

The Office of Infrastructure Protection

National Protection and Programs Directorate
Department of Homeland Security

Protective Measures for Critical Infrastructure

2017



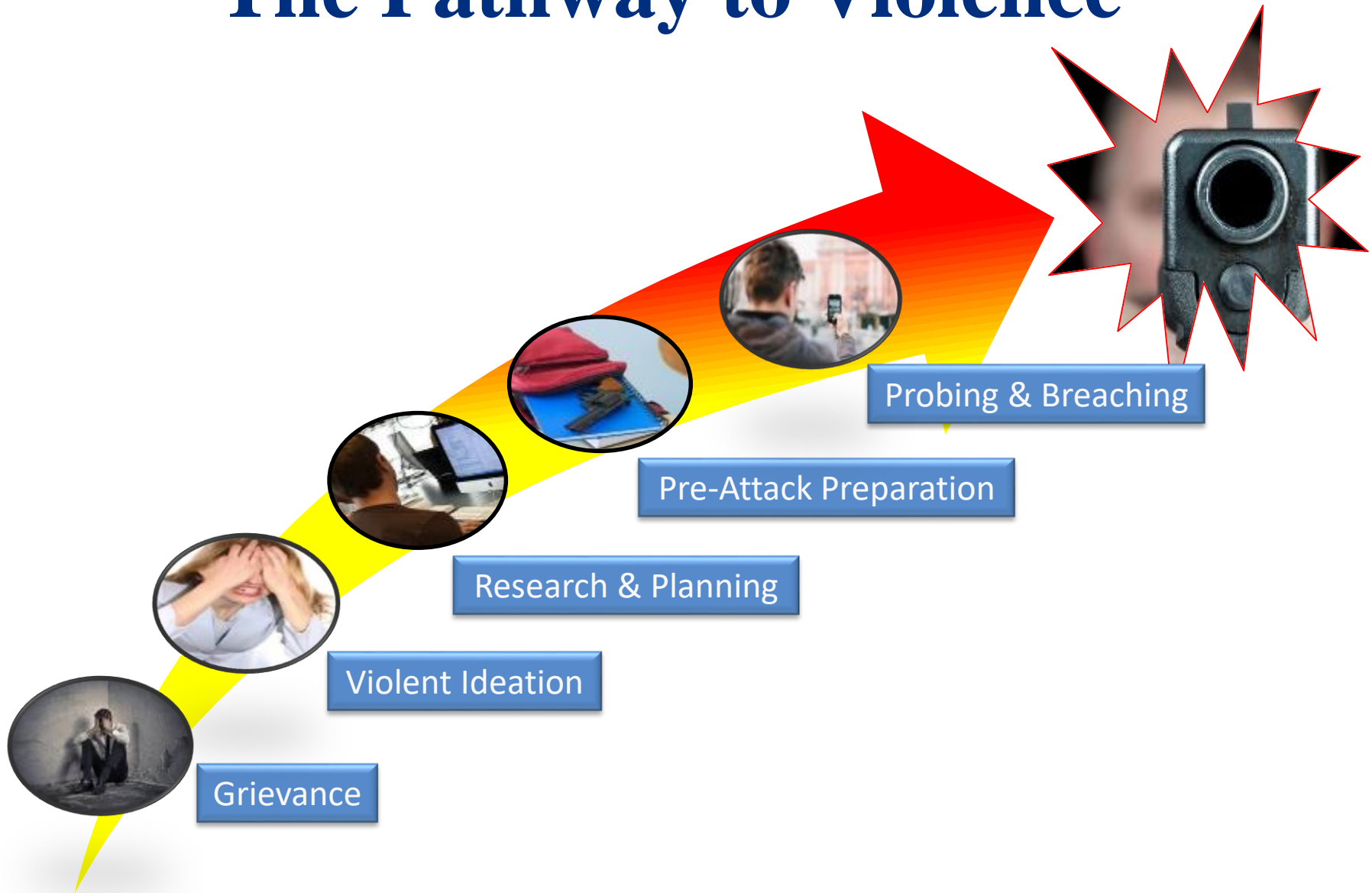
Homeland
Security

Looking for the Bad Guy



Homeland
Security

The Pathway to Violence



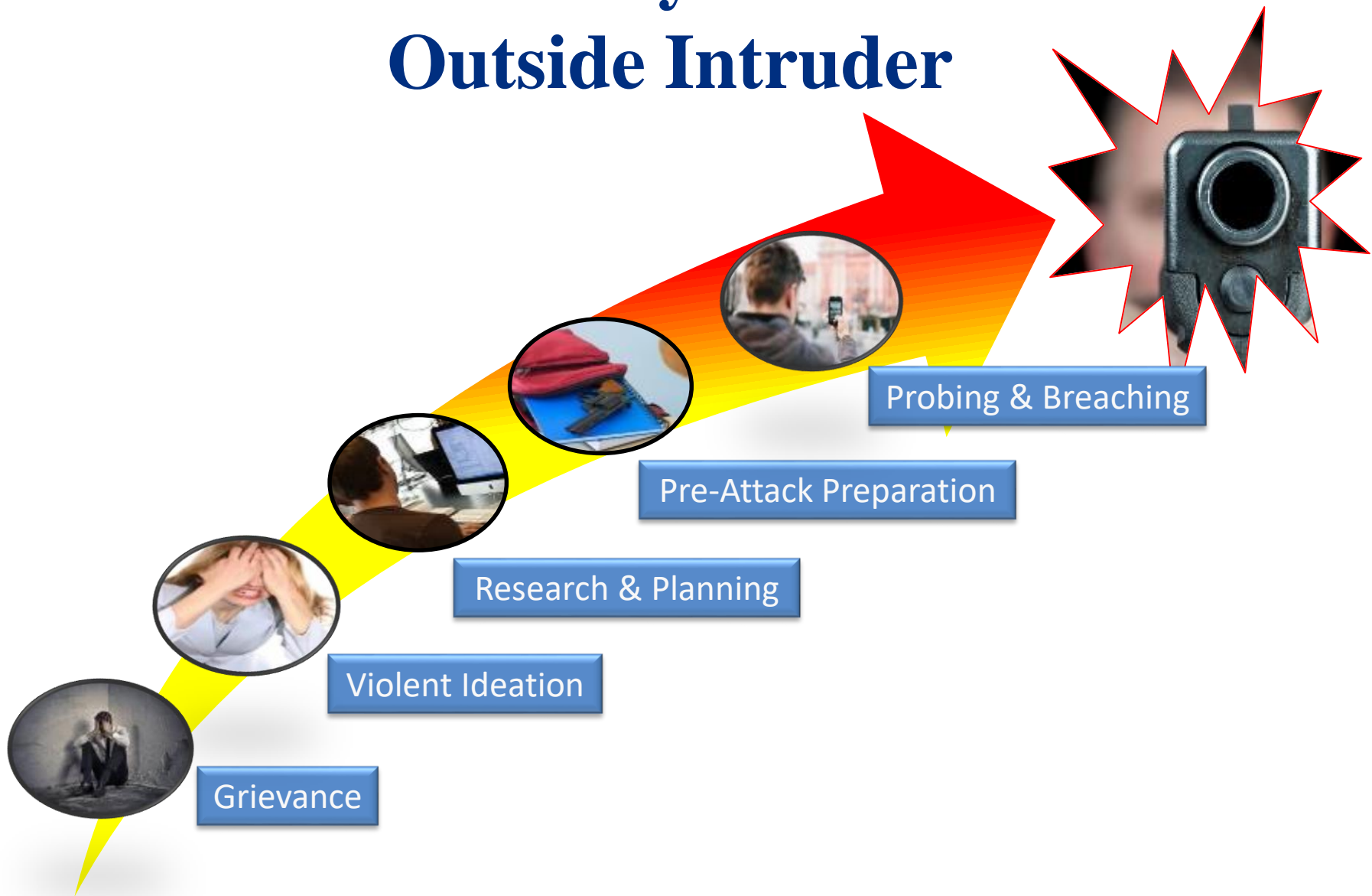
The Pathway to Violence

Behavioral Indicators

