

53RD ANNUAL SEMINAR AND EXHIBITS

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Solutions Start Here.

THE LEADING EVENT FOR SECURITY PROFESSIONALS WORLDWIDE

What Are You Bringing To The Table?

E. Floyd Phelps, CPP

**Luck favors those who are
prepared!**



Overview

- What is a Tabletop Exercise
- Using a tabletop exercise for emergency training
- How easy they are to put together
- Resources needed
- Dos and Don'ts
- Conduct a small scale Tabletop Exercise

Types of Exercises

- Orientation
- Drill
- **Tabletop**
- Tactical
- Full Scale
- Emergency Review

**Is the Emergency Plan the
company's best kept secret?**



What is a Tabletop Exercise?

- A scripted scenario
- Led by a facilitator
- Who presents a number of incidents
- To which participants respond
- In a low stress environment
- The purpose of which is to familiarize the audience with the emergency plan
- And isolate deficiencies.

Why Exercise At All

- Discover deficiencies
- Train personnel
- Expose problems
- Define duties
- Raise comfort level
- Determine additional needs

Benefits of a Tabletop Exercise

- Easier and costs less to produce
- A short duration exercise
- Tailored to the needs of a specific audience
- Can be conducted using a computer and an overhead projector
- Training in a relaxed atmosphere
- Enlists more participation
- Builds a team spirit

Emergency Exercises are visible evidence that the Security Department is actively accomplishing something.



Aspects of an Exercise

- Planning
- Determine parameters
- Critical tasks
- Develop the scenario
- Coordinate (schedule, personnel, production)
- Injections (Drivers)
- Conduct the exercise
- Evaluation process

**Design exercise so every
participant can contribute**



TIP: The object of an exercise is to allow participants to know and feel comfortable with their emergency plan responsibilities.



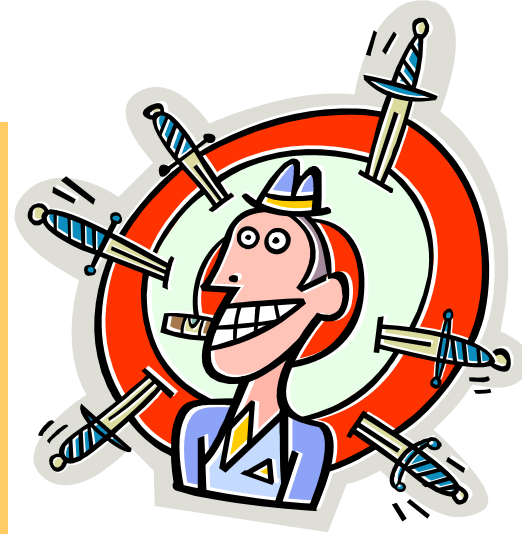
Use realistic emergencies



Tabletop Exercise Participants

- Facilitator – Guides the exercise and keeps it moving
- Scribe – Document the exercise
- Resource Person – If needed
- Players - Participate in the exercise
- Observers – Observe for training or observe for evaluation and feedback

Who is your target audience?



Facilitator Duties

- Explain the objectives
- Keep the session flowing
- Introduce roadblocks
- Ensure issues are documented
- Keep on schedule
- Summary comments at conclusion
- Discuss follow up and time frames

Players Duties

- Review Emergency Plan/Business Continuity Plan before exercise
- Participate in response discussion
- Suggest areas/events not covered by plan

Scribe Duties

- Record proceedings
- Document issues as they arise
- Record corrective actions – responsible person/group
- Record plans for follow up meetings
- Develop Exercise Report

Exercise Rules

- Everyone is free to contribute
- It is not a “Test” – It is an exercise
- Facilitator has the right to stop discussion that is unproductive or to keep event on time.
- No outside interruptions permitted

Conducting

- Handbooks distributed in advance
- Summoning participants
- Prepare the training area
- Use of drivers (injections)
- Be flexible

Emergency Exercises allows the Security Department to interact with individuals in a non-problem situation.



