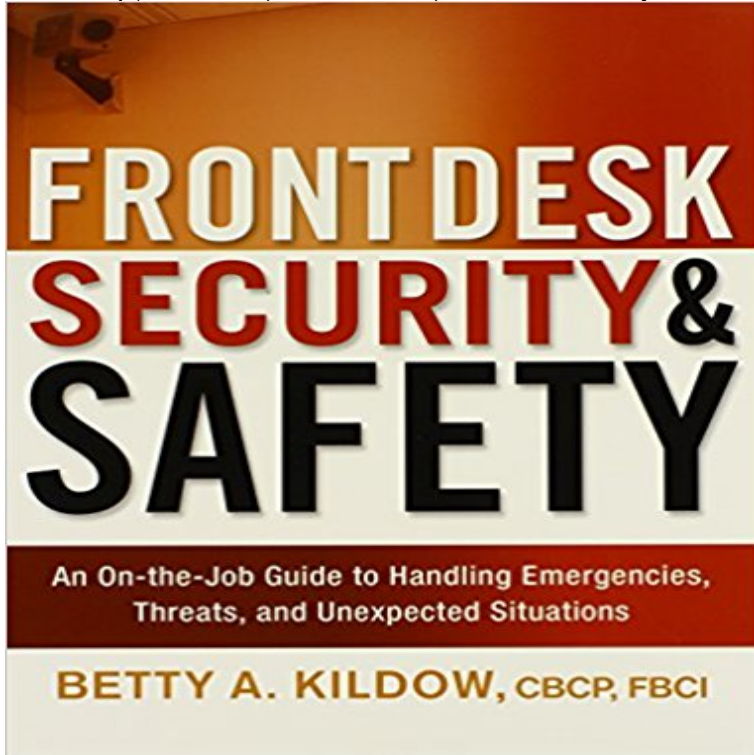


# Front Desk Security and Safety: An on-the-Job Guide to Handling Emergencies, Threats, and Unexpected Situations



Whether you work in the lobby of a high-rise building, man the entry point of a small office, guard a storage facility, or greet customers in a store, you are the first line of defense, responsible for the safety and well-being of the people in your building. Front Desk Security & safety includes step-by-step plans for natural disasters, terror threats, service disruptions, medical emergencies, fire, workplace violence, and other emergency situations, as well as emergency checklists and protocols you can post at your desk and refer to at the first sign of trouble. The book covers how to conduct safety training and emergency response drills, and includes a special What to Do When... section. In addition, Front Desk Security & Safety contains a basic project plan for developing an emergency management program, focusing on four key areas: Mitigation/Prevention: Applying proactive steps to minimize vulnerabilities Preparedness: Having the proper procedures and materials in place Response: Protecting employees and working with external safety authorities Recovery: Keeping the business running despite sometimes substantial limitations Now that your role in safeguarding your building and the people in it is greater than ever before, you need to be prepared for any situation. Front Desk Security & Safety helps you take on this serious challenge, and control the uncertain.

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