- Talking about previous violent incidents
- Expressions of suicidal thoughts
- Unsolicited focus on firearms or other weapons
- Overreaction to workplace changes
- Increased use of alcohol or drugs
- Violations of company policies
- Expressions of paranoia
- Angry outbursts
- Increased absenteeism
- Exploiting or blaming others
- Withdrawal



The Pathway to Violence Outside Intruder





Trends and Tactics

TIMELINE/LOCATION

9:20 Suicide bombing near Gate D at Stade de France.
Fatalities: 1 + 1 suicide bomber

9:25 Shooting outside of Le Petit Cambodge restaurant & Le Carillon bar.
Fatalities: 15

9:30 Suicide bombing near Gate D at Stade de France.
Fatalities: 1 suicide bomber

9:32 Shooting outside of Café Bonne Bière.
Fatalities: 5

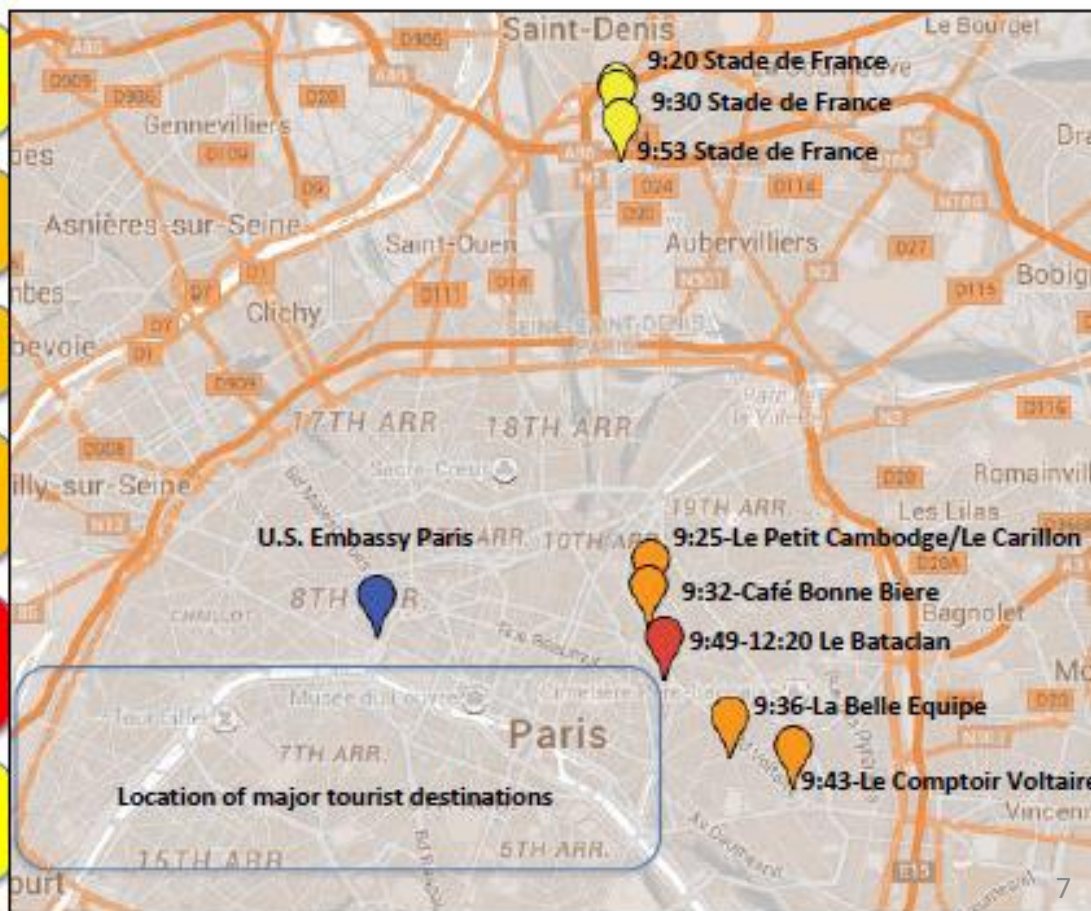
9:36 Shooting outside of La Belle Équipe.
Fatalities: 19

