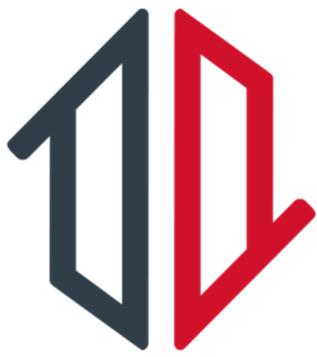




FIRSTCALL

Corporate Security & Advisory Services

**WHEN EMPLOYEES STRIKE,
HOW SHOULD COMPANIES RESPOND?**



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WHEN EMPLOYEES STRIKE, HOW SHOULD COMPANIES RESPOND?

This is the fifth in a series of brief case studies that depict real-world security-related events and the role that a professional security firm can play in helping companies respond to them.

This scenario describes what happens when workers strike and the steps companies can take before, during, and after a work stoppage to protect their employees, suppliers, and customers.

EMPLOYEES JUST THREATENED TO STRIKE. WHAT HAPPENS NEXT? BUSINESS AS USUAL?

We knew that a strike was imminent, but that was about all we knew. This was new territory for our company and, quite frankly, we didn't know how or when to react or in what form.

– Chief Security Officer, Specialty Paper Manufacturer

Employees have a number of options at their disposal in the event of a dispute with their employer. Nonetheless, despite the best efforts of both union leaders and executives to negotiate in good faith and reach a mutually beneficial agreement, employees sometimes opt to strike.

When strikes do occur, ensuring the safety and security of executives, employees, suppliers, and customers is “top of mind” for the C-Suite. Yet executives often struggle to determine how and when to deploy security in response to a strike. As soon as a company's executives suspect that a strike might occur, they can begin pre-strike planning.

Developing the appropriate action plan to deal with a strike involves answering a number of important questions, including:

1. Will the company remain open during the strike?
2. How will the company ensure employee and visitor safety?
3. How will the company control access to the premises?
4. Will the company continue to accept shipments?
5. What chain of command will company executives use to communicate with the union?



ENSURING A SAFE AND SECURE ENVIRONMENT IN THE MIDST OF CHAOS

Using a broad range of tools, tactics, and capabilities, a professional security team provides an effective line of defense and serves as a deterrent to violence, physical confrontation, and sabotage.

An experienced third-party security team delivers the following benefits:

- Strengthens your existing security team by bringing in highly experienced, self-managed professionals who have the diplomacy and tact to coordinate your team's efforts.
- Provides 24-hour protection of the company's facilities and assets.
- Protects key executives at work and at home.
- Ensures safe passage for non-striking employees as well as for vendors and customers.

IT'S NOT OVER UNTIL IT'S OVER

At the conclusion of the strike, transitioning back to normal working conditions should include an analysis of the challenges encountered during the strike and recommendations to update the company's strike contingency plan based on lessons learned during the walkout.

In addition, strikes can trigger civil and criminal litigation. A professional security firm can perform a number of roles to help companies respond to the possibility of legal action, including conducting investigations, interviewing witnesses, and creating expert reports.

Strikes aim to interrupt a company's day-to-day operations. With the appropriate planning and sufficient response, companies can minimize the impact of striking employees, ensure the safety of all concerned, and return to normal operating conditions within short order.





Interested in learning more about how FirstCall CSS can help your company prepare for the unpredictable? Contact us today at presidency@firstcallcss.com or call +1 415 781 4300
Visit www.firstcallcss.com for more information.

ABOUT FIRSTCALL CSS

With 18 offices on four continents, FirstCall has 26-plus years of experience in solving corporate and government security challenges.

To find out why more than 800 companies and half of the Fortune 100 trust FirstCall's experienced security professionals to help ensure confidence and peace of mind for their C-Level team, visit www.firstcallcss.com



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