Typical Format

- Introduction and Overview
 - Start Exercise
 - Unfolding Situation
 - Decisions and Responses
 - Additional Information *
 - Later Developments
 - Decisions and Responses
 - Debriefing and Evaluation
- * Additional Information section can be repeated**

Typical Systems Exercised

- **Communication** (vertical, horizontal, news media)
- **Resources** (manpower, material, technical assistance)
- **Data** (collection, analysis, mgmt, communicating)
- **Coordination** (chain of command, leadership)
- **Legal** (medical, criminal, quarantine, confidentiality)
- **Systems** (interagency protocols, surveillance, NIMS)
- **Mental health** (public fears, responders – stress)

A Tabletop Exercise should not exceed 3 hours.



Evaluation

- Debrief
- Critique
- After Action Report

**Try to involve upper management
in Emergency Exercises**



TIP: Within 30 days following the exercise, call all participants together to discuss the Exercise.



**“Hoping for the best,” is not a
business strategy.**



Sample Tabletop Exercise



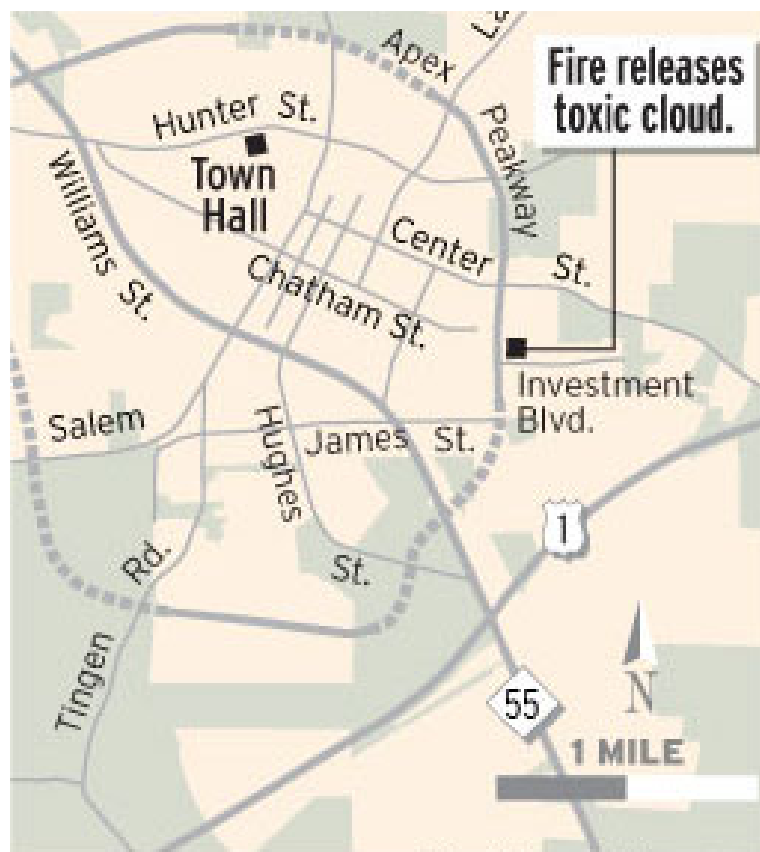
City Name: Fate, Tennessee

Population: 32,000



Monday, March 14th
4:23 am


- XYZ Environmental Services burst into flames.
- Toxic fumes blanket the small city.



The News & Observer

Action Taken

- 17,000 Residents evacuated
- 123 Individuals sent to local hospital
- Area was blocked off
- Yellow smoke filled the area
- 55-gallon drums of chemicals keep exploding for three days

