

Intruder- An unauthorized person who enters workplace property

- Notify security.
- Ask security to accompany you before approaching intruder.
- Politely greet intruder and identify yourself.
- Ask intruder the purpose of their visit.
- Inform intruder of guest policy (i.e. all guests must register with receptionist).
- If intruder's purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.

If intruder refuses to leave:

- Warn intruder of consequences for staying on property. Inform him/her that you will call police.
- Notify police and _____
Crisis Team Coordinator
in _____ at _____ if intruder
Office # Work/Mobile/Page #
still refuses to leave. Give police full description of intruder.
- Walk away from intruder if you think they will become violent. Be aware of intruder's actions at this time (where he/she is located in building, whether he/she is carrying a weapon or package, etc).
- Coordinator may issue Lock-Down Procedures (*see next column or Lock-Down Procedures section*).

Intruder/Hostage

Hostage

- If hostage taker is unaware of your presence, do not intervene.
- Call 911 immediately. Give dispatcher details of situation; ask for assistance from hostage negotiation team.
- Seal off area near hostage scene.
- Notify security and _____
Crisis Team Coordinator
in _____ at _____.
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- Give control of scene to police and hostage negotiation team.
- Keep detailed notes of events.

Lock-Down Procedures:

- Crisis Team Coordinator will issue lock-down procedures by announcing warning over PA system or sending a messenger to each office.
- PA announcement may be a coded or basic alert (*see Warning and Notification section for coded warnings*) message.
- Direct all employees and guests into rooms.
- Lock doors.
- Cover windows of rooms.
- Move all persons away from windows and doors.
- Allow no one outside of rooms until Coordinator gives an all-clear signal.