9:43 Suicide bombing outside of Comptoir Voltaire restaurant.
Fatalities: 1 suicide bomber

9:49-12:20 Shootings & suicide bombings inside Le Bataclan concert hall.
Fatalities: 89 + 3 assailants

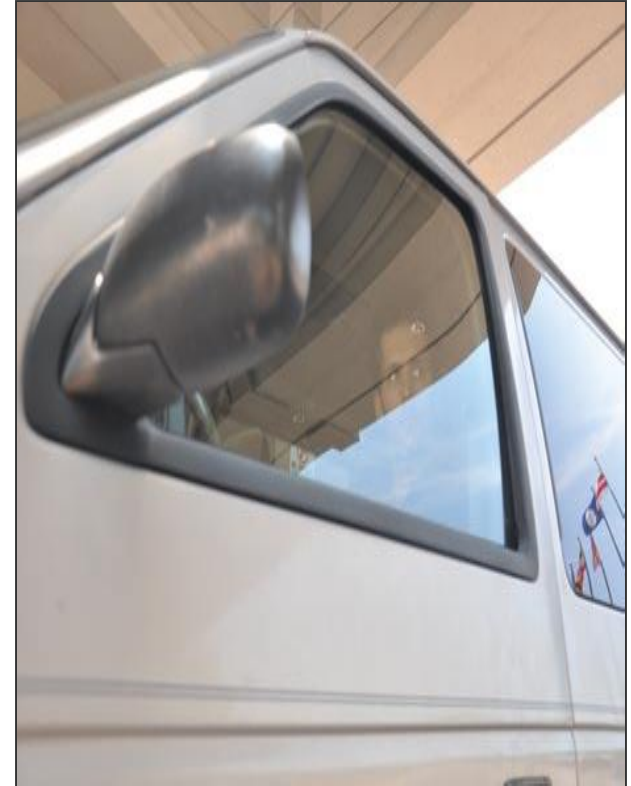
9:53 Suicide bombing near a McDonald's restaurant in vicinity to Stade de France.
Fatalities: 1 suicide bomber

A total of eight incidents occurred in the attack timeframe. The terrorists are believed to have worked in three teams. The incidents on the map below are color coded by which team is responsible for them. Team A=yellow or the suicide bombings at Stade de France; Team B=orange or the shootings and suicide bombing at restaurants/bars; Team C=red or the attack at Le Bataclan.



Potential Indicators

- Employees being questioned offsite about practices pertaining to the potential target
- A noted pattern or series of false alarms requiring a response by law enforcement or emergency services
- Unusual or unannounced maintenance activities in the vicinity of the store
- Persons using or carrying video/camera/observation equipment over an extended period
- Unattended vehicles illegally parked near the buildings or places where large numbers of patrons gather



Security



Homeland
Security

Homeland Security Starts with Hometown Security



Security starts here.

connect

plan

train

report



CONNECT

1

CONNECT

To establish relationships

PLAN

Keep employees & customers safe

2

3

TRAIN

Staff to deal with potential threats

4

REPORT

If you see something suspicious

1

To establish relationships

Visit dhs.gov/hometownsecurity to learn more about Federal resources like the DHS Protective Security Advisor program. Get to know local law enforcement and EMS.