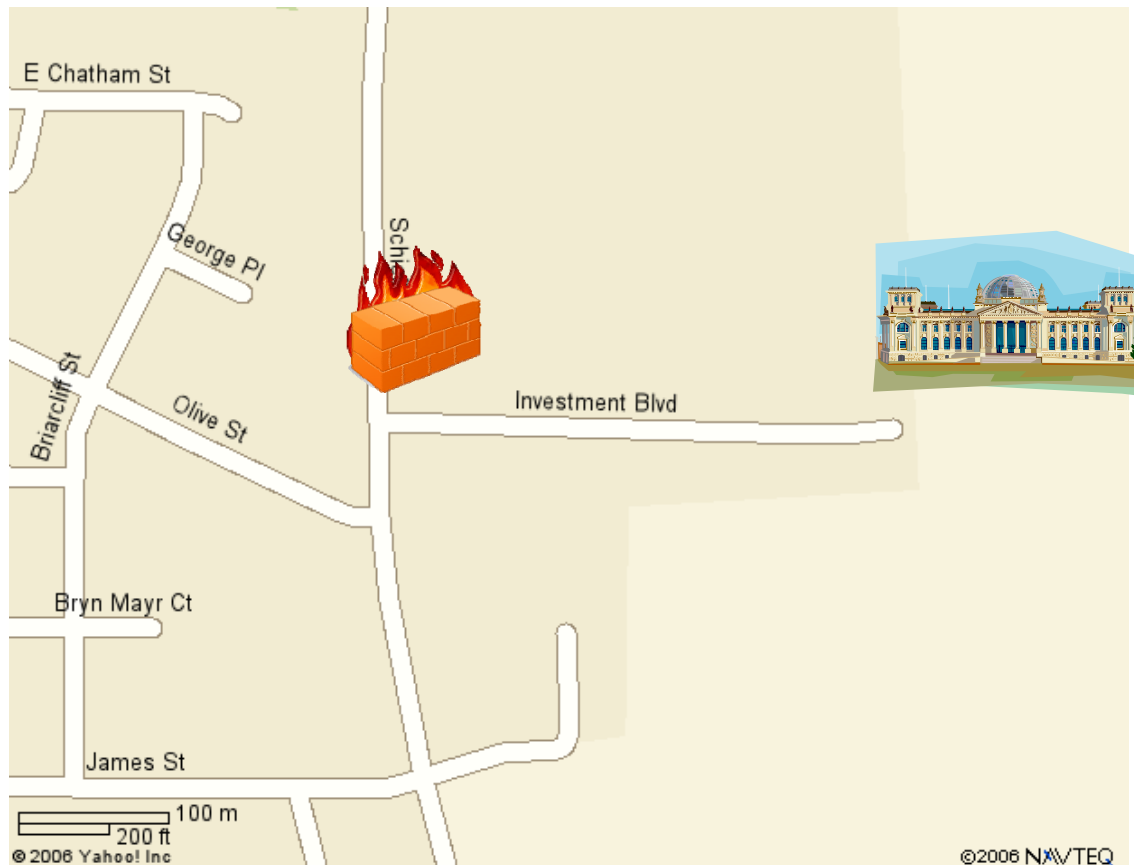
A decorative graphic in the top-left corner consisting of an orange square partially overlapping a white rounded rectangle. A thick blue horizontal bar spans across the top of the slide, starting from the left edge and ending before the text area.

XYZ Environmental Services is located at 4500 Safety Road adjacent to where Investment Boulevard forms a “T” intersection.

Investment Blvd. dead ends.

The only business on Investment is **FNS-BioWorks** which is at the very end.

