



### EVENT INFORMATION

While enforcing the Michigan Governor's order for wearing masks in public, a security guard was shot in the head. The suspect was asked to leave the store by the security guard after she refused to wear a mask while inside. She responded by yelling and spitting on the guard. Approximately 20 minutes later, she returned to the store with family members. The two men confronted the guard. One was armed and shot him in the head.

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### ANALITICAL NOTES

- Irrational behavior by a customer.
- Pandemic restrictions affecting rational thinking.
- Lock down procedures.
- Training in situational awareness, verbal de-escalation, and active aggressor.



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Employees stand outside a Flint, Michigan Family Dollar after the murder of a store security guard.  
Photo credit: Sarahbeth Maney/AP

# ANALYZE IT

## Flint, Michigan

### TRAINING POINT

We have crossed into an era where the "new norm" for society may involve the implementation of new laws and technology because of the pandemic. Not everyone will be accepting of all changes and requirements. How employees are trained will have a direct effect on the business's safety and security. Not all incidents are preventable, but many can be mitigated with training that guides employees on securing the facility, handling irrational patrons, and foreseeing potential hazards.

### HAVING A PLAN

The plan should begin with a facility threat assessment. This process exposes all vulnerabilities the organization has, preventing a suitable safe and secure environment. The assessment not only examines physical structures, but identifies strengths and weaknesses in policy/procedures, and employee training. This first step enables a business to now fill in those security gaps the assessment has exposed and develop a comprehensive strategy for moving forward in securing the workplace. Bypassing the assessment process is a grave mistake and will leave an organization exposed to hazardous incidents.

### THE APB FACILITY THREAT ASSESSMENT (FTA) CHART

The pie chart illustrates the focal points of the facility threat assessment and the emphasis each area should have relating to proper safety and security measures.