■ Reach Out & Develop Relationships

- Local law enforcement and emergency management officials
- Neighbors and community organizations
- DHS Protective Security Advisor
- FBI and Infragard: <https://www.infragard.org/>
- Customers and patrons



PLAN

1

CONNECT

To establish
relationships

PLAN

Keep employees &
customers safe

2

3

TRAIN

Staff to deal with
potential threats

REPORT

If you see something
suspicious

4

2

Keep employees & customers
safe

Stay aware of potential threats and
hazards to your business, including
your computer systems.
Visit ready.gov/business to develop
plans to ensure safety, security, and
business continuity.



TRAIN

1 CONNECT

To establish relationships

PLAN

Keep employees & customers safe

3 TRAIN

Staff to deal with potential threats

REPORT

If you see something suspicious

3

Staff to deal with potential threats

Teach employees to identify and report suspicious activity.

Online Training

“Active Shooter, What You Can Do” (IS-907)

- Available through the Federal Emergency Management Agency Emergency Management Institute:

- <http://training.fema.gov/EMIWeb/IS/IS907.asp>

- 45 minutes



www.dhs.gov/ActiveShooter

REPORT

1 CONNECT

To establish relationships

PLAN

Keep employees & customers safe

3 TRAIN

Staff to deal with potential threats

REPORT

If you see something suspicious

4

If you see something suspicious

Post details of what to watch for and how to report it. Join the “If You See Something, Say Something™” campaign at dhs.gov/see-something-say-something



Security Considerations



**Homeland
Security**

Protective Measures

- Personnel
 - Conduct background checks on all employees (more detailed checks should be conducted on those who will have access to critical assets)
 - Maintain an adequately sized, equipped, and trained security force for all events
 - Conduct continuous roving security patrols during special events; expand roving/motorized patrols to outer perimeter



**Homeland
Security**

Protective Measures

- Access Control
 - Establish a process for controlling access to and egress from the facility; including designated, monitored points of entry
 - Establish a buffer zone and perimeter around the facility and a process for controlling access
 - Define and secure controlled areas that require extra security
 - Control employee identification and access through use of photo identification badges



Protective Measures

- Communication and Notification
 - Maintain contact numbers and checklists to follow in the event of a security-related incident
 - During events, maintain instantaneous communication capability with local, state, or federal law enforcement and emergency responders



Protective Measures

- Monitoring, Surveillance, Inspection
 - Ensure that the venue has an intrusion detection system
 - Video surveillance systems on venue grounds
 - At the beginning and end of each event, inspect interior/exterior of facility
 - Require screening of all patrons before they are allowed to enter the facility's perimeter
 - Require screening of all employees, event participants, and delivery and emergency service personnel before they are allowed to enter the facility's perimeter for special events

Protective Measures

- Infrastructure dependencies
 - Ensure security and key personnel know where all vital dependencies enter and are controlled within the facility. Express the importance of each (electric, water, gas, IT)
 - Ensure that an emergency power source is provided for critical systems
 - Check outdoor air intakes of heating, ventilation, and air conditioning (HVAC) systems to ensure that they are protected



Protective Measures

- Incident Response
 - Ensure that multiple evacuation routes and rallying points are available
 - Inspect all available emergency equipment prior to any event to ensure that it will operate during crisis situations
 - Assign specific staff members the responsibility of turning off the gas, electricity, water, and alarm systems in the event of an emergency



Online Training

- Active Shooter:
 - <http://training.fema.gov/is/courseoverview.aspx?code=IS-907>
 - This will result in a certificate if you wanted to track employee's completion

- Surveillance Awareness:
 - <http://training.fema.gov/is/courseoverview.aspx?code=IS-914>
 - The purpose of this course is to make employees aware of actions they can take to detect and report suspicious activities associated with adversarial surveillance.

- Workplace Violence:
 - <https://training.fema.gov/is/courseoverview.aspx?code=IS-106.15>
 - The goal of this course is to give employees awareness of violence in the workplace, how to recognize the warning signs, and what actions to take to prevent or minimize violence.





Homeland Security

For more information visit:
www.dhs.gov/criticalinfrastructure

PSA – Kyle Wolf
Kyle.wolf@hq.dhs.gov