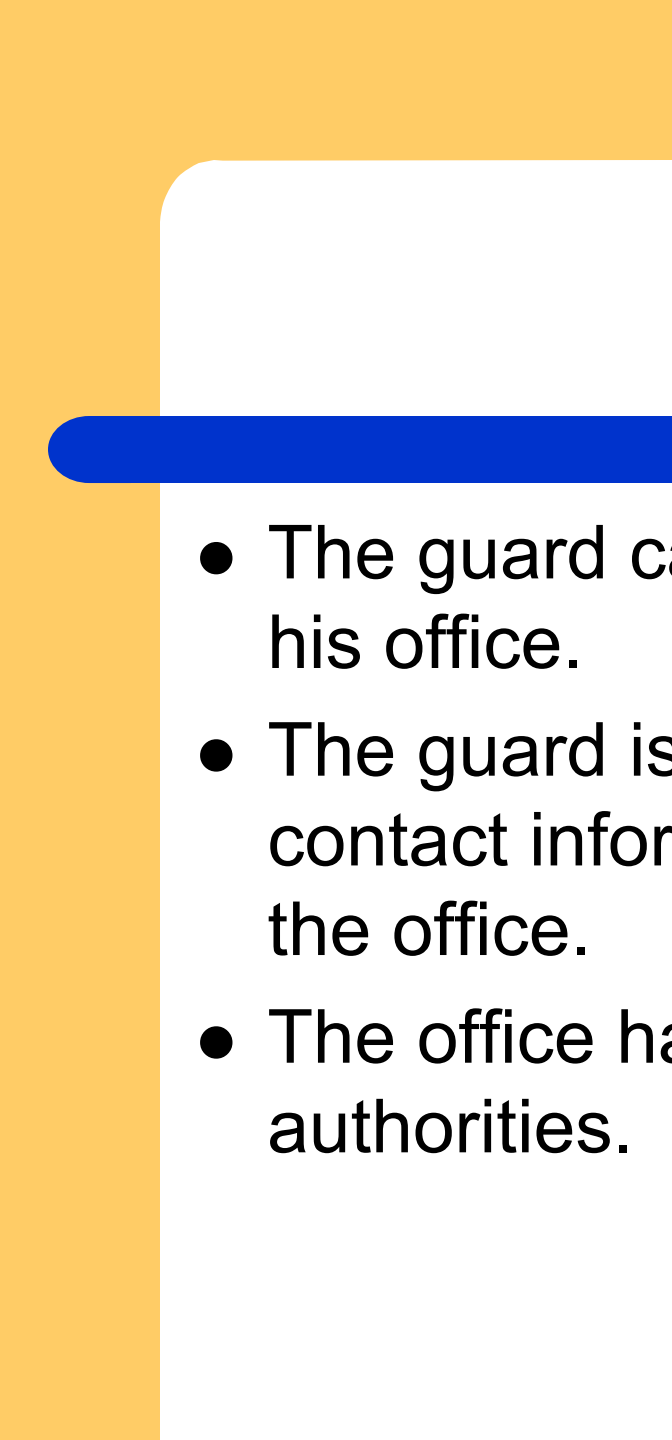
FNS-BioWorks



Company: FNS-BioWorks

- Founded in 1897
- Founder: Frank N. Stein
- Product Base: Emergency Supplier of:
 - Artificial hearts
 - Synthetic Blood Vessels
 - Synthetic Skin
 - Artificial Joints
 - Synthetic Blood

- FNS-BioWorks uses a contract guard service with a small security company in Fate.
- They have a single guard at night, mostly to insure that the sensitive equipment stays operational.
- The “day” guard arrives at the barricade at 6:45 am. He is not allowed into the area.

- 
- A decorative orange shape is in the top-left corner, and a blue horizontal bar is positioned below it.
- The guard calls the emergency number for his office.
 - The guard is informed that the emergency contact information for FNS-BioWorks is in the office.
 - The office has been evacuated by the authorities.

The Security Director for FNS-BioWorks arrives at the roadblock at 8:00 am. He is the first employee on the scene.

**FNS-BioWorks normally opens for
business at 9:00 am.**



What initial actions need to be taken?



Decisions & Responses



Initial Problems

- There is no written emergency plan.
- All contact information is in headquarters.
- What to do with the employees?
- How will FNS-BioWorks let their customers know there is a problem?
- Can they handle emergency orders?
- What happened to the night guard?

The fire department has decided to let the fire burn itself out

- Fifteen firemen have gone to local hospital with severe breathing problems.
- Many of the burning materials are metals that violently react to water
- Water would spread the hazardous chemicals into the soil and city drains
- It may be days before the area is open

The CEO has gone on a cruise with his wife to celebrate their 25th anniversary.

No one seems to know what cruise line or their destination

Rolling On The River...

“Proud Mary”

- Fire keeps burning
- Drums keep exploding
- A yellow smoke keeps billowing into the air.

Customers are calling for emergency orders but no one answers the telephone.



What is required to “Return to Normal”?

