

LOSS PREVENTION

A wooden clipboard with a yellow sheet of paper titled "EMERGENCY PLAN" is shown in a semi-circular frame. The text "EMERGENCY PLAN" is written in large, bold, black letters on the yellow paper. The clipboard is positioned diagonally, with the top-left corner visible.

ACTIVE SHOOTER

Our meeting topic for this week is one that addresses a very serious and potentially life-threatening situation, responding to an active shooter. While we hope never to encounter such a scenario, it's crucial that we are prepared to respond effectively in order to protect ourselves, our colleagues and our customers.

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How to use Weekly Meeting Topic Guides

What are the Weekly Meeting Topic guides: One-page topic guides to help managers educate their sales team on sales growth topics and strategies.

Goal: BSPK morning meetings are designed for one simple purpose:
to modify behaviors in order to achieve a desired result.

Weekly Topic: The meeting is intended to be delivered daily for an entire week in order to ensure that all team members have fully absorbed the content before moving on to the next topic.

Sections: BSPK morning meetings are divided into 4 easy steps.

- Introduction
- Questions for the team
- Teach the topic
- Set the expectation.

Meeting time: A morning meeting should be no longer than 15-20 minutes.

Best practices:

- Review the content before morning meeting
- Deliver the meeting in your own voice without reading verbatim from the meeting notes
- Use guide as a reference but always make eye contact with your team
- After the meeting, be present on the sales floor and be prepared to provide in-the-moment coaching where needed

Weekly Meeting Topic

Active Shooter Response

Confidential

Step 1 Introduction

Good morning, team. Our meeting topic for this week is one that addresses a very serious and potentially life-threatening situation, responding to an active shooter. While we hope never to encounter such a scenario, it's crucial that we are prepared to respond effectively in order to protect ourselves, our colleagues and our customers. Let's discuss how to recognize the signs of an active shooter and the appropriate actions to take in such an emergency.

Step 2 Questions for the team

- What do you think are some indicators or warning signs that may suggest a potential active shooter situation?
- What actions should we take if we hear gunshots or suspect an active shooter is in our vicinity?
- Can you identify the locations of emergency exits and safe hiding spots in our store?

Step 3 Teach the topic

First, let's discuss the signs to look out for

- **Suspicious behavior:** Be vigilant for individuals exhibiting aggressive or erratic behavior, or who seem to be carrying weapons.
- **Verbal threats:** Take note of any threats of violence or statements indicating intent to harm others.
- **Unusual movements:** Be aware of individuals moving quickly or erratically through the store.

There are three possible ways to respond to an active shooter scenario

1. **Run:** If safe to do so, evacuate the premises immediately. Encourage others to leave with you but if they refuse to leave, do not wait and get out as quickly as possible. Call 9-1-1 once you have evacuated the area.
2. **Hide:** If unable to escape, find a secure location to hide, preferably behind locked doors. Barricade the door with heavy objects or furniture, turn off lights, silence cell phones and remain quiet.
3. **Fight:** As a last resort, and only when confronted by the shooter, be prepared to defend yourself and others. Use any available objects as improvised weapons and commit to overwhelming the shooter with physical force.

When police arrive they will have their weapons drawn and will shout commands. Comply with all instructions by law enforcement and keep your hands raised where they can be seen.

As soon as it is safe to do so, notify loss prevention and senior leadership.

Are there any questions?

Step 4 Set the expectation (this is how you can say it)

It's essential that we take the topic of responding to an active shooter seriously and remain vigilant at all times. I expect each of you to review our store's emergency procedures and familiarize yourselves with the appropriate actions to take in the event of an active shooter situation. Thank you for your attention to this critical topic, and let's continue to prioritize safety and preparedness in our workplace.