints relating to suppliers.
Frozen Food Storage	
<input type="checkbox"/>	Foods are covered.

Cooking/Reheating	
<i>Temperatures of Cooked Foods:</i>	
<input type="checkbox"/>	Temperatures are recorded.
<input type="checkbox"/>	Temperatures are over 75°C (167°F).
<i>Temperatures of Re-heated Foods:</i>	
<input type="checkbox"/>	Temperatures are recorded.
<input type="checkbox"/>	Temperatures are over 75°C (167°F).
<input type="checkbox"/>	Procedures are in place to ensure foods are only reheated once.
Cooling	
<input type="checkbox"/>	Documented procedures exist for the cooling of food in place.
Service	
<input type="checkbox"/>	Documented procedures exist for the hot holding of food.
<input type="checkbox"/>	Hot holding procedures are recorded.
<input type="checkbox"/>	Hot holding units maintain food above 63°C (145°F).
<input type="checkbox"/>	Hot foods are removed from display after 2 hours and discarded.
<input type="checkbox"/>	Documented procedures exist for the cold holding of food.

Resource!

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Emergency Preparedness





- **Risk and Capability Assessment** (why we need to plan and for what type of emergency?)
- **Practice/Prevention** (what action can I take now to prevent future action?)
- **Prepping and Planning** (how do I plan for an emergency? And what capabilities do I already have)
- **Management & Implement** (who does what during the plan? how do I put the plan into action?)
- **Recovery** (time to pay for the plan and make sure we get back to "normal")

Assess the Problem(s)



Scenario:

- Annual Conference of 300
- Thur-Sun pattern
- Assoc of Black CPAs
- To be held March 2019
- Charlotte, NC

Assessment

What are the chances you'll encounter a threat or hazard?

And what will be the impact?

Risk = Threat/Hazard x
Vulnerability x
Impact/Consequence

Capabilities = ?



Assessment Example

Scenario:

- Annual Conference of 300
- Thur-Sun pattern
- Assoc of Black CPAs
- To be held March 2019
- Charlotte, NC



Change Example

Scenario:

- Annual Conference of 300
- Thur-Sun pattern
- Assoc of Black CPAs
- To be held **March** 2019
- **Boston, MA**



Example Assessment

Risk = Weather/Snow Storm

Vulnerability = ???

Impact = ???

Capabilities = ???



Example Assessment

Risk = Weather/Snow Storm

Vulnerability = Avg is 8 inches/4 days.

Impact = ???

Capabilities = ??



Example Assessment

Risk = Weather/Snow Storm

Vulnerability = Avg is 8 inches/4 days.

Impact = Possible traffic and transportation delays. No loss of power. No school or gov't offices closed.

Capabilities = Excellent



April 1, 1997 – April Fools!



Example Assessment

Risk = Weather/Snow Storm

Vulnerability = Avg is 8 inches/4 days.

Impact = Possible traffic and transportation delays.

No loss of power.

No school or gov't offices closed.

Capabilities = Excellent



Problems Original Scenario



Scenario:

- Weather?
- Politics?
- Sports?
- Active Shooter?

What else?

List Possible Solutions



Active Shooter – How Likely?

- Postpone meeting
- Move meeting
- Train staff
- Know/distribute evac routes
- Add security staff

What else?

Decide on BEST Solutions



Active Shooter –

- Keep them out!

Implement the Solution



Active Shooter –

- Train staff
- Hire security
- Use name badges
- ID anyone w/o a badge
- Use hotel resources (cameras, etc).
- Tell attendees

What else?

**FIRST
RESPONDERS**

Re-Assess

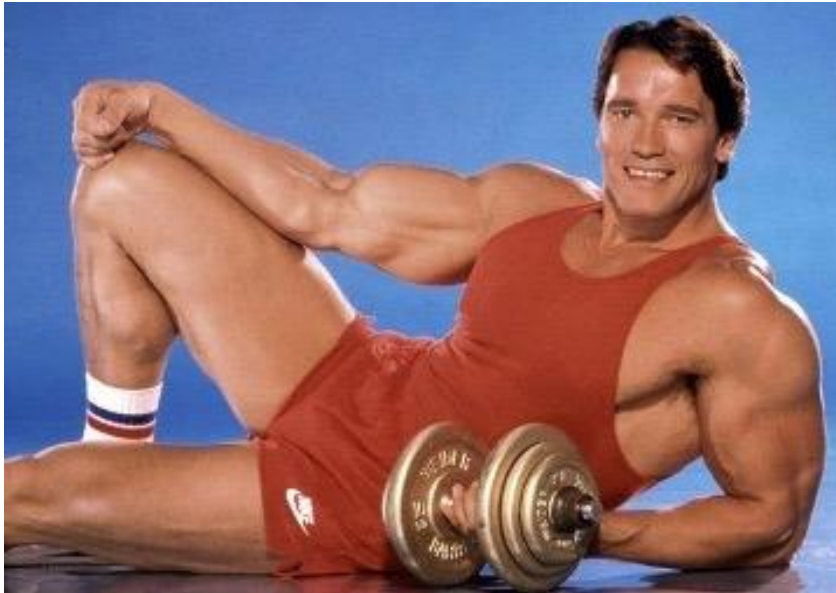


Active Shooter –

- Will our plan work?
- Did our plan work?
- Re-assess can be ongoing
- Did we get back to “normal?”

What else?





Thank you

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