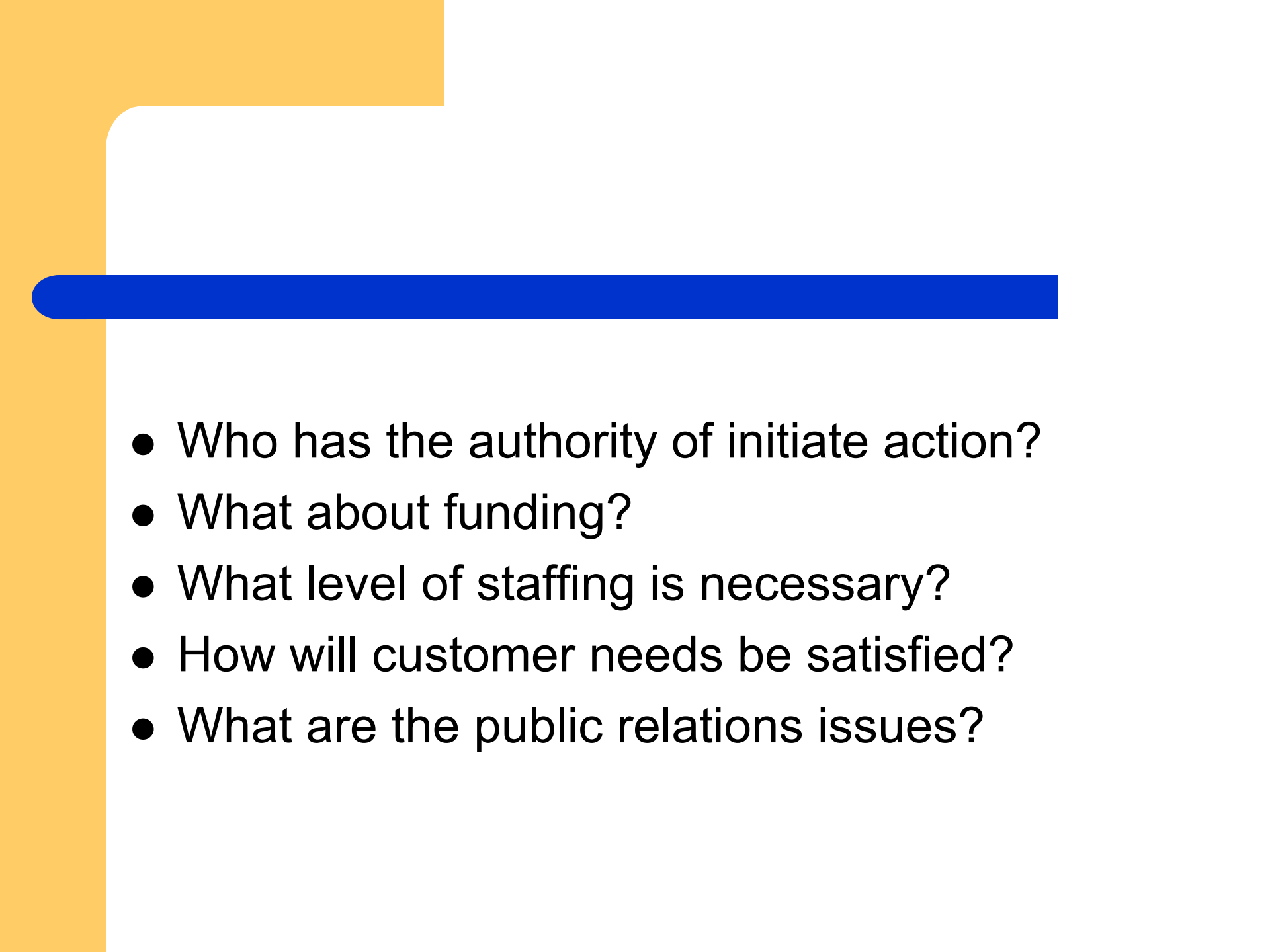


Decisions & Responses



What are some of the procedures that should have already been in place?



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- The slide features a decorative orange vertical bar on the left side, a white rounded rectangular area in the upper left, and a thick blue horizontal bar across the top. The main content is a list of five bullet points.
- Who has the authority of initiate action?
 - What about funding?
 - What level of staffing is necessary?
 - How will customer needs be satisfied?
 - What are the public relations issues?

The the guard service is worried about the night guard. He has chronic emphysema. He has not responded to attempts to contact him by telephone or radio.

FNS-BioWorks was checked by emergency response crews at 6:10 am. The building was locked. There was no response or sign of personnel.

It is assumed that Barney Johnson, the night guard, is dead and still in the building.

Summary

- Tabletop exercises are extremely useful.
- They are easy to produce
- Can be designed to fit your organization's needs.
- The need to involve upper management
- Remember to **promote your successes.**